

# EXETER CITY COUNCIL

## TENANT AND LEASEHOLDER COMMITTEE

### MINUTES OF THE MEETING HELD ON 20 NOVEMBER 2007 AT 7PM

**Present:**

<b>Terry Anderson</b>	<b>Alison Moore</b>
<b>Alison Baxter</b>	<b>David Payce</b>
<b>Stephen Collier</b>	<b>Marion Watkins</b>
<b>Bob Halpin</b>	<b>Lin Kaczanow</b>
<b>George Hood</b>	<b>(observer East area)</b>
<b>Sally Lancaster</b>	<b>Tony Bodgin (ECC)</b>
	<b>Jenny Berry (ECC)</b>

#### 1. Apologies

Liz Belchamber, Gina Goodfellow, Gemma Lissaman, Ann Parchot, Armani Shepherd, Rod Simons, Joan Smith

#### 2. Accuracy of the minutes of the meeting held on 24 October 2007

The minutes were accepted with one alteration: Under item 4, the second sentence to read: 'Tenant feedback at the time of the Options Appraisal placed no priority on replacing door locks and there have been no specific requests from Police to upgrade locks, although **Police recommend good quality locks**'.

#### 3. Matters arising from the minutes

**Item 2. Co-option of Moira Barker** - concern was raised that the co-option had not been dealt with in accordance with the Constitution. The Chair pointed out that because of the circumstances the co-option was agreed by the Chair subject to formal ratification of the co-option by the TALC Committee at the next meeting, at which all but 1 vote agreed with the co-option.

**Item 4. Aerials** – Terry Anderson will email Exeter City Council with website address re. free upgrades for people on benefits. Information also to go in Insight.

**Item 8 Training Programme** – Confirmation needed re. whether applicants are booked to attend TPAS training on 23/11/07.

#### 4. Resident Involvement Strategy

It was noted that the Constitution distributed with the Resident Involvement Strategy is incorrect and differs from the adopted Constitution as follows: Paragraph 6.0 should read: 'The Committee at the Annual General Meeting will appoint officers of the TALC annually'.

Paragraph 11.3 should read: 'The AGM will be held annually in the month of June'.

Tony Bodgin outlined the Resident Involvement Strategy. Groups at present are:

- TALC Committee
- Tenant and Resident Associations at Whipton, Widgery & Bennett and at Countess Wear

- Sheltered Housing Forum
- Focus Groups at Beacon Heath, Hamlin Gardens and Shilhay
- List of 400 interested people
- Resident Auditor Team (RAT) and Real Time Team (RTT) and other ECC service related focus groups

The RAT Team and RTT will highlight areas of weakness within ECC and it is hoped that TALC can then be involved in the planning stages in improving the service in these areas. Possible other groups could be:

- Enabling and Strategy re. capital works
- Environmental Improvements with opportunity for TRAs to be involved with how estate budgets are spent
- Neighbourhood Management with local input re. Anti-social Behaviour and Estate Inspections (already happening in some areas). Photographs of before and after estate improvements was mentioned.

Whether or not this is the right structure needs to be considered. The HQN inspection suggested ECC should attempt to involve as many people as possible and ECC are hoping to develop involvement with younger people, and with minority and ethnic groups. The Committee was asked for input on how to keep people involved, and on other things ECC could do to involve tenants and leaseholders.

**Feedback from the Committee included:**

- Giving incentives for young people to be involved
- Football nights for younger boys and girls, which would encourage parents to become involved
- 5-a-side football matches between estates
- It's a Knockout type event between areas
- Informal Open Day on the green near the old ECC Banking Hall or Cathedral Green
- Focus Group for people with physical disabilities.

**Issues raised by TALC members were:**

Jargon: No reference in document to BME as Black and Minority Ethnic groups;  
 Documents presented to TALC need to be paginated to aid discussion  
 TALC members (and tenants generally) should have contact information for their estate officers

Community Patrollers are not featured in the document. (Very positive and negative remarks given about their service. Complaints to be directed to Roger Crane, Control Centre Manager).

**Action Plan:**

- Forums at Hamlin Lane, Beacon Heath, Shilhay – possibility of forming Tenants & Residents Associations
- List of 400 people to be offered greater involvement
- Leaseholders Consultation forum has re-started but improved attendance needed  
 (TALC Leaseholders suggested a Leaseholder leaflet and said they had not been aware of the meeting taking place. TB thought information of how other

- housing providers engage leaseholders could be useful)
- RATS – further involvement being discussed with Debbie Hay
  - The three new focus groups formed for the HQN Inspection will be continued
  - Work to be continued re. hard to hear groups, following Tenant Census and identifying who should be targeted

More involvement in ECC tenant groups was requested:

Alison Baxter agreed to join the Editorial Board

Lin Kaczanow and Stephen Collier expressed a wish to join the Repairs Partnership Board, but Stephen can only attend evening meetings. Bob Halpin and George Hood wanted more information before committing to it.

## **5. Reporting Housing Performance to all tenants/leaseholders**

A Performance report to Oxford City Council tenants and leaseholders was distributed to committee members with the following responses:

- Generally positive remarks regarding the lay-out and clarity
- Request for more explanation, for example, definition of 'decent home'
- Feeling that the document should first go to the Performance Management Committee before being considered by TALC

**NB** Oxford City Performance Report to be sent to non-attendees

## **6. Training Programme**

At the meeting on 18 December, 1pm - 4pm, Jenny Vernon will have about two hours to work with the Committee on Team Building.

**NB** Spreadsheet of Training Needs Survey to be sent to TALC members who did not attend the October meeting.

## **Any other relevant business**

There was strong feeling that the TALC attendance information included in the Exeter City Council Performance Management Quarterly statistics was not relevant and should not be included in the report. The Committee acknowledged that it needs to be accountable and to give attention itself to monitoring TALC attendance. The Constitution provides ways of dealing with non-attendance.

**Attendance to be agenda item for the January meeting.**

**Area representation** - The challenge of how tenants/leaseholders from the individual areas can be represented was raised. This could be achieved by representatives sending out their own newsletters, or through a feature in Insight with pictures of reps and areas represented.

**Condition of front and rear doors in Pellinore Road and King Arthur's Road flats** – could be security risk. Any plans for ECC to repair/replace?

**TPAS Training – 30 and 31 January in Civic Centre. Try to book early.**

**Tenant Conference 10<sup>th</sup> September 2008 – TALC Working Group to help with planning.**

Signed ..... (Chairperson)

PTO

**Dates of future meetings:**

Tuesday 18 December 1pm – 4pm Rennes meeting room (lunch included)

Wednesday 16 January 7pm – 9pm Rennes meeting room

Thursday 28 February 7pm – 9pm Rennes meeting room

**Wednesday 26 March 1pm – 4pm Rennes meeting room (lunch included)\***

Wednesday 23 April 7pm – 9pm Rennes meeting room

\* Please note this meeting is on a Wednesday and not Monday as previously advised.