

# TENANT AND LEASEHOLDER CONSULTATION GROUP MEETING

Wednesday 9 June 2004

## NOTES

### Present

Steve Deakin	Exeter City Council
Ruth Galt	Exeter City Council
Cec Murley	St Thomas
Mrs J Martins	Hamlin Gardens
Viv Thompson	Hamlin Gardens
Alison Moore	St Loyes
Viv Phelps	Shilhay
Chris Symes	Beacon Heath
Roger Greenaway	Beacon Heath
Gladys Tyrrell	Globefield
Joan Smith	Rennes House
David Payce	Rennes House
Richard Ingram	Beacon Heath
Terry Anderson	Mincinglake

### Apologies

Tony Bodgin, Ann Parchot

### Introduction

Steve Deakin opened the meeting with a general introduction.

### Options Appraisal (OA)

The main issue now is to get as many people as possible involved in the process through the Independent Tenants Advisor.

The OA Roadshow is to start on Wednesday 16 June. Exact details of all the planned stops and the times will be sent to all tenants and leaseholders beforehand. The venues were decided by the steering group.

A draft copy of 'YOUR OPPORTUNITY TO CHOOSE YOUR FUTURE' and the Survey Questionnaire were distributed for discussion. (A copy of this has not been included with the minutes. All tenants and leaseholders should have received the final draft and the survey questionnaire before these minutes are sent out).

### Independent Tenants Advisor (ITA)

The role of the ITA is now in full swing.

Louise Barnden, the lead consultant, has been attending meetings and the dates for the Options Appraisal Roadshow have been agreed. They will begin on Wednesday 16 June and conclude on Saturday 19 June.

The leaflet 'YOUR OPPORTUNITY TO CHOOSE YOUR FUTURE' has been produced and will be distributed to all tenants and leaseholders before the 16 June.

A survey will be included with the leaflet to find out what people want for the future.

The TACT Freephone Advice Line is now in operation and can be reached on: -

**0800 919994**

or email: [admin@domeconsultants.co.uk](mailto:admin@domeconsultants.co.uk)

The ITA team working in Exeter is: -

Louise Barnden

Catherine Griffiths

Katherine Williams

Hayley Thomas

### **Devon County Tenants Forum and AGM**

The group were reminded that, as stipulated in the DCTF constitution, it was now time to re-elect the tenants representatives to serve on the forum and that this needed to be carried out before the AGM. A copy of the minutes for the last AGM were distributed to give the group some idea of what will be involved.

Following a debate, as to why there should be an election, the following names were proposed for election: -

Chris Symes- elected as representative

Gladys Tyrrell – elected as reserve.

The elected representatives will join with the representatives elected by the Sheltered Housing Consultation Group: -

Viv Phelps – elected as representative

Joan Smith – elected as reserve.

The two representatives to attend all meetings and the two reserves to alternate.

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## **Monitoring Contracts**

A handout showing the latest Maintenance Satisfaction Survey results, were circulated to the group.

A copy of the survey is included with these notes

The results page, showing percentages, is split into two – one side showing Signpost Services and the other showing Direct Services.

These survey results could be used to form the basis of the negotiations when the present re pair and maintenance contracts come up for renewal.

## **Tenants Training**

The next training day organised by the Devon Tenant Participation Group (DTPG) has been given over to the Devon County Tenants Forum (DCTF) in order to facilitate their AGM.

The itinerary for the day was circulated to the group.

A copy of the itinerary is included with these minutes.

The people who expressed an interest in attending the AGM are: -

Chris Symes,

Viv Phelps,

Joan Smith,

Gladys Tyrrell,

Richard Ingram,

Alison Moore,

Terry Anderson.

Their names have been forwarded for the event.

Viv Phelps has put her name forward for election in the position of secretary to the group.

## **Next Meeting**

The next meeting of this group will be held at: -

**7pm on Tuesday 21 September at the Civic Centre Committee Rooms A/B. Report to Phase 1 Reception (Dix's Field entrance) where you will be met and escorted into the building.**

Any items for the agenda to Steve (265698) or Tony (265738).

## **IMPORTANT!**

Anyone requiring a taxi to attend the meeting should ring Z CARS directly and not the council. They will collect all the names and addresses of people requiring transport and arrange to pick you up from home.

This arrangement is **only with Z CARS** and will of course continue to be paid for by the council.

**The telephone number for Z CARS is 422888**

Simply telephone Z CARS and inform them that you require a taxi to the venue.

They will ask you where you want picking up from and what time you will be picked up.