

NOTES OF A SHELTERED HOUSING CONSULTATION GROUP MEETING MONDAY 23 OCTOBER 2006

Present: -

Tony Bodgin	ECC	Miss Martins	Nelson Close
Steve Deakin	ECC	Mrs Banwell	Southlands
Vanessa Marles	Estate Officer	Mrs Trueman	Southlands
George Phippen	ECC	Mrs Doyle	Southlands
Mrs S McCleod	York House	Mrs V Parr	Southlands
Mrs S Bath	Nelson Close	Enza Ameroso	Toronto House
Mrs S Lancaster	Magdelen Gdns	Mrs Browning	Flowerpots
Mrs J Smith	Rennes House	Mrs Day	Flowerpots
Mrs G Tyrrell	Globefield		
Mrs E Beechey	Nelson Close		

Apologies: -

Mr P Tait, Mrs P Stoneman, Mr K Murray, Mrs JE Welham, Mrs M Zelent, Mrs Kirby, Mrs Burrows, Mrs Winham, Mrs Chisholm, Mrs Brown and Yvonne Trude Senior Warden.

Introduction

Tony Bodgin opened the meeting with a general introduction and introduce Housing Officer, Vanessa Marles and Housing Assistant George Phippen.

Tenants Fun Day

Tony Bodgin showed a slideshow of photographs taken at the Tenants Fun Day held at the ISCA Centre on Saturday 29 July.

Unfortunately the weather was not kind and we had rain for most of the day. Even so, those who did attend had a good time.

The purpose of the day was to: -

- Launch the new tenants website - exetertenants.org.uk
- Promote the timetable of the Modernisation Programme for Kitchens, Bathrooms Rewires and Re-roofing
- Encourage tenant involvement

Repairs Performance

OHP's were shown illustrating the maintenance satisfaction survey responses for July to September 2006. A copy of the AHP's is included.

This quarter has seen a downturn in the satisfaction figures for Signpost but an increase in the satisfaction figures recorded for the Building and Electrical Services Team (BEST).

We will need to look at the issues raised by the statistics when the contracts are up for renewal. It would be preferable to build in measures to address these issues when the new contracts are negotiated rather than try to address them once the contracts are in operation.

The question was raised regarding the omission of some of the sheltered schemes from the Modernisation Programme.

Tony Bodgin will find out the dates for the sheltered improvements and inform the group at the next meeting.

Resident Auditor Project

The Resident Auditor Team will be reporting back to the Council in December.

The report will let us know how we are doing as an organisation, warts and all. This will give us the opportunity to address any shortcomings before we are inspected by the Audit Commission, which could be as early as next year.

The improvements should mean a better and more customer focused service for our tenants and leaseholders.

Older Peoples Strategy

The group were reminded to fill in the Assessment Forms which have been circulated amongst a cross section of sheltered tenants.

A new Senior Technical Officer has been appointed, Steve Esaw.

Steve will take over the duties of Malcolm Pikesly, who retired last month, and also manage the area Technical Officers.

A specialist Sheltered Housing Technical Officer has not yet been appointed.

Tenant Participation Structure

We aim to make the way we consult with tenants a more formal and democratic process.

From 2007 the way the council consults with tenants will change. Tenants and leaseholders will no longer be able to go along to meetings as and when they like it, as is the case at present. The emphasis will be on area representatives who are democratically elected.

The Tenant and Leaseholder Consultation Group will become TALC – the Tenant and Leaseholder Committee. This will be made up of elected representatives from six defined areas around the city, plus representatives from the various Tenants and Residents Associations and two elected representatives from the Sheltered Housing Consultation Group. It is hoped to have the new structure in place by April next year.

The new structure will be more democratic and representative of all Exeter.

Jenny Berry will be overseeing the process. The details of the process will be in the next edition of Tenants News.

We may also need to look at the makeup of the Sheltered Housing Consultation Group.

Originally the group was made up of two representatives from all the sheltered schemes, but recently we have the situation whereby some schemes are underrepresented and others with no representative at all.

Next Meeting: Monday 11 December Buckerell Lodge Hotel 1.00 pm start.

Anyone requiring a taxi should, as usual, phone ZCARS on Exeter 422888.

On the agenda next time: -

- Performance Indicators
- Participation & Involvement
- The Older Persons Strategy – Assessment Results.
- Repairs Performance
- Resident Auditor Project
- If anyone has any issues they want raised at the next meeting please contact Steve Deakin on 265698, but make sure you allow enough time to organise a response.