



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

Present:	Tony Mitchell Dawn Moors Helen Parry Marion Witts	Kathy Hine Dick Wylie Isla Sutherland	Brian Sanders (Chair) George Herbert Molly Parrett
Absent:	Arthur Williams	Bill Hall	Val Bagnall
In Attendance:	John Barker Kari Tourle	Martin Nurse Sandra Crook (Minutes)	
Distribution:	Those Present / Those Absent / Those In Attendance		Neighbourhood Managers

		<u>Action</u>
1.	<u>Welcome to Meeting</u>	
1.1	Brian welcomed John, Martin and STARA members to the meeting.	Info
2.	<u>Apologies for Absence</u>	
2.1	Apologies were received from Arthur, Bill and Val. Martin asked that his best wishes be passed onto Bill who was in hospital.	Info
3.	<u>Introduction to Chair Designate, John Barker</u>	
3.1	John started by thanking STARA for inviting him to attend the meeting which he was pleased to do. John appreciates how valuable STARA and similar groups are to Sentinel.	Info

Action

- 3.2 John who is in his mid 50's has worked for most of his working life in the housing sector, firstly with Metropolitan and secondly at Moat Housing Association, which he recently left having held the position of Chief Executive. Working in the housing sector absorbs your life and John wanted to ensure his personal life planning allowed him to pursue other avenues. In addition to his appointment with Sentinel, John is a non-executive Board member of Bromford Group, where he also Chairs the New Homes Committee and is a mentor for senior staff working in other Housing Associations. John is also keen to be spend more time with his family. Info
- 3.3 John is really excited at being appointed Chair of Sentinel and is pleased with what he has seen to date. There are some great people working for Sentinel which is key to ensuring the right services are delivered. John is a strong believer that Sentinel should do more than the landlords role. It is important for Sentinel to work with STARA to ensure the services that are provided are right for the range of customers, that they are good quality services and that the services are assessed and improved. It is important for Sentinel to find a wider group of residents to work with i.e. people who don't have time to come to meetings. Info
- 3.4 John would like to continue coming along to STARA meetings on a periodic basis. Info
- 3.5 Brian thanked John for his introduction and advised that he would be welcome to attend future meetings. Info
- 3.6 Brian added that there is a list of over 200 residents who have indicated that they would like to become involved in one way or another. Info
- 4. Minutes of Meeting held on 26.05.2009**
- 4.1 The Minutes of the Meeting held on 23 June 2009 were agreed as a true and accurate copy. Info
- 5. Matters Arising**
- 5.1 No matters arising. Info
- 5.2 Martin gave his apologies and left the meeting at 7.20 p.m. Info
- 6 Treasurer's Report**
- 6.1 George asked 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. All
- 7. Training**
- 7.1 A Resident Involvement Training Programme had been distributed with the Agenda. Kari apologised for the quality of the copy. Info
- 7.2 Kari advised that each of the modules from the Personal Involvement Programme take 1 day to complete apart from Understanding Housing which takes 2 days. The training would be geared towards Sentinel, would take place in-house and be provided for a maximum of 14 delegates. Info

Action

7.3 Kari asked STARA what they thought of the programme. Brian thought the scope of the programme was excellent and was very much in favour of it. Info

7.4 Kathy asked if presentation skills could be included in the programme. Kari to investigate if this is possible. Kari

7.5 Tony felt that Housing Law was particularly relevant to everyone especially as it changes continually. Info

7.6 Kari advised that she would look into the background of the trainer and also compare the Programme with that offered by other training providers and feedback at the next meeting.

Post Meeting Note: Kari to feedback on training at the October meeting as colleges closed for the summer break. Kari

7.7 Brian asked if there was a timeframe in which to complete the Programme. Kari advised that the Programme would be run as and when Sentinel requested it and being able to pick and choose whether to attend individual subject areas was an option. Info

7.8 Dick was concerned that too much was being covered in each module with only one day to deliver it. Info

7.9 In order to follow up theory with practice, Kari suggested that after the Board Member training module, Zoe Moncrieff, the Company Secretary sit down with attendees to discuss the module further and then the delegates attend a Board meeting. Info

7.10 Kari advised that certificates would be issued at the end of the programme which could then be advertised in Spirit which may encourage other tenants to become involved. Info

7.11 John would be very interested to see this taken forward as it would help with succession planning to ensure that potential new Board members are equipped with the skills necessary to allow them to fulfil their role. The TSA are keen on introducing Tenant Scrutiny Panels and this training programme would provide tenants with good skills to sit on such Panels. Info

7.12 There is no reason why other tenants that sit on other Groups, such as the Neighbourhood Panels, should not be offered places to attend. Dick and Tony to bring up at their next Panel meetings. Dick / Tony

8. Complaints

8.1 A report of the 82 Complaints received from April 2009 – June 2009 was circulated with the Agenda. Kari asked for any comments on the Report. It was felt that the Report was well laid out which made it easy to understand. Info

8.2 Kari explained the red line on the Complaints by Area (YTD) graph showed complaints in relation to the size of stock. Info

Action

8.3 Of the 82 complaints received in the first quarter of 2009/2010, 6 were chosen at random for Complaints Sub-Group to review. The complaints numbers of 6, 13, 21, 31, 40 and 45 were passed to Tammy Roux to provide detail for the Sub-Group to review.

Info

8.4 John said that complaints were like gold and we should treasure them. John asked how we learn from the complaints we receive and how do we make ourselves better as a result of receiving them. Kari responded that all complaints received are reviewed by Miriam Morris, Customer Services Manager, and lessons learnt are cascaded. In addition, the Complaints Sub-Group will in future review/quality assess 6 complaints every quarter to build up a picture and see if things need doing differently.

Info

9. Any Other Business

9.1 Isla asked as to whether there was any feedback from STARA's attendance at the SNI Health Inspection meeting held at Wickham Court. It was felt that Gemma, who facilitated the meeting, was very good and got the best out of those that attended. Feedback has been provided to staff and tenant Board Members. Kari would speak to Damien Ward concerning this and feedback at the August STARA meeting. John advised that a report on the Health Check and a subsequent Action Plan is going to the 16 September 2009 Board meeting.

Post Meeting Note: Damien will be feeding back at the Consultative Group meeting on 3 September 2009. The un-involved focus group members have been invited.

Info

9.2 Kathy asked if it was possible to change the date of the next Consultative Group meeting as she was double booked. Kari advised that the Agenda for the August meeting only included the review of 4 Policies so it may be possible to cancel until September. Kari to speak with Emma Sutton to see if there is a deadline for the Policies to be reviewed and then advise the Consultative Group accordingly.

Post Meeting Note: The Consultative Group meeting scheduled for 6 August 2009 was cancelled. Consultative Group members were sent a letter advising the cancellation and requesting them to review the 4 Policies and bring their feedback to the next meeting in September.

Info

9.3 Kathy asked that if the Consultative Group or STARA did not feel they were getting the feedback they required from input made, should the Board members bring it to the attention of the Board or the Chair? John responded that firstly they should discuss the matter with the Chair to ensure that it is right to be raised on the Agenda.

Info

9.4 Dick advised that the 5 tenant Board Members had recently attended an excellent conference on Risk Assessment. A great deal was learnt by those that attended. Dick had passed a copy of the handouts to Lionel Haynes, Finance Director.

Info

9.5 George apologised for not attending a meeting in Fleet. He had suffered a mini-stroke and spent time in hospital.

Info

9.6 Brian advised that the Residents Week Sub-Group were meeting on Friday to discuss STARA's involvement throughout the week and he would be looking for support from everyone at the 3 Roadshows and at the Odeon Cinema.

All

Action

9.7 Brian congratulated Kathy on her appointment onto the Board and wished her well in the post.

Info

10. Date of Next Meeting

10.1 The date of STARA's next monthly meeting is scheduled for Tuesday 25 August 2009 at 7.00 p.m. in Sentinel's Fleet Office.

Info

10.2 There being no further business, the meeting closed at 7.55 p.m.

Info