



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

Present: Tony Mitchell Brian Sanders (Chair) Molly Parrett
Dawn Moors Dick Wylie George Herbert
Helen Parry Isla Sutherland

Absent: Bill Hall Kathy Hine Arthur Williams
Marion Witts

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

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

		<u>Action</u>
1.	<u>Happy New Year</u>	
1.1	Brian wished all members and staff a Happy New Year.	Info
2.	<u>Complaints</u>	
2.1	Following discussion about the 2 reports circulated with the Agenda, Miriam confirmed that there appeared an increase in the number of complaints received about Mitie; this was a possibly a factor of Mitie now being responsible for all repairs. Miriam had raised her concerns with Mitie, at the contractor meeting on the range and type of complaints.	Info
2.2	It was noted that the categories in the 'Complaints by Function' pie chart on page 2 of the STARA Complaint Report needed qualifying with regards to complaints against staff (Day to day repairs (staff) and member of staff).	Miriam

Action

2.3 Miriam advised that a review of the complaints procedure was in progress and a new procedure would be in place by April 2010. The review will look at providing a range of compensation figures which will be published in the procedure. Miriam left the meeting at 7.20 p.m.

Info

3. Apologies for Absence

3.1 Apologies were received from those listed.

Info

4. Minutes of Meeting held on 24 November 2009

4.1 The Minutes of the meeting held on 24 November 2009 were agreed as a true and accurate copy.

Info

5. Matters Arising

5.1 2.1 STARA members were reminded that they needed to let Richard know if they were interested in the E-Learning that had been notified to them by Cathryn Gee.

All

5.2 3.1 The review of the Reception area is continuing with STARA members and Richard asking visitors to Reception to complete a short questionnaire.

Steve Thorn had sent plans of the current layout to Arthur who was unable to offer any further advice in this area.

Info

5.3 10.1 The next meeting of the Planning Committee for Residents Week 2010 is scheduled for 9.30 a.m. on Wednesday 3 February 2010. It has been suggested that this year Residents Week will be held w/c 31 May 2010. The reasoning behind this change of date is that it will hopefully encourage more to attend as schools will be on half-term, more staff availability and primarily the week can be used to consult with residents on the TSA standards.

Info

5.4 13.1 Richard asked that anyone who went onto the website and noticed out-of-date information or errors should let him know as soon as possible so that he could ensure it was changed.

All

5.5 13.5 STARA members who had not yet provided Richard with their estimated hours of involvement were asked to do so by the next STARA meeting – 23 Feb 2010.

All

6. Treasurers Report

6.1 George asked members to submit their February expense claims to him as soon as possible in March 2010 as he needs to forward the books to Finance for auditing.

All

7. Sentinel Status Survey 2009

7.1 The Summary was very positive and Sentinel had improved on their previous satisfaction rate. There was a big difference in the satisfaction levels across the various groups of tenants which creates a challenge to deliver a service which caters for all, as clearly one service does not fit all. The best service will be delivered by Sentinel being able to clearly analyse the findings.

Info

Action

7.2 A Workshop is being held on 12 February 2010 with all Managers to look at the findings and decide the best way forward to link with the 6 TSA Standards. Appendix 1 – TSA Draft Standards & Implications was handed out. A cross section of tenants would be required to be involved in this consultation. STARA members may be called up to join Focus Groups.

Info

7.3 Staff and tenant representatives need to be congratulated on the satisfaction percentage figures provided by both the Status Survey and the Customer Profiling.

Info

8. Customer Involvement Statement

8.1 Panel members were happy with the revamped Customer Information Sheet, save insertion of further access details: website address and STARA email.

Info

8.2 Kari agreed to provide STARA with statistics relating to the number of children that attended Get With in 2009 that were tenants' children.

Kari

9. Customer Involvement Strategy

9.1 Val had hoped that this would have been discussed at the December 2009 meeting which had had to be cancelled due to the weather conditions. The Strategy had been pulled from the January 2010 Board meeting as Val wanted STARA's views and comments on the Strategy. It was felt by STARA that the Strategy was clear. Val advised that any changes to the Strategy, if any, would be brought to the Panel's attention.

Info

10. STARA Publicity

10.1 The text for the 3-fold STARA leaflet had now been agreed. Brian and Dick to take a final look at the images chosen before giving the go ahead to have 1,000 printed.

Brian /
Dick

10.2 500 STARA badges and 200 STARA car discs both at a cost of £250 each are also on order from Flipside.

Info

10.3 E-mail addresses have been set up for STARA and the 2 Neighbourhood Panels. Any complaints received at these addresses should be forwarded as soon as possible to Miriam Morris in order for them to be processed under the Complaints Procedure.

stara@sentinelha.org.uk

basingstoke.neighbourhoodpanel@sentinelha.org.uk

hart.neighbourhoodpanel@sentinelha.org.uk

Info

11. Customer & Community Involvement

11.1 Richard to circulate the results of the questions asked in the survey conducted by the Hampshire and Districts Residents Forum.

Post Meeting Note: Results attached.

Info

12. Any Other Business

		<u>Action</u>
12.1	Sentinel have a Health & Safety Group and Cathryn Gee is looking for a tenant representative to sit on this Group. Anyone interested in this should let Richard know. Meetings are held on Wednesdays at 9.30 a.m. in the Basingstoke Board Room (rear part) on: 5 May 2010, 28 July 2010, 20 October 2010, 12 January 2011, 6 April 2011.	All
12.2	Kari advised that the Skills Audits that were cancelled during December 2009 will be re-arranged.	Kari
12.3	A draft Agenda for the TAROE (Tenants and Residents Organisations of England) 4 th National Conference being held in Bristol on Wednesday 3 March 2010 was circulated for all to consider whether they would like to attend. A mini-bus would be laid on for delegates to attend this free Conference if enough interest is shown. Anyone interested should advise their Chair at their February 2010 Panel meeting.	All
12.4	The Hampshire and Districts Residents Forum are meeting on 27 January 2010 and are looking to decide on a logo for the Forum. A sheet of options were distributed and options 2 and 12 were most popular. These preferences would be passed onto the Forum.	Info
12.5	A Working Group of staff has been set up to look at the TSA Standards consultation. Sentinel are looking for a tenant representative to sit on this Group. Future meeting dates are: 8 February at 1.30 p.m., 1 March at 2.00 p.m., 1 April at 10.30 a.m., 29 April at 9.00 a.m., 24 May at 2.00 p.m., 28 June at 10.30 a.m. Anyone interested in sitting on this Group should let Richard know as soon as possible.	All
12.6	Richard passed round the questionnaire he and tenant representatives had been asking visitors to the Reception at the Basingstoke office for those present to complete and return to him as soon as possible.	Info
12.7	Kari advised that a short-life Focus Group is being set up to review the Lettings standards. A selection of tenants who have recently moved into their properties will be asked to attend the meetings. Helen, with George in reserve volunteered to attend the meetings during February 2010.	Kari
12.8	The following were distributed to members: <ul style="list-style-type: none"> • Sentinel on the Road dates for 2010 • Pride in Your Place dates for 2010 • Customer Care Tool Box Talk dates for 2010 	Info
13.	<u>Date of Next Meeting</u>	
13.1	The date of STARA's next meeting is scheduled for Tuesday 23 February 2010 at 7.00 p.m. in Sentinel's Basingstoke Office.	Info
13.2	There being no further business, the meeting closed at 8.55 p.m.	Info