

**TENANT AND LEASEHOLDER CONSULTATION GROUP
Special Meeting**

MEETING NOTES

Wednesday 14 June 2006

Present

Tony Bodgin	ECC	Mrs V Thompson	Hamlin Gardens
Steve Deakin	ECC	Alison Moore	Beacon Heath
Steve Warran	Head of Housing & Social Inclusion	Jim Swain	Shilhay
Chris Symes	Beacon Heath	Margaret Swain	Shilhay
Joan Smith	Rennes House	Moira Barker	St Loyes

Apologies

Gladys Tyrrell	Globefield
Mrs M Browning	Carlyon Close
Mrs B Woodger	Hamlin Gdns
Viv Phelps	Shilhay

Introduction

Tony Bodgin opened the meeting with a general introduction. He explained that the meeting had been called to address some important items from the last meetings agenda , which were not covered at the time.

Performance Management – Steve Warran, Head of Housing and Social Inclusion

The information that Dave Smith showed the group at the last meeting, featuring various Performance Indicator (PI) data, was shown to the group in its full form. Steve went through the information, which is the same information that is presented to staff, and a general discussion followed regarding which data would be useful to the group. The group decided that they would like to receive all the information. They found it well presented in pictorial and graph form and easy to understand. Dave will produce the information for the group in the form of a quarterly report. A copy of the report to March 06 is attached and a quarterly report will be produced and distributed at future meetings.

Delivering Housing Solutions

The last Audit Commission Inspection of the housing service was carried out in 2000 for which we were awarded 1 star with promising prospects. The inspections are much more robust now than they were 6 years ago. The Mission Statement for Housing Services is underpinned with comprehensive Aims and Objectives as a means of gearing up to achieving 3 star status in the inspection which could be next year.

The reason we have been so long without an inspection is due, in part to us achieving 'Excellent' status for the CPA inspection last year, one of the benefits being a 'soft touch' treatment with regard to our need for further inspections. Coupled to this our Option Appraisal was successfully signed off by the ODPM and our Business Plan being signed off as fit for purpose.

Nationally our Performance Indicators are among the top 25% in the country.

Our Spending Priorities are for the Decent Homes Standard, the Exeter Standard and reducing the interval between the Status Surveys from 3 year to 2 years.

One question the Audit Commission will be asking tenants is their perception of their neighbourhood. Starting this year we will be initiating a programme of estate inspections which will highlight problems and initiate action.

The Key Actions underpinning the Aims and Objectives are broken down by service and customers access to services.

The Housing Services Standards in the Action Plan, are the minimum we provide to you – we would welcome any comments anyone has about these.

Lastly the Key Headline PI's, the Resident Auditor panel will be used to proof documents and Tenants News etc.

By making these changes we have tried to demonstrate that we have redesigned the service we provide in order to reach a standard of excellence.

Tenants Fun Day – Saturday 29 July ISCA Centre

A discussion followed with the group about the forthcoming Tenants Conference.

A steering group will be set up to design a constitution for the tenant representative panel. The steering group will meet 3 times before the next meeting of the T&LC group on 19 July and their proposed Constitution will be presented to that group for ratification.

An elected body for tenant involvement would give the group more power and greater recognition from the council.

Some areas and groups are not represented at present, eg Black and Minority Ethnic (BME) groups and we need increase this involvement.

The new structure for tenant involvement will be launched at the 'Fun Day'.

The members who put their names forward for the steering group are: -

Alison Moore
Moiria Barker
Enza Amaroso
Terry Anderson
Joan Smith and
Chris Symes

When the constitution has been ratified, the new look tenants board will adopt it when the new method of consultation is launched in April next year. As a constituted group the elected Tenants Board will have an elected chair and hopefully its own budget which will allow it to organise training, attend conferences etc. It is also hoped to get 2 members of the board on the scrutiny committee.

Capital Programme – Tony Bodgin

A handout was circulated showing the amounts of money we will spend each year up to and including year 2010/11.

The group discussed the spending programme, which has been set out for the next 5 years.

Steve Warran informed the group that a team consultants have offered to look at the way we administer our repairs system – from the call coming in through to the contractors going out and doing the repair. They will use the ‘Toyota’ system to examine how the system can be streamlined to make efficiency savings.

Training: -

21 June – DTPG Training Day & Devon Tenants Forum update.

Next Meeting

Wednesday 19 July 7.00 – 9.00pm. Buckerell Lodge Hotel

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.

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