



**MINUTES OF  
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION  
MEETING HELD AT  
SENTINEL'S FLEET OFFICE  
ON TUESDAY 23 NOVEMBER 2010**

<b>Present:</b>	Bill Hall Tony Mitchell Arthur Williams (Chair)	George Herbert Brian Sanders Dawn Moors	Dick Wylie Isla Sutherland
<b>Absent:</b>	Marion Witts Kathy Hine	Gill Mathews Miriam Morris	Helen Parry
<b>In Attendance:</b>	Debbie Twinn Sandra Crook (Minutes)	Val Bagnall	Richard Pilbeam
<b>Distribution:</b>	Those Present / Those Absent / Those In Attendance Neighbourhood Managers		

		<u><b>Action</b></u>
<b>1.</b>	<b><u>Complaints Report – 2<sup>nd</sup> Quarter of 2010 - 2011</u></b>	
1.1	Val gave apologies for Miriam and advised he would be pleased to answer any questions relating to the reports circulated with the Agenda.	Info
1.2	Complaints numbers C4929 and C4952 were discussed by those present. Val would let the Panel know whether Mitie had paid compensation to the complainant of C4952 as it was considered that it should have been paid.	Val
1.3	STARA had been receiving these reports over the past year, and Dick asked those present whether they were happy with the content of the reports. It was generally considered that the information contained in the reports was sufficient.	Info
<b>2.</b>	<b><u>Apologies for Absence</u></b>	
2.1	Apologies were received from those listed.	Info

**Action**

**3. Minutes of Meeting held on 26 October 2010**

3.1 The Minutes of the meeting held on 26 October 2010 were agreed as a true and accurate record.

Info

**4. Matters Arising from Meeting held on 26 October 2010**

4.1 **1.5:** Both Dawn and Gill had also attended the meeting held to review the Constitution. STARA Constitution to be added as an Agenda item at the December meeting. Richard to send out a copy of the revised Constitution to all members by the end of the week.

Sandra /  
Richard

4.2 **4.2:** Richard would invite Kate Connell, Social Networking and Communications Co-ordinator to either the January or February 2011 meeting to introduce herself to the members.

Richard

4.3 **4.3:** Richard had continued to follow up with the 43 residents who had shown an interest in getting involved following their completion of the STARA questionnaire during SHARE week. It was agreed that STARA members could help Richard in this task and he would set up a meeting with Tony, Brian, Isla and Debbie to take this forward. It was suggested that as some time had passed since SHARE 2010 that it might be a good idea to pre-empt the telephone call with a letter detailing the ways tenants might like to get involved.

Richard

4.4 **4.8:** Val questioned whether there was a need for the Customer Maintenance Panel (CMP). The original CMP was first formed back in 2004 and things have moved on since then i.e. introduction of tenant inspectors, mystery shoppers, and the new feedback programme Homing In. Val offered that perhaps STARA should be receiving the various reports on tenant satisfaction from telephone surveys, and reviewing the key themes at these meetings, rather than the direct hands-on approach. There was lot of feedback on the maintenance service, and it may be more constructive if this could be interpreted to drive the service rather than a formal panel. There was support from STARA for this approach.

Info

4.5 **4:11** Team 2 had been in conversation with the tenant from Jefferson Road regarding the state of his garden and he advised that he was getting a quote for the work to be done. The tenant is now not engaging with Team 2 staff. Staff are looking at his tenancy agreement to see how this matter can be resolved.

Info

4.6 **8.3:** SHARE 2011 is expected to focus on 18 – 25 year olds and is anticipated to be held in the 3<sup>rd</sup> week of June. The SHARE Working Group is waiting for feedback from the Executive.

Info

**5. Treasurers Report**

5.1 Richard had produced a report of the spend on the STARA budget from June – November 2010 which everyone was welcome to see at the end of the meeting. Richard asked that all expense claims be submitted more frequently to either Richard, Sandra or Finance for payment. Richard to amend the claim forms as it was felt they should be signed by the Chair.

Richard

## **6. Discussion on the Amalgamation of STARA / Consultative Group**

6.1 Things have changed since both STARA and the Consultative Group (CG) were set up, and the question was asked whether having the 2 groups, with 99% same membership, was adding value and whether was cost effective. Most agreed with Brian that 2 years ago when these groups were set up that it was necessary to have the 2 separate groups but felt that now 1 group would be adequate as long as the roles and responsibilities were reviewed. Therefore Sentinel could disband the CG at any time and did not need to consult with the members on this matter. Val asked that talk did not include 'us' and 'them' but rather that we are working together in partnership.

Info

6.2 It was agreed to hold a meeting in January 2011 to review the roles and responsibilities of the 2 groups to move towards a more constructive and purposeful end for involvement going forward. In the meantime CG meetings are cancelled. Richard to arrange a date and advise.

**Post Meeting Note:** A meeting will be held on Monday 17 January 2011 at 3.00 p.m. in the Basingstoke Board room.

Info

## **7. Customer Services Board Report**

7.1 Val asked what STARA members thought to this report and its content as he was trying to develop a format for future reports. It was agreed that the format was interesting and easy to follow. Val reported that the Homing-In General Survey Tracker would be available on Sentinel's website.

Info

## **8. Customer & Community Involvement**

8.1 Richard reported that resident involvement in the SHARE 2011 Working Group would be restricted to 3 members, Arthur, Dick and Debbie Twinn who would in turn report back to STARA. Dick advised that he did not wish to be involved in the Working Group as he believed the money spent on SHARE could be used in better ways. Arthur and Debbie would represent both Panels at future meetings and should Arthur be unable to attend, Tony would step in.

Info

8.2 Richard reported that the Mystery Shopping training scheduled for Friday 26 November 2010 had been cancelled.

Info

8.3 Debbie had attended the Skills for Residents training and handed round to all a copy of the handout which included her notes made whilst at the training.

Info

## **9. Any Other Business**

9.1 Debbie requested that members receive the Agenda and associated papers for forthcoming meetings 10 days in advance to allow sufficient time to read them.

Info

9.2 . The reforms represent a drastic change for social housing and the Government is keen to hear all stakeholders views. The date for submitting responses to the questions raised is 17 January 2011. It was agreed to meet on Thursday 2 December 2010 at 2.00 p.m. to discuss STARA's responses.

Info

## **10. Date of Next Meeting**

10.1 The date of STARA's next meeting is scheduled for Tuesday 21 December 2010 at 7.00 p.m. and will be held at Sentinel's Basingstoke office.

Info

10.2 Isla gave her apologies in advance for December's meeting.

Info

10.3 There being no further business the meeting closed at 9.00 p.m.

Info