



**MINUTES OF
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S BASINGSTOKE OFFICE
ON TUESDAY 22 JUNE 2010**

Present:	Bill Hall Helen Parry Dick Wylie	George Herbert Brian Sanders (Chair)	Tony Mitchell Isla Sutherland
Absent:	Kathy Hine Arthur Williams	Dawn Moors Marion Witts	Mr M Thomas
In Attendance:	Val Bagnall Alyson Pittman (Minutes)	Miriam Morris Carolyn Whistlecraft	Richard Pilbeam
Distribution:	Those Present / Those Absent / Those In Attendance Neighbourhood Managers		

		<u>Action</u>
1.	<u>Car Sharing Policy</u>	
1.1	Carolyn gave a presentation on the staff car sharing policy with a view to adopting a similar service for STARA.	Info
1.2	Brian confirmed that the mileage claims for STARA last year were over £2k and this structure would be useful to help cut costs and be more environmentally friendly, but car sharing could be difficult for STARA members.	Info
1.3	Members felt that this was a really good idea and had noticed the improvements in parking at the Basingstoke office.	Info
1.4	Discussion also took place on other green initiatives by Sentinel including SAP ratings for our properties. Sentinel is performing well with regard to this and is targeting properties with high CO ₂ emissions for improvement.	Info

Action

2. Complaints Report

- 2.1 Miriam gave an overview of the complaints reported and asked members for comments. Info
- 2.2 Brian noted that out of the few complaints picked at random, 2 of them related to CHS and wondered whether this was indicating a problem with this contractor. Miriam advised that the complaints referred to the period when we had the snow and bad weather at the beginning of the year, so a higher number related to heating etc. Info
- 2.3 Brian enquired whether the compensation paid by MITIE was in addition to compensation paid by Sentinel. Miriam confirmed that MITIE had paid compensation as it was their responsibility, therefore Sentinel would not have paid compensation on this occasion. Info
- 2.4 Dick queried the complaint with the faulty heating, in particular the comment that because the problem was causing the heating to be too hot and was costing the tenant more money. Miriam advised that the outcome showed that the heating was not actually faulty, but that the thermostat had become stiff and was adjusted. Info
- 2.5 Dick expressed concern that CHS did not seem to be able to complete repairs in 1 visit and always needed a second call. Val stated that CHS are reacting to changes very well and are always quick to rectify any problems stated. He also highlighted the fact that it is not recorded how often a contractor will turn up to an appointment and not be able to gain access because the tenant is not there. It was noted that there are a range of properties where the boilers are proving difficult to get the parts. Val has requested that these boilers be upgraded as part of our asset management. Info
- 2.6 The complaint numbers to be reviewed next will be selected at the next STARA meeting. Info

3. Apologies for Absence

- 3.1 Apologies were received from those noted as absent. Info

4. Minutes of the Last Meeting

- 4.1 The minutes of the last meeting were agreed as a true and accurate record with the following exceptions:
 - 4.1.1. Paragraph 1.3 should state that Arthur was proposed by Kathy not Helen. Info
 - 4.1.2. Paragraph 7.4 should read “Kathy said at the recent TPAS meeting”. Info

5. Matters Arising

- 5.1 7.2 *Tenancy Agreement* – Brian had passed a number of amendments to Kari and had not received an update yet. Val advised that we were waiting for the amended draft to be returned. Val

Action

5.2	6. – <i>Young People’s Forum</i> - Richard has asked Melissa to send a letter out to those interested in a Forum. She is busy with Get With... at the moment but it is hoped that the letter would be sent out in late June/early July.	Info
5.3	6. – <i>Involvement Panel</i> – Richard is trying to get the Customer Maintenance Panel set up again.	Info
5.4	6 – <i>Popley Poets Residents’ Association</i> – Richard advised that the Popley Poets Residents’ Association AGM will be held on 14 July 2010 between 7.00 pm and 8.30 pm.	Info
5.5	11.2 <i>Disability Forum</i> – The next Disability Forum will be held on 28 July 2010 at Oakridge Hall for All between 1.00 pm and 4.00 pm.	Info
5.6	9.1 <i>Treasurer</i> – George advised that he no longer wished to stand down and would be continuing as Treasurer.	Info
5.7	11.1 <i>TPAS Training Course</i> – Brian advised that he was disappointed with the TPAS training course on audit writing, as he felt that there was a lot of talking, but not much training. Val advised that for this year’s annual report it was intended to combine the financial report with a more tenant facing report outlining the consultation process for the TSA standards. It would be helpful to have a STARA member involved in compiling the report. Val circulated a copy of his draft summary of the process to date for comments and advised that for the meeting on 29 June 2010 he would be providing the feedback from all the Focus Groups, which he would forward to STARA members. Bill volunteered to help compile the report.	Val
5.8	11.3 <i>Board Training Day</i> – Brian confirmed that Resident Board members should be in attendance, not STARA members. Richard has been sent a list of people who were involved and felt that these should be used to capacity. Val felt it would be interesting to find out why people who had expressed an interest, no longer wanted to be involved. Hart held elections for Panel Members and have 2 new people joining the Yateley area, but still need representatives for the Aldershot area.	Richard
5.9	11.5 <i>E-mail From Ian Miller</i> – Brian asked for an update regarding this. He was advised that Kari is to discuss this with Steve Murphy. Brian requested that a reply be sent to Ian Miller from Sentinel rather than STARA.	Kari
6.	<u>Treasurer’s Report</u>	
6.1	Nothing to report.	Info
7.	<u>SHARE Feedback</u>	
7.1	Members felt that this had been one of the most successful events we have held and were pleased to have been involved.	Info
7.2	Richard distributed statistics on the STARA questionnaire feedback and gave a brief overview on the results.	Info

Action

7.3	Brian had received an e-mail from Tim Part thanking members for their help in making the Roaring 40s event a success.	Info
7.4	The general consensus was that: <ul style="list-style-type: none">◆ The feedback from the residents was very positive.◆ The purpose and objectives of the events were the most meaningful that we have had.◆ We reached a greater number of residents than ever before.◆ We promoted STARA well.◆ Best ever and best value.	Info Info Info Info Info
7.5	Richard advised that 43 people have expressed an interest in becoming involved. Val suggested that an event be held to get the people wanting to become involved together to explain what this actually means.	Richard
7.6	Val offered a huge well done to all involved in SHARE week.	Info
7.7	STARA wished to thank all staff members involved in SHARE week.	Info
8.	<u>Scrutiny</u>	
8.1	A report on Scrutiny was circulated with the Agenda. Val gave an overview outlining what we currently do at Sentinel.	Info
8.2	Val then gave a break down of the TSA Standards showing what we do now and how that could be recast. This was broken down by each of the customer elements setting up structures to get people involved and not to overstretch people.	Info
8.3	The structure to capture feedback should be in place for July.	Info
8.4	Discussion followed on STARA members phoning residents to complete satisfaction surveys. It was agreed that a rota should be devised to enable 3 STARA members to spend an hour before each STARA meeting contacting residents. The service areas covered would also rotate to give members a good overview of all services provided.	Miriam
8.5	Val is to submit a report on his Scrutiny presentation to the Board in July and asked members to pass any comments to him in the next couple of weeks.	All
9.	<u>STARA Vacancy</u>	
9.1	Molly Parrett has resigned from STARA and Brian asked what progress had been made to replace her from Hart Neighbourhood Panel. Dick advised that there were new people joining the Panel and he wanted to give them a chance before electing a new STARA member. However, the place should be filled by September.	Info
9.2	The STARA AGM is due to be held on 28 September 2010.	Info

Action

10. Mileage Allowance

- 10.1 Brian advised that the mileage rate had been discussed for the last 2-3 months with no change, but STARA was not in a position to demand changes. Info
- 10.2 It was agreed that if STARA members were attending events that transport had been provided for, but decided to make their own way to the venue, then they would not be permitted to submit a claim for mileage/expenses. Info

11. Customer and Community Involvement

- 11.1 There will be an Estate Service Review on 30 June 2010 between 6.00 pm and 8.00 pm at Sentinel's Offices. Everybody is welcome, but please let Richard know if you will be attending. Info

12. Any Other Business

- 12.1 *Hampshire Forum* – Val was aware that there was dissatisfaction with recent events and comments surrounding the Forum and explained that he was keen to gauge each association's level of commitment in order to cement the foundations of the Forum. Info
- 12.2 *Gift Vouchers* – Brian sent an e-mail to Richard in March asking why gift vouchers were being given to participants of Focus Groups, without being discussed with STARA. Richard has confirmed that the vouchers are not being used as an incentive to get people to attend, but as a 'Thank You' for their input. Info
- 12.3 *Gardening Competition* – Richard reminded members that the gardening competition will be judged on 19 July 2010. Info
- 12.4 *Hampshire Residents' Forum* – Dick gave members an overview of the last meeting, where the following issues were discussed:
- ◆ Directors not involving resident members. Info
 - ◆ Code of Conduct and Constitution were agreed with amendments until the AGM. Info
 - ◆ Elected a Chairperson, Vice-Chairperson and Secretary. Info
 - ◆ Website progressing well and should be launched soon. Info
 - ◆ Next Directors' meeting to be held on 30 June 2010. Info
 - ◆ Suggestion of purchasing electronic key pads for questionnaires between Forum to keep costs down. Info
 - ◆ Each Forum member to have an ID badge. Info
- 12.5 *Get With...* - Richard advised that Get With 2010 ... would be starting in all areas on 26 July 2010. Get With flyers were handed round to members and Richard suggested that they get in touch with Lyndsey or Melissa if they wanted to get involved. All

Action

12.6 Redesign of Reception – Brian advised that Kathy has been chosen to be involved in the ‘Tender’ process. Concern was expressed that the disabled parking bays could not be moved to the side of the building as unable to drop the kerb. Brian to contact Simon Bridgen to raise members comments/concerns. Discussion followed on the removal of the fire door from the small meeting room.

Brian

13. Date of Next Meeting

13.1 The date of STARA’s next meeting is scheduled for Tuesday 27 July 2010 at 7.00 p.m. in Sentinel’s Fleet Office.

Info