



**MINUTES OF  
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION  
MEETING HELD AT  
SENTINEL'S FLEET OFFICE  
ON TUESDAY 27 JULY 2010**

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

**Action**

Brian welcomed Mike Thomas from Sherfield-on-Loddon and Debbie Twinn from Fleet to the meeting.

**1. Apologies for Absence**

1.1 Apologies were received from those noted as absent. Info

1.2 Kari advised that she and Val would attend alternate meetings so as to make the best use of their time. Info

**2. Minutes of Meeting – 22 June 2010**

2.1 The Minutes of the meeting held on 22 June 2010 were agreed as a true and accurate record with the following exception: Info

2.1.1 Para 12.6 - 3<sup>rd</sup> line down, insert 'they are' between 'as' and 'unable'. Info

**3. Matters Arising**

**Action**

3.1	1.	George commented that whilst he felt the car sharing presentation given by Carolyn Whistlecraft was a great initiative it would not benefit him due to where he lives. Kari said that this was similar to her situation and affected a proportion of staff but in an attempt to become more environmentally friendly a policy had been implemented. Regretfully the policy will not suit all and there will be winners and losers but going some way towards improving Sentinel's global footprint is a positive step.	Info
3.2	5.1	Kari advised that the amendments have been made to the Tenancy Agreement. A report has gone to the Executive prior to going to the Board. STARA members had made suggestions and comments on the Tenancy Agreement, some of which had been taken into account by the Solicitor but some could not be included for legal reasons. Kari to forward a copy of the amended Tenancy Agreement to the Consultative Group prior to their meeting on Thursday 5 August 2010 at 2.00 p.m.	Kari
3.3	5.2	Richard reported that Get With 2010 is under way with an initial good start. Melissa will be writing to young people, including those attending Get With, to see if they are interested in setting up a Young People's Forum in due course. Richard advised that Dawn Stanley is working on setting up a Youth Forum in Bramley. Sentinel currently have a vacancy for a Social Networking and Communications Co-ordinator, closing date for applications is 20 August 2010. Debbie would be interested in receiving details of the post.	Richard
3.4	5.3	See Post Meeting Note at 6.7 regarding the Customer Maintenance Panel.	Info
3.5	5.4	Brian and Tony attended the Popley Poets Residents Association AGM on 14 July 2010. Tony has been included on the distribution list of this group and will be updating the Basingstoke Neighbourhood Panel on a regular basis.	Info
3.6	5.7	Bill advised that he had taken up his concerns on the draft of the Annual Report with Steve Murphy.	Info
3.7	5.9	Kari advised that she had spoken with Steve Murphy about the e-mail from Ian Miller and that no further action needed to be taken.	Info
3.8	7.5	Richard believed that the 43 people mentioned in the previous Minutes referred to the 43 customers who completed the STARA Questionnaire handed out during SHARE week. Kari advised that rather than just holding an event for customers who want to get involved it would be more beneficial to invite them to specific projects that are in the pipeline.	Info

**Action**

3.9 8.4 Kari reported that Sentinel are moving towards phone surveys rather than sending them out and have been piloting this idea within the CSC. The trial has gone well and currently IT are working to ensure that we can incorporate the surveys into the SNAP and Capita systems that we currently have. Debbie would be extremely interested in getting involved in this project as she has experience in this area. Dick was concerned that Debbie was not a STARA member and that involving more than the 3 members asked for might be difficult to manage/sustain. Arthur felt that Debbie's expertise should be tapped into in this project. Kari commented that the survey project is a large one and there would be benefit in making use of available expertise and she would bear all comments in mind and ask Miriam to contact those interested in carrying out telephone surveys to arrange training as soon as everything is in place.

Kari

3.10 10.2 Arthur is unable to travel in mini-buses/taxis due to his medical need for compressed gas which he carries with him at all times in his car. In the very few instances that a mini-bus/taxi is laid on for resident representatives to attend an event, Arthur would not be able to claim his travelling expenses if he travelled separately in line with what was agreed at the previous meeting.

Info

3.11 12.6 Following discussion about the location of the disabled parking bays, Kari agreed to talk to Simon Bridgen to clarify the position.

**Post Meeting Note:** Kari has spoken to Simon, who has considered the original suggestion but due to costs and the level of the slope it isn't possible.

Info

**4. Treasurers Report**

4.1 Nothing to report.

Info

**5. Customer & Community Involvement**

5.1 Richard circulated a copy of the content of the Neighbourhood Post Cards and asked members to check that their details were recorded correctly prior to going to print.

All

5.2 Richard reminded members that a meeting of the Disability Forum was being held at Oakridge Hall for All on Wednesday 28 July 2010 at 1.00 p.m.

Info

5.3 Brian, Debbie and Richard along with others had attended Resident Inspection / Mystery Shopping training at Testway on 26 July 2010 with 2 further training days scheduled for 14 and 15 September 2010.

Info

**6. Any Other Business**

6.1 *Complaints* – Brian explained, for the benefit of Mike and Debbie, how and why STARA members scrutinise 6 complaints, chosen at random for each quarter of the year. The 6 numbers chosen at random were 8, 24, 95, 127, 226 and 231.

Info

**Action**

6.2 *Mitie's Customer Liaison Officer* - Brian reported that whilst Toni Burrows still works for Mitie she no longer holds the post of Customer Liaison Officer. The newly appointed Customer Liaison Officer is Louise Floyd

Office Number - 01256 345888  
Direct Line - 01256 345872  
Email - [Louise.Floyd@mitie.com](mailto:Louise.Floyd@mitie.com)

Mitie Property Services  
Rankin Road  
Daneshill Industrial Estate  
Basingstoke  
Hants. RG24 8SH

Info

6.3 *Chair of STARA* – Brian advised that he may have to relinquish his position of Chair of STARA if successful in becoming a Board member and asked STARA members to think about suitable candidates for this role.

All

6.4 *STARA AGM* – Due to the refurbishment of the office, a venue needed to be decided on for the AGM to be held on 28 September 2010. After discussion it was agreed to hold the AGM at Popley Fields Community Centre at 6.30 for 7.00 p.m. Kari to speak to Melissa to see if the winners of the Get With's Got Talent event at Get With could come along to perform prior to the start of the AGM and possibly for tea and cakes to be provided.

**Post Meeting Note:** The timings have changed to:

5.30 – 6.00 p.m. 'Get With's Got Talent' performance  
6.00 – 7.00 p.m. AGM

Info

6.5 *Gardening Competition* – Richard advised that he is hoping to arrange for the awards to be presented by John Barker at a lunch time event at Oakridge Hall for All at the end of the August, prior to the children returning to school. It was suggested to hold the event at this time as the winners of the sunflower competition might be more likely to be able to attend.

Info

6.6 *Community Chest* – A meeting has been arranged to discuss the Community Chest Grant on Friday 30 July 2010 at 10.00 a.m. The meeting is needed to clarify the wording and the increased sum applicants are allowed to ask for.

Info

6.7 *Staffing at Sentinel* - Kari advised those present of the announcements made today to staff about changes to the current staff structure, which is in direct response to the changing external environment around us .

- The scale of our operation is too small to be able to price effectively against competition from large providers and the outlook is that we will progressively lose business and therefore it is no longer viable to offer a Home Care service. Sentinel is currently looking for another provider to take on the business and hopefully the staff. If it is not possible to TUPE the staff to the new provider redundancies will have to be made.
- With the introduction of the new strategic contract with Mitie opportunities exist to align our services and deliver a more focused service. Maintenance staff will come together in one business area from the Neighbourhood teams and Planned Maintenance. Kari showed the STARA members a copy of the new structure (copy to be forwarded to members) and advised that this meant there were less posts than we currently have which would mean redundancies.
- The Regen of Longfellow Parade and Bishops Green is nearly complete and there is little need for regeneration staff input. There is no funding available for Freemantle/Taverner/Westray anticipated until 2012 and consequently the regen projects have reduced from 3 to 1, and therefore we will be reducing the number of Project Managers from 3 to 1.
- Additionally the Growth Team within Development has to reduce its Project Managers from 2 to 1.
- Di Ford, Val's PA had recently left Sentinel and it had been decided not to replace her.
- A new position has been created in the Property Services Department of Head of Property Services which is to be advertised shortly.  
**Post Meeting Note:** The Head of Property Services will be responsible for organising the Customer Maintenance Panel once in post.

Kari told the members that it had been a difficult day for everyone and that meetings to announce the news had to be timed to ensure those affected were first to hear. There is now a period of consultation for those affected which ends on 27th August 2010 after which time interviews will be held for the posts. For those not successful in getting a post they will be made redundant. The new structure is to be in place by 1 October 2010.

STARA members were sceptical that the reduction in staff would not have a negative impact on services to customers. Kari believed that it would not have an impact on customers as the Managers would manage the situation. There was concern that recent feedback had indicated that where Sentinel falls down is with the management.

Info

6.8 Kathy reported that TPAS involved tenants at a much earlier stage in the production of their Annual Report.

Info

6.9 Kathy advised that the winners of Sanctuary's X-factor competition performed at their AGM. If it was not possible for the winners to perform at this year's AGM perhaps it could be considered again in 2011.

Info

**Action**

6.10 *TPAS Conference* - Kathy reported that she had attended the TPAS Conference where there were over 40 workshops. Brian and Dick's appearance on video will be on YouTube. The Conference is expensive but is a great networking opportunity.

Info

6.11 Arthur raised an issue about a broken window at one of his neighbour's property that had not been made secure for over 4 weeks. Dick agreed to take this up with Mitie on Wednesday.

Dick

6.12 Arthur pointed out to Richard an error on the Neighbourhood Post card.

Richard

6.13 Dick reported that he had attended a sub-committee meeting of the Hampshire & District Residents Forum, working alongside Directors, to smarten up the TSA Standards. For the benefit of Mike and Debbie, Brian explained the workings of the Forum

Info

6.14 Louise Floyd, Mitie's Customer Liaison Officer to be invited to attend STARA's August meeting.

**Post Meeting Note:** Louise has accepted STARA's invite to attend the next meeting.

Info

**7. Date of Next Meeting**

7.1 The date of STARA's next meeting is scheduled for Tuesday 24 August 2010 at 7.00 pm in Sentinel's **Fleet** Office. This venue change is due to the refurbishment at the Basingstoke office.

Info