



**MINUTES OF  
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION  
MEETING HELD AT  
SENTINEL'S FLEET OFFICE  
ON TUESDAY 26 OCTOBER 2010**

<b>Present:</b>	Bill Hall	George Herbert	Kathy Hine
	Helen Parry	Brian Sanders	Isla Sutherland
	Arthur Williams	Dawn Moors	Dick Wylie
	Gill Mathews	Tony Mitchell	
 <b>Absent:</b>	 Marion Witts	 Mr M Thomas	
 <b>In Attendance:</b>	 Debbie Twinn	 Mrs R Wadsworth	 Kari Tourle
	Richard Pilbeam	Sandra Crook (Minutes)	
 <b>Distribution:</b>	 Those Present / Those Absent / Those In Attendance Neighbourhood Managers		

		<u><b>Action</b></u>
	Brian welcomed Gill as a newly elected STARA member and Mrs Wadsworth from Hook to the meeting .	Info
<b>1.</b>	<b><u>Election of Officers</u></b>	
1.1	Isla nominated Dick, Bill seconded, for the Chair's position. Kathy nominated Arthur, Tony seconded, also for the position of Chair. Following a secret ballot Arthur was elected as Chair of STARA.	Info
1.2	Brian nominated Dick, Tony seconded, for the position of Vice Chair. Arthur nominated Kathy, George seconded, also for the position of Vice Chair. Following a secret ballot Dick was elected Vice Chair of STARA.	Info

**Action**

- 1.3 There were no proposals for the position of Treasurer. George was prepared to stay on for the interim period until the position was filled. It was felt that the Constitution should be adhered to and it was agreed that Sentinel's Finance Department would fill the role of Treasurer. George to meet with Richard outside of the meeting to decide how this will work on a practical level. Signatories will remain as George, Bill, Marion and Brian. George / Richard
- 1.4 George put his name forward for the position of Secretary. Isla nominated George and Helen seconded the proposal. George was elected to the position of Secretary. Info
- 1.5 It was agreed that the Constitution needed to be reviewed. Richard to set up a meeting with Arthur, Dick, Bill, Kathy and George to take this forward.
- Post Meeting Note:** The meeting is to be held on 12 November 2010 at 2.30 p.m. All STARA members not attending will be asked for their comments prior to this date. All
- 1.6 Brian thanked the members of STARA and Sentinel officers for their help and support whilst in position and handed the meeting over to Arthur. Info
- 1.7 Arthur thanked the members for voting him in as Chair of STARA. Info
- 2. Apologies for Absence**
- 2.1 Apologies were received from those listed. Info
- 3. Minutes of Meeting held on 24 August 2010**
- 3.1 The Minutes of the meeting held on 24 August 2010 were agreed as a true and accurate record. Info
- 4. Matters Arising from Meeting held on 24 August 2010**
- 4.1 Tony Mitchell should be recorded as in attendance. Info
- 4.2 Richard reported that Karen Connell had been recruited into the post of Social Networking and Communications Co-ordinator and he hoped that in time she would attend a STARA meeting. Richard
- 4.3 Richard advised that he would continue to make contact with the 43 people who had shown an interest in getting involved and hoped to have an update for the next meeting. Info
- 4.4 Mark Mullen, Head of Property Services will start at Sentinel on 1 November 2010. Info
- 4.5 Dick advised that he was concerned with Mitie's performance. Recently he had seen 3 Mitie vans in his neighbourhood, none of which had the Sentinel branding on them but one or more displayed the Sovereign-Kingfisher wording. Are Mitie strapped for operatives that they are using staff who should be working on Sovereign-Kingfisher properties? Kari advised that Sentinel have been hammering on Mitie's door highlighting all the downfalls in their performance and would continue to do so. Additionally Mitie have gone through several management restructures which has not helped the situation. Info

## Action

4.6 Richard advised that the input of those on the Disability Forum was very much appreciated but at this particular time there was nothing to discuss.

Info

4.7 In Val's absence Kari advised that the report on Customer Services was going to the Board on 28 October 2010 and that she would ensure a copy of the report was tabled at the next meeting.

Info

4.8 It is hoped to resurrect the Customer Maintenance Panel once the new structure has had time to bed in.

Info

4.9 The wording on the guidance notes for a Community Chest Grant had been changed to 'The maximum amount to be spent on any one project application will be £1,000 including VAT. The Neighbourhood Panel has the discretion to provide more than this. It is expected that any contributions which the Panel makes to the project will be match funded above £500'.

Info

4.10 In response to a question from Bill, Richard confirmed that all entrants in this year's Gardening Competition had been sent £10 gardening vouchers kindly donated by Richard Jones of Lotus Landscapes. Richard also confirmed to Helen that Oakridge Towers would have their shield for winning the Best Kept Communal Garden by 5 November 2010.

Info

4.11 It was reported that no headway had been made on the garden in Jefferson Road.

**Post Meeting Note:** Contact has been made with the tenant who has advised that he is getting a quote for the work to be carried out. Team 2 to follow up after deadline date he was given to respond.

Info

## **5. Treasurers Report**

5.1 Nothing to report.

Info

## **6. Making Voices Count**

6.1 It was agreed that the publication was both excellent and interesting to read and indeed Sentinel were delivering almost everything contained in the document. Kari advised that the TSA is due to be disbanded and therefore there will be a much larger emphasis on self regulation in the future which will require a lot of input from residents

Info

6.2 Section 5 – Impact Assessment (IA) and value for money. Kathy questioned the members involvement in this area. The forms Richard had taken along to the Panel meetings were a good tool to capture this information but it was felt that they were too complicated and responses would be compared. Richard hoped to simplify the form for individuals to complete monthly to amalgamate into a more comprehensive format. Brian was keen to have a go at completing the IA form which may prove helpful to others.

Info

6.3 Kathy asked what was being done to consult with and involve a diverse range of people including those with mental health problems and learning difficulties. Kari replied that Sentinel looks for any opportunity to involve a diverse range of customers

Info

**Action**

6.4 Kathy asked why tenant Board members should be referred to as 'tenant Board members'. Kari replied that the Board is made up of members from differing areas i.e. LA representatives.

Info

**7. Customer Deal**

7.1 The Summary of Sentinel's Customer Deal will be going out to all tenants / leaseholders with the next edition of Community Spirit. Customers can request a copy of the full version of the Customer Deal and both versions can be provided in alternative formats. Of those present 10 liked the format of the Summary and 3 disliked it. It was mentioned that there is no reference in the Summary of the Neighbourhood Panels and STARA. Kari pointed out that the Customer Deal was a document detailing all the services that Sentinel offers to its customers.

Info

**8. Customer & Community Involvement**

8.1 Members had been made aware of training that was available to them following the Skills Audit. If anyone was not aware of what is available to them they were asked to see Richard at the end of the meeting.

Info

8.2 Richard advised that the new Neighbourhood Panel post cards were now available for use by the members.

Info

8.3 The next meeting of the working group for SHARE 2011 is scheduled for 11 November 2010 in the Basingstoke Board Room. Arthur to be invited as the new Chair of STARA. Dawn and Debbie both showed an interest in being involved. Richard to pass their names to Alyson for inclusion in further meetings.

**Post Meeting Note:** The date had to be changed due to key staff members being unable to attend and direction is required from the Executive Group on the event. Meeting now being held on 17 November 2010 at 9.00 a.m. in the Basingstoke Board Room.

Richard

**Action**

**9. Any Other Business**

9.1 An additional item had been forwarded to members for inclusion on tonight's Agenda – Sentinel Calendar 2011. Steve Murphy who had written the report was unable to attend the meeting due to illness. After discussion and a vote it was decided not to produce the calendar for 2011 but to assess early enough in 2011 to ensure that if it is decided to re-instate the calendar that it is printed and ready to hit doorsteps in November 2011. Info

9.2 Any expense sheets for STARA should be forward to Richard with immediate effect. Info

9.3 Members were asked to chose 6 complaints at random from the 224 complaints received during July – September 2010. Numbers chosen were 2,7,13,21,52 and 223. A report on these 6 complaints will be tabled on November's Agenda. Info

9.4 Minutes of the Annual General Meeting held on 26 September 2010 were handed out to all attendees. Info

9.5 Meeting Dates for 2011 for STARA and the Neighbourhood Panels were handed out to all attendees. Info

9.6 Dawn asked what was the cost of producing the Annual Report and whether it is required. Kathy said that it is not necessary under the law to produce an Annual Report. Kari did not know the exact amount of producing the Annual Report but was aware that it was cheaper than in previous years. Kari also advised that Sentinel was required to provide a report to the TSA and residents following the consultation on the standards and decided to amalgamate those requirements into one report which did save money. Info

**10. Date of Next Meeting**

10.1 The date of STARA's next meeting is scheduled for Tuesday 23 November 2010 at 7.00 p.m. and will be held at Sentinel's Fleet office. Info

10.2 Helen and Kathy gave their apologies in advance for November's meeting and advised that Marion would also not be attending. Info

10.3 There being no further business the meeting closed at 8.35 p.m. Info