



**MINUTES OF
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S FLEET OFFICE
ON TUESDAY 28 APRIL 2009**

Present: Arthur Williams Bill Hall Brian Sanders (Chair)
Dawn Moors Dick Wylie George Herbert
Helen Parry Isla Sutherland Kathy Hine
Marion Witts Molly Parrett Tony Mitchell

Absent: Val Bagnall

In Attendance: Kari Tourle Richard Pilbeam Sandra Crook (Minutes)

Distribution: Those Present / In Attendance Neighbourhood Managers

1. Apologies for Absence

1.1 Apologies were received from Val Bagnall.

Action

Info

2. Minutes of Meeting held on 24.03.2009

2.1 The Minutes of the Meeting held on 24 March 2009 were agreed as a true and accurate copy.

Info

3. Matters Arising

3.1 Richard had a draft report of statistics about Sentinel's web-site. A decision needed to be made as to what information is required and how often the information is to be provided.

Post Meeting Note: Draft report handed to Dawn as she had initially requested the information.

Info

4. Treasurer's Report

Action

4.1 George reported that the books are currently being audited. STARA members were advised to claim travel expenses for attending Consultative Group, Residents Day Planning Group meetings from the two Neighbourhood Panel budgets.

All

5. Sentinel Tenant Board Election of Candidates

5.1 STARA had to nominate a minimum of 2 candidates for the tenant Board member position. Kathy Hine and Dawn Moors put their names forward. Richard to forward details to Zoe and to find out the dates of the interviews in July and feedback to Kathy and Dawn. Richard to also arrange for Kathy and Dawn to receive interview training.

Post Meeting Note: HR to contact Kathy and Dawn about interview training.

Info

5.2 As Dawn had put her name forward she asked whether the question of Board member payments had yet been resolved.

Post Meeting Note: Awaiting Board decision. Richard to get update from Zoe and advise at next meeting.

Richard

6. STARA / Panel Publicity

6.1 A meeting had taken place which Kim Drewery, Communications Co-ordinator, attended to suggest ways of promoting STARA and the two Panels. Brian advised that the wording of the CIS on Ways to Get Involved is to be reworded and that the Welcome Letter used by Hart in the past is to be updated and redesigned to insert into Sign-up Packs for all new tenants.

Regular copy in Sentinel's newsletter, the use of the plasma screens in both Receptions and the web-site are all excellent ways of getting the message across.

Kim had provided costs to Richard on marketing materials discussed at the meeting, as follows:

To print the STARA 3 colour logo onto a white latex balloon will be £216.20 for 1000 balloons. Not sure if the resolution of the logo is high enough for this type of printing so there may an added external cost to adapt the logo.

An A6 double sided postcard would be about £350 to print and depending on design will cost £60 per hour for the art work.

Another option would be a tri-fold leaflet as follows: Initial Design £1020.00. Artwork and proofs £480.00. This would give you the option for a tear off slip if you did want people to send something back.

All quotes are excluding VAT.

STARA members were concerned with the high price of the costs, particularly with regard to artwork costs. If we should go down this route a time limit should be put on artwork to keep costs to an acceptable level. Whilst some marketing materials can be produced in-house we will not be able to achieve a professional look unless we approach an outside company.

Action

Kari reminded STARA members that a Board report on progress made against STARA's objectives needed to go to the June Board meeting. Richard to set up a further meeting to progress this.

Post Meeting Note: A meeting has been arranged for Tuesday 19 May 2009 at 2.00 p.m. in the Basingstoke Board Room.

Info

7. Short Notice Inspection (SNI)

7.1 Kari advised that Paul Ryrrie, Interim Housing Director of First Wessex had given Sentinel an overview of his experience of SNI at Pavilion. STARA members need to be informed and involved and be familiar with the process to be followed, what papers Sentinel submit etc. Kari advised that she would be setting aside the Consultative Group meeting scheduled for Thursday 4 June 2009 to concentrate on SNI and would send out all the relevant paperwork with the Agenda prior to the meeting.

Post Meeting Note: Rather than cover SNI at the next Consultative Group meeting it was decided to have a meeting at the Basingstoke office on Thursday 21 May 2009 at 1.30 p.m.

Info

8. Budgets

8.1 Kari handed out the 2008/2009 Community Chest, 5666 budget which relates to all resident involvement activities. This budget is set in September and is 1% of turnover. Kari advised that following work carried out with Chantal, the 2009/2010 budget would have different headings and some budgets would be amalgamated. STARA members asked for explanations of some of the headings and Year To Date figures where not fully understood. The 2009/2010 budget has already been set and Kari would send a breakdown out with the Agenda for the next meeting.

Post Meeting Note: As Kari will not be present at the May meeting, Budgets will be placed on the June Agenda.

Info

8.2 The Year to Date spend on the Community House was questioned as it stood over budget at £11,524. Kari advised that part of the cost of producing the Financial Inclusion DVD had been coded to this budget, as rather than lose the money as it was not going to be used for the Community House, was to code it to this budget. Following a discussion it was agreed to send Arthur, Molly and Isla a copy of the Financial Inclusion DVD for them to view as it had been shown at a Consultative Group meeting rather than a STARA/Panel meeting and they had not seen it. It was agreed that Arthur, Molly and Isla become members of the Consultative Group.

Post Meeting Note: The Financial Inclusion DVD was shown at the Hart & Districts Neighbourhood Panel meeting on Tuesday 5 May 2009.

Info

9. Any Other Business

Action

- 9.1 Kari asked members to think about running a workshop or something similar at the Residents Week. Every department within Sentinel had been asked to run something throughout the week at both a Basingstoke and Hart location, if appropriate. The Residents Week Planning Group are meeting at 1.00 p.m. on 29 April 2009 so any ideas would be appreciated. Residents Week is to take place week commencing 7 September 2009 and will offer various times and venues to allow as many as possible to attend. It is not yet confirmed whether events will be run over the weekend or just Monday to Friday. All
- 9.2 Richard had not heard back from Dawn, Molly, Isla, Arthur, Kathy and Tony with regard to Equality and Diversity (E&D) training and he asked them to speak to him at the end of the meeting.
- Post Meeting Note:** E&D training booked for Marion, Arthur, George, Helen and Dawn on 11.06.2009. Training for the others will be organised later in the year. Info
- 9.3 A Corporate Induction is planned for Thursday 9 July 2009. Richard had passed to Heather Lightbody the names of those interested in attending – Molly, Dick, Arthur, Dawn, Tony and Marion and Pat and Gill from the Hart & Districts Neighbourhood Panel. Info
- 9.4 Bill asked what the budget was for the Residents Week. Kari asked that members put forward ideas in the first instance so as not to stifle ideas. Members needed to think what would make customers come to such an event. Kari believed that last year's budget was £14,000 - £15,000. Info
- 9.5 Marion advised that workmen or travellers had moved onto the old John Hunt site and thought that Sentinel should be aware of this. Info
- 9.6 Kathy feels that the STARA Constitution needs amending to include how members will be compensated for subsistence if travelling to an event over 3 hours away. Kari advised that the Constitution needs to be reviewed now to reflect this and other changes to enable it to be changed at the AGM in September. Kari/Richard meeting on 21.05.2009 to highlight suggested changes to the Constitution and will bring the amended Constitution to the next meeting for discussion. Kari / Richard
- 9.7 Kathy asked for an update on interview training for members so that they could sit in on interviews for front-line staff. Richard to follow up and report to next meeting. Richard
- 9.8 Kathy suggested that a list should be drawn up of what STARA/Panels have achieved to date for SNI.
- Post Meeting Note:** The achievements of STARA can be identified when members meet Paul Ryrie on 21.05.2009. Chair's of Neighbourhood Panels to raise at their next meetings. Dick / Tony
- 9.9 Details of the TPAS Annual Conference and AGM were handed out to all present. The event is to be held between 31 July 2009 and 2 August 2009 at the Hilton Metropole Hotel in Birmingham. Anyone wishing to attend should let Richard know. All

Action

9.10 Dick advised that STARA had joined TAROE (Tenants and Residents Organisation of England) last year and that, as Secretary of STARA, he was completing a questionnaire they had sent out

Info

9.11 Dick had received a copy of the Basingstoke Panel Meeting Minutes held on 1 April 2009 and questioned 11.2. A tenant had fallen whilst applying mould solution to her bathroom. Dick asked why Sentinel had not sent someone out to carry out this work for the tenant. Kari to investigate and respond at next meeting.

Kari

9.12 Dick noted that members of the Basingstoke Panel had watched a DreamScheme DVD which had not been seen by members of the Hart & Districts Neighbourhood Panel. Richard to provide DVD for viewing at the meeting to be held on 5 May 2009.

Post Meeting Note: Hart Panel members viewed the DVD at their May meeting.

Info

9.13 The Focus Group to review Complaints and Compliments would consist of Helen, Dawn, Dick, Kathy and George. Kari suggested that Miriam Morris be on the Group as she is responsible for this area. At the last meeting of STARA it was agreed that Val would provide the Focus Group with a copy of the Board report on Complaints and Compliments for the year 2008/2009.

Info

Post Meeting Note: Item to be placed on May Agenda and copy of Board report to be circulated with Agenda.

9.14 Brian had made notes/amendments on his copy of the Constitution which he would send to Richard for consideration.

Brian

10. Date of Next Meeting

10.1 The date of STARA's next monthly meeting is scheduled for Tuesday 26 May 2009 at 7.00 p.m. in Sentinel's Basingstoke Office.

Info

There being no further business, the meeting closed at 8.40 p.m.