

**Tamar Housing Residents Group Meeting
26th July 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
	Sophia Elliott Rathbone	Resident
	Diane Cahill	Resident
	Rob O’Gara	Resident
	Clark Dobson	Resident
	Kerry Hawke	Resident

1.	<u>Welcome and Apologise for Absents</u>	<u>ACTION</u>
	Paul started the meeting by welcoming everyone and introductions were made. There were apologies from Lilian Beever Reid.	No actions
2	<u>Minutes of the last meeting</u>	
	There was a discussion of the minutes from the last residents meeting in April. There were no actions to report back on.	No actions
3.	<u>Resident Involvement Review</u>	
	<p>Paul explained that a survey had been sent out to 50 random residents’, a link to an online survey on the website and Facebook. In addition, an e-mail was sent to 100 residents. Seventy surveys were received which accounts for 10% of residents.</p> <p>The survey results were discussed, and a PowerPoint presentation is included with these minutes. The agreed actions are set out below: -</p> <ul style="list-style-type: none"> ➤ To improve residents’ knowledge of how they can be involved, there should be a review of the webpage, an update article in the newsletter and more detail on what is achieved through resident involvement. ➤ In respect of the most preferred way for residents to be involved it was agreed to include in the revised strategy the establishment of an online feedback Group. In addition, each quarter there would be an estate inspection that would involve publicity to all residents with the aim of having residents jointly inspect the estate with staff. ➤ The survey asked questions about the Tamar Resident Newsletter. 44% of respondents ranked its usefulness as 7 and above, out of 10. There were a number of suggestions, including articles submitted by residents, articles offering advice to residents, for example around mental health, and also more case studies highlighting the benefits of for example property improvements. It was agreed to have a review meeting with staff and management to agree some improvements. 	

	The next stages are to draft a report for the management team and then draft a new strategy. This will be signed off by the Residents' Group in October and then approved at Board in November.	Draft Strategy
4.	<u>Tamar Annual Accounts</u>	
	Due to the meeting being moved Hilary was not in the office to go through the accounts. This will be scheduled for the next meeting in October.	Carry forward
5.	<u>Policies</u>	
	The following policies were approved by the panel: - <ul style="list-style-type: none"> • Anti-Social Behaviour • Social Housing Tenancy Fraud • Mutual Exchange • Approved Contractors 	No actions
6.	<u>Update on New Repairs Contractor</u>	
	New contractors have been appointed and will start from the 30 th September 2019 to cover Devon and the surrounding areas, the following companies have been appointed: - <p>Devon and Cornwall Day to Day repairs- MSB property services Gas repairs and Servicing- Robert Heath</p> <p>Somerset and Dorset Day to Day repairs- Dale Gas repairs and servicing-Gregor Heating</p>	No actions
7.	<u>Current performance</u>	
	The group was informed of the following performances: - <ul style="list-style-type: none"> • Voids stand at 8.2 turn around • Arrears stand at 3.7% 	No actions
8.	<u>Complaints</u>	
	No complaints logged.	
9.	<u>Open Discussion</u>	
	Clarke asked if MSB would be employing more staff from the 1 st October 2019. MSB have employed new operatives and office staff to cover. Pam asked if the windows by the store cupboards could be cleaned and the communal court yard needs weeding. Sophia reported some windows in her property need some attention, Sophia will phone the repairs 01752 222666.	To contact cleaners and gardeners.
10.	<u>Date of next meeting</u>	
	The next meeting will be held on Tuesday October 15 th at 2.00pm	