



Sentinel Tenants' and Residents' Association

the tenants voice of Sentinel

Our Commitment

Your Sentinel Tenants' and Residents' Association (STARA) representatives are fully committed to representing your views to make sure you get the best deal from Sentinel.

What does STARA do?

We are an elected committee who meet once a month to represent your interests. We promote discussion between residents and Sentinel, monitor the standard of Sentinel's services, and examine and review policies and procedures. We also have four members of the STARA committee who sit on the Sentinel Board.

How is the STARA Committee elected?

STARA committee members are all members of a Neighbourhood Panel. These panels, which meet once a month, are formed of local representatives who have been nominated and elected by you to represent your views at a local level. Each Neighbourhood Panel then nominates members to sit on the STARA committee, to become a STARA committee member you must be an elected member of a Neighbourhood Panel.

How can I get elected?

Every year the Neighbourhood Panels have an election to fill the vacant committee positions. You must be a Sentinel tenant or leaseholder to qualify and only one person from each household can be elected. Nominations can also be made by local Residents' Associations.

How do I join or set up a Residents' Association?

If there isn't already a Residents' Association running in your neighbourhood, Sentinel have a specialist Customer and Community Involvement Co-ordinator who can offer advice, support and training to set one up. Please contact Richard Pilbeam on 0800 195 5515 from a landline or 0300 666 5515 from your mobile.

Do I have to be an elected member to come to meetings?

All Neighbourhood Panel meetings are open to everyone who lives in that neighbourhood area. Anyone is welcome to come along and meet the committee, you can raise any concerns you may have about your home or neighbourhood and comment on any of the discussions that take place, only elected committee members are eligible to vote.

Who are your STARA representatives?

- Brian Sanders - Chairman - Basingstoke resident
- Bill Hall - Vice-Chairman - Hart resident
- George Herbert - Treasurer - Basingstoke resident
- Dick Wylie - Secretary - Hart Resident
- Kathy Hine - Basingstoke resident
- Tony Mitchell - Basingstoke resident
- Dawn Moors - Hart resident
- Molly Parrett - Hart resident
- Helen Parry - Basingstoke resident
- Isla Sutherland - Hart resident
- Marion Witts - Basingstoke resident
- Arthur Williams - Basingstoke resident

How do I find out more?

Why not pop along to one of our monthly meetings, dates and times are advertised on the Sentinel website and in your involvement calendar. Or you can give Sentinel a call and ask a Customer Service Advisor for details. If you'd like an informal chat call Brian Sanders, Chairman of STARA on 01256 473227 or email stara@sentinelha.org.uk

Are there any other ways that I can have my say?

Sentinel is committed to shaping and improving services to meet the needs of all customers and there are more than a dozen ways you can have your say and help to improve the services you receive and make a difference in your neighbourhood. See the "How you can get involved" Customer Information Sheet for more information.

If you would like

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in large print, braille or translated please contact the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile.

