



**MINUTES OF  
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION  
MEETING HELD AT  
HAMPTON COURT, WINKLEBURY  
ON TUESDAY 27 OCTOBER 2009**

<b>Present:</b>	Tony Mitchell Bill Hall (Chair) Helen Parry	Kathy Hine Dick Wylie Isla Sutherland	Arthur Williams George Herbert
<b>Absent:</b>	Dawn Moors Molly Parrett	Marian Witts Val Bagnall	Brian Sanders
<b>In Attendance:</b>	Mrs M Googe Kari Tourle	Emildah Chabata from Thames Valley HA Richard Pilbeam	Sandra Crook (Minutes)
<b>Distribution:</b>	Those Present / Those Absent / Those In Attendance      Neighbourhood Managers		

	<u>Action</u>
<b>1. <u>Thames Valley Housing Association (TVHA) Training Presentation</u></b>	
1.1 Emildah Chabata, Community Training and Employment Manager from TVHA introduced herself prior to giving a powerpoint presentation on the resident involvement modules they are able to offer. Copy of presentation attached to these Minutes. TVHA have been delivering these modules since June this year and to date have received good feedback. 6 of the 7 modules run for 1 day with module 7, Organisational and Personal Skills, running for 2 days and the duration of each of the modules has been adequate. TVHA can start delivering the modules as soon as possible with a maximum of 14 at any one time. Emildah thanked the Panel for their time and left the meeting.	Info
<b>2. <u>Welcome to the Meeting</u></b>	
2.1 Bill welcomed Mrs Googe of Popley to the meeting.	Info
<b>3. <u>Complaints</u></b>	

**Action**

3.1 Bill welcomed Miriam Morris, Customer Services Manager to the meeting. The Report of the 6 randomly selected Complaints circulated with the Agenda was discussed. It was generally agreed that this format of presentation was much improved.

Info

3.2 As 2 of the 6 complaints were for Lotus Landscapes it was asked what proportion of all complaints in the first quarter were for Lotus. Miriam to enquire and feed back to the Panel. Miriam did say that Lotus had not stood out as a contractor in respect of complaints and Isla commented that Gregory House, a sheltered scheme in Hook, whose gardens were maintained by Lotus had never looked so good. Mrs Googe was also pleased with the work Lotus do for her on the grass and hedge cutting contract.

Miriam

3.3 In quarter 2 (Sept – Nov 2009) 49 complaints had been received. 6 complaints were picked at random for STARA to follow through, which were C3989, C3990, C4003, C4006, C4012 and C4081.

**Post Meeting Note:** These complaints were forwarded to Tammy to produce a report to bring to the December meeting.

Info

3.4 Bill thanked Miriam for attending after which she left the meeting.

Info

**4. Election of Officers**

4.1 Richard asked for volunteers to stand for

- Chair: Brian Sanders, proposed by George and seconded by Tony
- Vice Chair: Bill Hall, proposed by Tony and seconded by Isla
- Treasurer: George Herbert, proposed by Dick and seconded by Helen
- Secretary: Dick Wylie, proposed by George and seconded by Arthur

Info

**5. Apologies for Absence**

5.1 Apologies were received from those listed.

Info

**6. Minutes of Meeting held on 25 August 2009**

All

6.1 The Minutes of the meeting held on 25 August 2009 were agreed as a true and accurate copy.

Info

**7. Matters Arising**

7.1 6.6 Richard circulated the Welcome Letter that the Publicity Group had agreed on. The letter just needed Brian's signature to be added before the letters could be added to the Sign-up packs.

Info

**8. Treasurers Report**

8.1 The books had been audited by Sentinel. Nothing further to report.

Info

**9. Service Reviews – Involvement & Estate Management**

9.1 Kari advised that these are the 2 service reviews which are to be undertaken this year. The Estate Management review also encompassed the review of the caretaking service. Two Focus Groups had met to review the service and had come up with some proposals, including a change of name for the caretakers to Neighbourhood Rangers. There was concern that with the Rangers having more of a holistic approach around the estates that work might get missed due to a cross-over of responsibilities. It was hoped that the Rangers would know their estates and be able to arrange for fly-tipping to be removed, graffiti to be removed, untaxed cars to be removed etc.

Kari asked the Panel members to consider what are your priorities with regard to the management of the estates. For instance, one suggestion had been that it should be agreed by all agencies that grass cutting is carried out within an area at the same time. Panel members were asked to give this thought and bring their ideas to the next STARA meeting on 24 Nov 2009.

Likewise, with Involvement, Panel members were asked to consider what are their priorities for inclusion in this service review. Kari agreed to circulate the report that went to the Board in March 2009 on Involvement and a copy of the Involvement Action Plan to help Panel members consider their priorities.

Again, Panel members were asked to give this thought and bring their ideas to the next STARA meeting on 24 Nov 2009.

All

**10. Customer Deal**

10.1 Val had talked about the Customer Deal previously. The Customer Deal is a directory of all the services and choices we offer, plus services we are looking to introduce. The draft is with an external consultant to look at it objectively and edit it. Currently the document is very long and it is not anticipated to send to all customers. It would be available on the web-site and Sentinel are working on a shortened flyer for general distribution. It is believed that no other housing association has written such a document. Once the edited version is received back it will come to STARA and /or the Consultative Group for consultation.

Info

**11. Resident Inspections working with Testway HA**

11.1 Richard said that this project has been stopped and started over time and with the advent of a SNI it is hoped to get this scheme up and running with Testway in Andover by the end of the year. It is proposed to have 12 resident inspectors each, looking at 3 areas a year. The areas of inspection have not been finalised. Ideally it would be good to get new people involved and to keep it separate from Panel/STARA members. The inspectors will have a job description, code of conduct etc, will require training and may be paid £125 per day.

Kathy asked for clarification on the difference between an inspector and an auditor. Kari responded that an inspector is interested in the outcome for the tenant whereas an auditor is looking for an open and transparent trail.

Info

**12. Residents Week Feedback**

12.1 Kari reported that Residents Week had upped the profile of STARA and she would be bringing to the next STARA meeting on 24 Nov 2009 the answers to the 4 questions that were asked of attendees at Residents Week.

**Action**

12.2 STARA members, Kathy, Dick, Tony, George, possibly Helen and Isla volunteered to come into the office to ring those that had completed the questionnaire STARA were asking attendees to complete during Residents Week to follow up on comments made and possible future involvement options.

**Post Meeting Note:** A date had been set for the volunteers to come in to make the calls.

Info

**13. STARA Customer Information Sheet (CIS)**

13.1 It was agreed to run alongside each other the two Customer Information Sheets, one for Sentinel to include in the Sign-up Packs and the Residents Information Sheet produced by the Publicity Group for STARA members to hand out as necessary. Sentinel's CIS needed to be amended to detail how often the Neighbourhood Panels meet.

Info

**14. SHA Schedule of Allowances**

14.1 The Schedule of Allowances circulated with the Agenda was to be adopted with one change in that the mileage rate was to be solely 40p per mile.

Info

**15. STARA Publicity**

15.1 Richard had arranged for Bill Hicks from Flipside, a marketing agency, to come in and discuss with the Publicity Group the content and layout of the 3 fold information leaflet on 9 November 2009. It was estimated that 1,000 leaflets would cost just less than £1,500.

Info

15.2 It was agreed to go with Option 3 for the car discs (to order 200) and Option 2 for the adhesive badges (to order 500). It was questioned whether the wording 'STARAs working for me' needed to be uniformed on the car disk and adhesive badge.

Info

15.3 Richard to ask Bill to quote for drink coasters which could be used to hand out at events.

Richard

**16. Any Other Business**

16.1 Kathy had received a call from Housing Quality Network (HQN) saying that there were doing a survey. Kathy's other concern was how did they get her number as she is ex-directory. Kari was not aware that HQN were carrying out any work for Sentinel at this time.

Info

16.2 Kari advised that Brian Maloney, Contracts Manager, has resigned and would not be working out his notice.

Info

**17. Date of Next Meeting**

17.1 The date of STARA's next meeting is scheduled for Tuesday 24 November 2009 at 7.00 p.m. in Sentinel's Fleet Office.

Info

17.2 There being no further business, the meeting closed at 9.20 p.m.

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