

**Tamar Housing Residents Group Meeting**  
**1st November 2019**  
**2.00pm – 4pm**  
**Studio 5-11 Floor 4, Millbay Road, Plymouth, PL1 3LF**  
**Minutes**

<b>Present:</b>	Paul Raeburn	Operations Manager
	Kerry Hawke	Resident
	Pamela Bond	Resident
	Robert O’Gara	Resident
	Diane Cahill	Resident
	Debra Marsh	Resident

1.	<b><u>Welcome and Apologies for Absence</u></b>	<b><u>ACTION</u></b>
	Mark Johnson was not attending due to other work priorities.	<b>None</b>
2	<b><u>Minutes of the last meeting</u></b>	
	All actions were completed.	<b>None</b>
3.	<b><u>Resident Involvement Review</u></b>	
	<p>Paul thanked the Residents Group for providing feedback on the final version of the draft strategy. This was going for approval to the Board on November 5<sup>th</sup>.</p> <p>Paul went over the action plan to implement it. It was agreed:</p> <ul style="list-style-type: none"> <li>➤ There would be a one-off meeting in December to take the action plan forward. This will focus on the online group, and improving the residents group. It will also start the process of reviewing the website.</li> <li>➤ The selection of estates for events will be presented at the January 2020 meeting and will involve a presentation from housing officers.</li> </ul>	<p><b>Arrange meeting in Dec:</b></p> <p><b>Housing officers to attend January meeting</b></p>
4.	<b><u>Tamar’s Annual Accounts</u></b>	
	This will be postponed to January 2020 meeting.	<b>None</b>
5.	<b><u>Policies for Approval</u></b>	
	<p>The Residents approved the Allocations Policy and the Gas Safety Policy.</p> <p>Paul explained to make sure we adopt a co-production approach to Policy Reviews, for major resident facing policies, residents will be involved from the outset. Robert O’Gara agreed to take part in the Aids and allocations Policy review which is about to start.</p> <p>The Neighbourhood Inspection Policy will be reviewed in January and Diane agreed to take part in this.</p>	

<b>6.</b>	<b><u>Update on new contractors</u></b>	
	Paul explained from September 29 <sup>th</sup> 2019 the new contractors had been in place. So far the change has gone smoothly and we have had positive feedback about the new contractors.	
<b>7.</b>	<b><u>Current performance</u></b>	
	<p>One of the roles of the Residents' Group is to study Tamar's performance ensuring residents receive a good service. If they have concerns they should be challenging Tamar to improve. Following a discussion it was agreed the Residents group would receive data on the following.</p> <ul style="list-style-type: none"> <li>➤ The average void turnaround time and number of voids.</li> <li>➤ Rent loss due to voids</li> <li>➤ Average rent arrears</li> <li>➤ The number of complaints, the area of Tamar's business they relate to and time for resolving these.</li> <li>➤ The turnaround time for repairs and customer satisfaction with repairs.</li> <li>➤ Performance around responding to letters and e-mails</li> <li>➤ Spend and works on gardening.</li> </ul> <p>Paul outlined current void turnaround is 11 days on 25 voids so far this year. There has been £3219 lost on voids. Current overall rent arrears are 3.9%.</p>	
<b>8.</b>	<b><u>Complaints</u></b>	
	Paul explained there were two current complaints: one about a boiler repair and one about staff/compensation.	
<b>9.</b>	<b><u>Open Discussion</u></b>	
	There were a number of issues relating to individual schemes and properties which were discussed after the meeting.	
<b>10.</b>	<b><u>Date of next meeting</u></b>	
	<p>The next meeting will be held on Tuesday 28<sup>th</sup> January at 2.00pm</p> <p>Meetings in 2020/1 are:</p> <p>Tuesday April 14<sup>th</sup> at 2pm  Thursday July 14<sup>th</sup> at 2pm  Thursday October 15<sup>th</sup> at 2pm  Tuesday January 19<sup>th</sup> 2021 at 2pm</p>	