



**MINUTES OF
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S FLEET OFFICE
ON TUESDAY 25 AUGUST 2009**

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

Absent: Dawn Moors Kari Tourle Val Bagnall

In Attendance: Richard Pilbeam Sandra Crook (Minutes)

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

1. Welcome to Meeting

1.1 Brian welcomed all to the meeting.

Action

Info

1.2 Tony advised all of the death of Pat Gale. Although not a member of the Basingstoke Neighbourhood Panel, Pat had regularly attended meetings over the years. Pat was one of the first tenants to move into Oakridge Towers back in 1969 and will be sadly missed.

Info

2. Apologies for Absence

2.1 Apologies were received from Dawn, Kari and Val.

Info

3. Minutes of Meeting held on 28 July 2009

3.1 The Minutes of the Meeting held on 28 July 2009 were agreed as a true and accurate copy.

Info

Action

4. Matters Arising

4.1 Brian enquired where the list of over 200 residents had come from who had indicated that they would like to be involved at 3.6 of the Minutes. Richard replied that the list had come from profiling responses and he hoped that after Residents Week he would have the time to process the data. Sentinel are looking to put together a matrix of all the methods of involvement with the data from the profiling mapped out. Brian was concerned that Sentinel were missing a trick in not doing anything with the information gathered which does not make us look good and was pleased to hear that Richard would be addressing the issue after Residents Week.

Info

4.2 Richard advised that Kari would be reporting further with regard to the suggested Personal Involvement Programme training at the October meeting once Colleges had returned after the summer break. Richard would speak to Zoe about the Board member training module but as nothing has been finalised as yet it was probably not appropriate.

Kari /
Richard

4.3 Dick would speak to Hart Panel members at the September meeting prior to the AGM about the above training Programme to gauge whether they might be interested in attending also. Tony confirmed that some mention had been made at the Basingstoke Panel's August meeting but until more information was available it was difficult to gauge interest.

Dick /
Tony

4.4 Damien Ward would be providing feedback on the Short Notice Inspection (SNI) Health Check at the Consultative Group meeting on Thursday 3 September 2009 at 2.00 p.m. in the Basingstoke Board room. The 3 un-involved focus group members have been invited to attend. However, only 1 is able to attend and the others will be sent the relevant information.

All

5. Treasurer's Report

5.1 George reminded members that all claim forms for expenses for July and August be submitted to him promptly at the end of the August so that he could submit the books for the 6 month audit and that any claims relating to Residents Week be submitted on STARA claim forms.

All

6. STARA Publicity

6.1 Richard confirmed that 2 STARA banners had been ordered and received for use at Residents Week.

Info

6.2 Tony handed round a Residents Information Sheet which the Publicity Group had put together, to go into Sign-up Packs and to use at Residents Week. Richard passed round a Customer Information Sheet (CIS) which Communications had put together which encompassed all the information on Tony's handout but was more in line with Sentinel's presentation of CISs. After discussion, and some disgruntlement by the Publicity Group members, it was agreed that STARA would use the Residents Information Sheet at Residents Week and would then look at both options after the event to agree one document.

Info

Action

- 6.3 Richard handed round a draft of the wording on the Post Card the Publicity Group had asked for. The Post Card would be available for Residents Week for tenants to fill in whilst at the events or to return at their leisure. Concern was raised as filling the Post Card in and returning it in the post would allow anyone to see personal details. Info
- 6.4 Richard confirmed that the CIS on How to Get Involved had been changed in line with the changes requested by the Publicity Group. Info
- 6.5 Richard handed round the draft copy of the text going onto A1 boards advertising STARA advising that this copy had already been changed in line with changes requested by the Publicity Group. Better quality photographs were needed of all STARA members to go onto one of the boards and Richard asked all members to stay for him to take the images at the end of the meeting. All
- 6.6 Richard advised that the Communications Team were working on the Welcome Letter that was to be placed in Sign-up Packs and he hoped to bring a draft to the next meeting. Richard
- 6.7 Brian wished to thank the Publicity Group, Richard and others involved in the production of the various publicity materials for their help and time to date. Info
- 6.8 Dick was concerned that too much emphasis was being placed on STARA publicity materials and not enough on the two Neighbourhood Panels which might dishearten Panel members.. Info
- 7. Complaints**
- 7.1 Due to an administrative misunderstanding the Complaints Report produced by Tammy Roux had only gone to the Complaints Sub-Group members. Info
- 7.2 Dick expressed his anger that no one from Sentinel was in attendance to explain the Complaints Report to STARA members.
- Post Meeting Note:** Richard has asked Miriam Morris to attend the October STARA meeting to explain the Report. Richard / Miriam
- 7.3 Complaints Report to be placed on the Agenda for 27 October 2009. Sandra
- 7.4 A further quarterly report of Complaints from July – September 2009 is to be brought to the October meeting for a further 6 complaints to be chosen at random for STARA to analyse. Richard
- 8. Residents Week**
- 8.1 The Residents Week Programme of Events three-fold flyer should arrive on tenants doorsteps on 26 August onwards. In the meantime, STARA members were provided with a photocopied copy of the Programme. Info
- 8.2 Richard confirmed that Residents Week is being advertised on the web site, on the telephone call waiting message and on Kestrel fm. Info

Action

8.3 After a lengthy discussion and a unanimous vote about the 2 banners advertising Residents Week it was agreed that Brian would e-mail Val to advise STARA's preference for the banners being displayed on the side of the 2 office buildings rather than at the various venues.

Brian

8.4 Brian had circulated to all STARA members a rota that had been drawn up detailing their commitment at each venue to ensure that the STARA stand, which included serving teas and coffees, was managed adequately at all times. Sandra to copy the rota to Kathy and Arthur.

Sandra

8.5 Brian asked all STARA members to wear their navy polo shirts. Richard to provide Molly with one prior to Residents Week for her use and to check whether Dawn has one.

Post Meeting Note: Actioned.

Info

8.6 Dick had come up with a questionnaire for tenants to complete which incorporated the 4 questions Sentinel wanted asked of all attendees at Residents Week.

Info

8.7 Richard advised that access to the Harlington Centre, Fleet would be from 9.00 a.m. on the Tuesday although it was not necessary for STARA members to be there until 11.00 a.m. to help set up.

Info

8.8 Brian confirmed that Sentinel would be providing tea, coffee, sugar, milk, biscuits, cake etc. at each Roadshow as well as dishcloths, black sacks, rubber gloves etc. If more than is catered for turn up to the Roadshows, at each venue, there is a facility nearby where produce can be purchased, as necessary, and claimed back as required.

Info

9. Any Other Business

9.1 Richard reported that all available places were taken at the Hampshire Forum event at the Barcelo Basingstoke Country Hotel on Wednesday 26 August 2009 and apologised to those that had not been included on this occasion. Richard had not heard back from Arthur or Tony. Arthur had advised that he would be attending and had requested a car parking space to the front of the hotel and Tony would also be attending.

Info

9.2 Marion reported that travellers had appeared in Popley and were growing in numbers.

Info

10. Date of Next Meeting

10.1 The date of STARA's next meeting, which is the Annual General Meeting (AGM), is scheduled for Tuesday 22 September 2009 at 7.00 p.m. in Sentinel's Fleet Office. Notices advertising the AGM would be displayed at both Receptions, in sheltered schemes and on the web site.

Info

10.2 There being no further business, the meeting closed at 8.45 p.m.

Info