

Tamar Housing Residents Group Meeting
29th January 2019
2.00pm – 4pm
Studio 5-11 Floor 4, Millbay Road, Plymouth, PL1 3LF
Minutes

Present:	Paul Raeburn	Operations Manager
	Mark Johnson	Housing Assistant
	Hilary Fursdon	Finance Director
	Kerry Wood	Rent and Income Recovery Manager
	Pamela Bond	Resident
	Rob O’Gara	Resident
	Clarke Dobson	Resident
	Diane Cahill	Resident
	Kerry Hawke	Resident
	Sophia Elliott Rathbone	Resident
	Linda Williams	Resident
	Michelle Morgan	Resident

1.	<u>Welcome and Apologise for Absents</u>	<u>ACTION</u>
	<p>Paul started the meeting by welcoming everyone and introductions were made.</p> <p>There were apologies from Julie Quest and Lilian Beever Reid.</p>	No actions
2	<u>Minutes of the last meeting</u>	
	<p>There was a discussion of the minutes from the last residents meeting in October. There were no actions to report back on.</p>	No actions
3.	<u>Draft repairs budget</u>	
	<p>Hilary lead the meeting by going through the draft repairs budget. Hilary explained how the budgets are worked out. It was also explained that the repairs budget had not been confirmed and the forecasts could change.</p> <p>Clark asked when the bathroom replacement programme was going to be carried out at Longbrook Barton.</p>	Paul to check the bathroom replacement programme at Longbrook Barton and contact Clark.
4.	<u>Resident involvement review</u>	
	<p>Paul explained that this year there would be a review of the Resident Involvement Strategy. It is important that tenants are central to this review and that it considers the views of as many tenants as possible. Paul asked everyone if they were interested in being involved in this project and everyone agreed.</p>	Paul to set up a meeting with the Residents.

	Paul will invite all residents to attend a meeting to agree the project plan and how they could contribute to this. This meeting will be in late February/Early March.	
5.	<u>Policies</u>	
	<p>The following policies were all approved by the group</p> <ul style="list-style-type: none"> • Rent Arrears Policy • Starter Tenancy Policy • Repairs Policy • Void Repairs Policy <p>Paul would like tenants to be more involved in policy making and would like there to be tenants involved from the outset. The tenants agreed this. The next policy to be reviewed is Service charges and Pam and Sophia agreed to volunteer. Paul will arrange a meeting.</p> <p>Paul informed the group that the contract with Spectrum will be ending in a years' time and we would like tenants to be involved with the selection of choosing a new contractor; this was agreed, and their role would be discussed going forward.</p>	Paul to set up meeting with residents for service charge review.
6.	<u>Internal Audit</u>	
	Paul explained the purpose of an audit and would like the group to be involved. It was suggested for the 1 st audit the group either chose Service Charges or Resident Involvement and the group decided Service Charges.	
7.	<u>Current performance</u>	
	<p>The group was informed of the following performances: -</p> <ul style="list-style-type: none"> • Voids stand at 14.5 turn around • Arrears stand at 4.9% 	
8.	<u>Complaints</u>	
	<p>The group was informed of the following complaints: -</p> <ul style="list-style-type: none"> • Skip still left outside a property following void works • Time scales and attitude from Spectrum <p>Paul explained about a situation that occurred over the Christmas period regarding a tenant's shower. The group suggested that the shower should be replaced.</p>	
9.	<u>Do you want to be a board member</u>	
	The group was asked if anyone was interested in becoming a board member. Sophia replied she was interested.	Paul to pass on Sophia details to Liz farmer

10.	<u>Wider housing policy</u>	
	The group were presented with copies of slides from a PowerPoint presentation and Paul presented an overview of the Housing Green paper.	
11.	<u>Open discussion</u>	
	Kerry mentioned that the white lines in the carpark need touching up at Longbrook Barton.	
12.	<u>Future meeting dates</u>	
	Future meeting dates have been confirmed: <ul style="list-style-type: none"> • 16th April 2019 • 18th July 2019 • 15th October 2019 • 28th January 2020 	