



**MINUTES OF
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S FLEET OFFICE
ON TUESDAY 24 FEBRUARY 2009**

Present:	Bill Hall Dick Wylie George Herbert	Brian Sanders (Chair) Molly Parrett Marion Witts	Dawn Moors Helen Parry Tony Mitchell
Absent:	Isla Sutherland	Kathy Hine	Arthur Williams
In Attendance:	Richard Pilbeam	Kari Tourle	Carole Ranson (Minutes)
Distribution:	Those Present / In Attendance		Neighbourhood Managers

	<u>Action</u>
1. <u>Welcome to Open Meeting</u>	
1.1 Brian welcomed everyone and thanked them all for attending.	
Brian advised that Enid Hughes had passed away recently and asked Dick Wylie to say some kind words about her. Dick also advised that the funeral is being held this Friday at 16.15 at Basingstoke Crematorium.	Info
2. <u>Apologies for Absence</u>	
2.1 Apologies for Absence were received from Isla, Kathy and Arthur.	Info
3. <u>Minutes of Meeting – 27.01.2009</u>	
3.1 The Minutes of the Meeting held on 27 January 2009 were agreed as a true and accurate copy.	
Brian apologised for the mistake on Page 5 – Last two points were numbered incorrectly. Point 10. came before point 9.	Info

Action

4. Matters Arising

4.1 Corporate Induction – Richard advised that the date has not yet been set and all depends on the numbers of new staff. Richard explained that he has the names of STARA members interested in attending and asked if anyone else would like to be included to let him know.

Brian advised that he attended the last Corporate Induction and found it very useful and would recommend that everyone attend one if possible.

Info

5. Treasurer's Report

5.1 George asked for everyone's expense sheets for January and February to be in by the end of February as they need to be audited.

George also 'Thanked' everyone for asking about him whilst he was off.

Info

6. Board Meeting Minutes – 22.01.09

6.1 The Minutes of the Board Meeting held on 22 January 2009 were noted.

Info

Dawn advised that on the matters arising, holding a resident's day between 7th-11th September 2009, that the children would be back at school. Dick explained that the idea is for some events to be held from 4.00pm so children can participate.

Kari confirmed that schools do go back on 2nd September 2009.

Info

Dawn asked if Mitie have got the Repairs contract. Kari confirmed that they are currently our preferred contractor.

Info

7. Resident Involvement Action Plan

7.1 Kari gave a summary of the Resident Involvement Action Plan and explained how they have linked it to the Business Plan.

The idea is to target particular groups of people and also to get our Development Department more involved in finding out from our tenants not just what they think of their property but also about the area they live in, green spaces, design, layout etc.

Info

7.2 Kari also explained that we are hoping for our new contractor to be offering apprenticeships for local people helping to provide new training and skills.

Info

7.3 Brian asked if the Involvement Plan would be expensive. Kari explained that she believes that by re-allocating the 5666 budget and using it differently then it should not be any more expensive.

Dick advised that Hart tenants keep getting forgotten by Sentinel and he has had 2 disabled tenants contact him to advise that Sentinel had held a Disability meeting in Basingstoke and not in Hart. Dawn concurred with Dick and feels that there is far more done in Basingstoke to Hart. Tony explained that in Basingstoke there are a lot of events that are organised by the other agencies and local people which Sentinel support but do not run.

Info

Action

7.4 Dick expressed his concerns regarding new Satisfaction Surveys being created and not coming through STARA to be checked. Kari explained that the current Customer Profiling questionnaire that has been sent out did pass through either the Consultative Group and / or STARA. Kari also confirmed that Miriam Morris is looking at trying to create a generic satisfaction survey for all departments to use but this is in draft stage and once finalised will come to STARA. Kari emailed Miriam Morris asking her to make sure that the survey is passed to STARA for them to look at.

Info

7.5 Bill advised that he was very disappointed that there was a meeting at Dukes Park with the Army regarding the purchasing of the properties but no tenant representatives were invited. Kari explained that the meeting was dealing with operational issues and about building a relationship with the army. Kari advised that if Bill would like to come to the next meeting then he is more than welcome.

Info

7.6 Dick advised that on the 8 May 2008 the Hart Neighbourhood Panel went on a walkabout in Pyestock and picked up on a few things that needed to be done to the area but Sentinel did not act on them. Then last month a councillor walked round the area and picked up the same items which Sentinel then acted on. Dick advised that some tenant representatives feel that their comments are not being acted upon. Kari explained this is not the case and Brian advised that once STARA's objectives have been confirmed then Sentinel staff and STARA will have a better way of resolving these issues.

Info

7.7 Kari explained that we are also encouraging other departments to get involved and not see Resident Involvement as just a neighbourhoods function.

Info

7.8 Dawn – Tenants Voice needs to be advertised via the media and on the local news as many tenants are not aware of the Tenants Voice. Kari explained that we don't have any control over what is news worthy, but would guess that the media possibly didn't have any appetite for this topic

Info

7.9 Brian asked if the Resident Involvement Action Plan could be brought to STARA every couple of months. Kari explained that it will also be going to the Board.

Kari

8. Resident Involvement

8.1 National Conversation Event – Richard confirmed the event is being held on 5 March 2009 at the Basingstoke Country Hotel. There should be at least 12 representatives from other local Housing Associations attending who are hoping to each bring along at least 10 tenant representatives.

Richard ran through the Agenda but will send out the confirmed Agenda to them all by letter.

Info

8.2 Local Conversation Events – Richard advised that we have carried out the event in Winklebury, Oakridge and Fleet and have had very poor attendance. The other dates coming up are:

- 25th February – Bishops Green Community Centre
- 26th February – Popley Fields Community Centre
- 2nd March – Sentinel Office – Church Road, Fleet

Info

		<u>Action</u>
8.3	Training Log / Evaluation – Richard advised that he has sent out the training log to everyone but has not received any comments back. Brian asked if it needs to be filled in from January 2009 or do they need to go back years. Richard explained that they only need to mark on their recent training and they will then look at any training that is needed separately.	Info
8.4	STARA Objectives Meeting Date – Richard confirmed the date is 10.03.09	Info
8.5	Parking Permits – Richard explained that tenant representatives who attend regular meetings at Sentinel will be provided with Parking Permits. Everyone confirmed that they have either received there permits or it is being dealt with.	Info
8.6	Resident Week Meeting – Richard advised he has organised the meeting for 12 March 2009 at 12.30 to 14.00. . Richard asked if everyone can confirm if they can attend.	Info
8.7	Social Fund – Bill confirmed that a meeting has been organised for 3 April 2009 in Basingstoke’s Board Room between 10.00am to 12 noon. Kari explained it is a meeting to discuss how Sentinel can help out our tenants if they get into financial difficulty.	Info
8.8	Your Housing News – Value for Money questionnaires – Richard advised he has received the feedback and apologised for not bringing it with him to this meeting but will ensure it is included on a future Agenda.	Richard
9.	<u>Any Other Business</u>	
9.1	Dick advised that he has written the letter that will be sent out to all the local resident committees and has had it checked by Brian. Brian advised that it is a very good letter.	Dick
10.	<u>Date of Next Meeting</u>	
10.1	The date of STARA’s next monthly meeting, which is an Open Meeting, is scheduled for Tuesday 24 March 2009 at 7.00 p.m. in Sentinel’s Basingstoke Office.	Info
10.2	There being no further business, the meeting closed at 8.20 p.m.	Info