



Tamar Housing Residents Group Meeting
16th April 2019
2.00pm – 4pm
Studio 5-11 Floor 4, Millbay Road, Plymouth, PL1 3LF
Minutes

Present:	Paul Raeburn	Operations Manager
	Mark Johnson	Housing Assistant
	Pamela Bond	Resident
	Jennifer Lewis	Resident
	Diane Cahill	Resident
	Lilian Beever Reid	Resident
	Sophia Elliott Rathbone	Resident
	Linda Williams	Resident

1.	<u>Welcome and Apologise for Absents</u>	<u>ACTION</u>
	<p>Paul started the meeting by welcoming everyone and introductions were made. There were apologies from Rob O’Gara</p> <p>Due to GDPR regulations the group were asked if they are happy to have their names listed on the minutes. All agreed that they have no objections.</p>	No actions
2	<u>Minutes of the last meeting</u>	
	There was a discussion of the minutes from the last residents meeting in January. There were no actions to report back on.	No actions
3.	<u>Resident Involvement Review</u>	
	<p>Paul explained the purpose of the strategy. In the near future, Tamar will send out questionnaires to tenants and staff. In order to make up the questionnaires the attendees were split into 2 groups and asked to write down their thoughts on 3 topics: -</p> <ol style="list-style-type: none"> 1. What questions do we ask residents? 2. What information/views do we want from staff? 3. What do you think would improve resident involvement at Tamar and why? <p>The suggestions made for topic 1: -</p> <ul style="list-style-type: none"> • Are tenants able to attend resident meetings? • What type of communication would you prefer? • Would you like to be involved directly in services provided to your scheme? • Would you like to meet other residents on site? • Would you like to be involved in the scheduling of any major works? 	

	<ul style="list-style-type: none"> • Do you think it would help to build a better community if Social events took place? • Do think we should do more walkabouts? • Do you think residents should be consulted when organising contacts for services which affect your scheme? <p>The suggestions made for topic 2: -</p> <ul style="list-style-type: none"> • Do you know where all the Tamar properties are? • Is there any other help or support you can provide to tenants? • Do you think that there are useful ways tenants could be involved in your area of work? • Are you aware of what the residents group do? <p>The suggestions made for topic 3: -</p> <ul style="list-style-type: none"> • Walkabouts with residents • Social events • List of ways to get involved • Social events with staff & residents (small contributions from tenants) • Newsletter should include prizes, quizzes • Noticeboards at schemes 	
4.	<u>Social Value Statement</u>	
	Paul explained the policy and went through the statement. Paul asked how this should be communicated online or newsletter	
5.	<u>Policies</u>	
	<p>Paul asked for volunteers to help with the Gas Safety and ASM polices.</p> <p>Gas Safety Sophia ASB Kerry and Diane.</p> <p>The ASB policy would start from scratch. The Service Charge policy had been updated and Paul explained the changes.</p>	
6.	<u>Choose Process Review</u>	
	The group will overlook the Bathroom Replacement process	
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"> • The current contractor Spectrum mismanaged timings for a tenant and was awarded compensation. • The complaint mentioned at the last meeting was resolved using the group's recommendation. 	
9.	<u>Open Discussion</u>	
	<p>Paul asked for volunteers to work with Paul and Kerry on the Rent arrears action plan. Sophia and Jenny showed interest in volunteering. Stuart has expressed interest in a Lived Experience Project more details will following the upcoming meetings.</p>	
10.	<u>Date of next meeting</u>	
	<p>The next meeting will be held on Thursday 18th July at 2.00pm</p>	