



**MINUTES OF
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S BASINGSTOKE OFFICE
ON TUESDAY 23 FEBRUARY 2010**

Present: Tony Mitchell Brian Sanders (Chair) Molly Parrett
 Bill Hall Dick Wylie George Herbert
 Helen Parry Isla Sutherland Kathy Hine
 Marion Witts Arthur Williams

Absent: Dawn Moors

In Attendance: Val Bagnall Kari Tourle Richard Pilbeam
 Sandra Crook (Minutes)

Distribution: Those Present / Those Absent / Those Neighbourhood Managers
 In Attendance

		<u>Action</u>
1.	<u>Apologies for Absence</u>	
1.1	Apologies for absence were received from Dawn.	Info
2.	<u>Minutes of Meeting held on 26 January 2010</u>	
2.1	The Minutes of the meeting held on 26 January 2010 were agreed as a true and accurate copy.	Info
3.	<u>Matters Arising</u>	
3.1	5.2 Richard advised that the members of the Disability Forum were sent the details and plans for the refurbishment of the reception area for their views. No comments had been received back from the members.	Info

Action

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| 3.2 | 5.4 | Richard advised that Sentinel's Communications Team are aware that there are gaps and in some cases out-of-date information on the website but they will be addressing this. | Info |
| 3.3 | 8.2 | Kari advised that she is waiting for statistics from Everest Community College regarding Get With 2009 and will bring the findings to STARA once received. | Kari |
| 3.4 | 12.1 | Brian has volunteered as a tenant representative to attend Health & Safety meetings as and when required. | Info |
| 3.5 | 12.2 | Richard advised that a skills audit had been undertaken in Fleet on 22 February 2010 and would be completed in Basingstoke on 26 February 2010. Richard reminded those attending on the 26 th of their allocated time slot. | Info |
| 3.6 | 12.3 | Kathy, Bill, Dick, Isla and Gill Mathews from the Hart Panel would be attending the 4 th National Conference of TAROE in Bristol on 3 March 2010. | Info |
| 3.7 | 12.4 | The Hampshire and Districts Residents Forum had decided on a logo and had gone with one of the two STARA members had chosen as their favourites at the previous meeting. | Info |

4. Treasurers Report

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| 4.1 | | George had raised with Sentinel whether the mileage allowance should be increased but doing this put claimants into a higher tax bracket. Dick disagreed and knew of at least 2 other Housing Associations who had increased their mileage allowances without anyone losing out. | Info |
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5. TSA Standards

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| 5.1 | | It was felt that the best way to consult with tenants on the TSA Standards was to analyse the comments provided by tenants on what Sentinel could do better from the Status Survey returns. | Info |
| 5.2 | | Richard had done a lot of work identifying tenants from a matrix of over 200 who had previously indicated that they would be happy to get involved in some way and would be interested in sitting on a Focus Group to improve and format our Standards. | Info |
| 5.3 | | The four Standards include Involvement, Home, Estate Management and Tenancy and it was suggested that one member from STARA sit on the 4 Focus Groups set up to scrutinise the Standards. It was decided that Dick, Helen, Kathy and Tony would sit on the respective Focus Groups. | Info |
| 5.4 | | The findings of the Focus Groups would then form the basis of consultation with the wider audience at Residents Week at the end of May/early June before an agreed approach to all Standards was met which the TSA required to be in place by October 2010. This final report to the TSA needed to be customer orientated and STARA members wanted to ensure they had a greater say on the format and content of the document. | Info |

Action

- 5.5 A discussion took place at this point following Dick's comment that senior management had told him that STARA were not representative of tenants. Val replied that STARA had made a huge contribution and that this was not a view shared by him. However, Sentinel working with STARA and the Panels need to work together to look at how we can get future generations involved . Info
- 6. Schedule of Allowances**
- 6.1 The Schedule of Allowances circulated at the meeting had been discussed at some length at the Consultative Group meeting on 4 February 2010. Info
- 6.2 The Childcare and Carers Costs detailed in the Schedule were agreed at the Consultative Group meeting. Info
- 6.3 After discussion it was agreed to change the time from 5 hours to 3 hours when claiming for Subsistence Allowance and that reasonable, receipted claims for beverages would be considered. Richard
- 6.4 Under General it was suggested that it might include something to clarify that claims can be made for stationery, photocopying, postage, telephone calls, ink cartridges etc., where these cannot be supplied by Sentinel, as long as receipts accompany the claims. Richard
- 6.5 Following discussion about a member claiming an additional 5p per mile for every passenger travelling in their car, Val agreed to look into the legalities of this in relation to car insurance and tax implications. Val to feedback in due course after which time a decision will be made on this particular point. Val
- 7. Hampshire & Districts Residents Forum – Launch Event of Standards**
- 7.1 Richard advised that the launch of the standard around involvement will be held in Southampton on Tuesday 23 March 2010 between 6.00 and 8.00 p.m. A maximum of 15 delegates from Sentinel are able to attend although this is likely to increase following the fall-out of other parties in the Forum. Richard to arrange transport for all, including Dawn, to attend this launch. Richard
- 7.2 As this date conflicts with the next meeting of STARA it was agreed to cancel STARA's next meeting. Therefore the next meeting of STARA will be held on Tuesday 27 April 2010 at the Basingstoke office at the usual time of 7.00 p.m. All
- 7.3 The Draft Final Standards for H&DRF – Feb 2010 was handed out to all present. Val appreciated that a lot had been done to achieve the Draft Standards detailed in the document but felt that Sentinel should not lower the bar with regard to the Standards and that they needed to be smartened up to be much more robust. After discussion it was agreed that Val would meet with senior managers within the Forum to determine the best way forward and bring back the suggestions to STARA for consideration. A baseline needs to be set and the Draft Standards are an opportunity for tenants to set the standards they want achieved. Val
- 8. Customer & Community Involvement**
- 8.1 Richard advised STARA members that a meeting, in partnership with Basingstoke & Deane, was being held on 11 March 2010 between 6.00 and 7.00 p.m. at Popley Fields Community Centre in an attempt to set up a Residents Association in the Popley Poets area. A leaflet drop advertising the meeting has been arranged for 25 February 2010. Info

		<u>Action</u>
8.2	After discussion it was agreed that Kathy would attend the InSTEP South East Regional Tenant Empowerment Conference on 11 March 2010 in Brighton. Richard to book a place on the Conference and Kathy agreed to look into booking a train ticket. Kathy to provide STARA with feedback after the event.	Richard / Kathy
8.3	Richard agreed to regularly update STARA of the budget spend to date against training so that decisions could be made on further spending.	Richard
9.	<u>Any Other Business</u>	
9.1	Val advised that the revised Customer Involvement Strategy would be going to the Board on 24 February 2010. Val asked if anyone wanted to add anything to the Board paper or suggest Val focuses on any particular point. The consensus of the Panel members was that it was a good report needing no changes.	Info
9.2	Brian asked for a volunteer from STARA to attend the Value For Money (VFM) Working Group meetings. The meetings are Chaired by Bill and attended by Helen, Brian and Damien Ward and are generally held prior to the Consultative Group meetings, starting at 12.00 noon. Kathy and George put their names forward.	Bill
10.	<u>Date of Next Meeting</u>	
10.1	The date of STARA's next meeting is scheduled for Tuesday 27 April 2010 at 7.00 p.m. in Sentinel's Basingstoke Office.	Info
10.2	There being no further business, the meeting closed at 8.50 p.m.	Info