



**MINUTES OF
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S FLEET OFFICE
ON TUESDAY 24 AUGUST 2010**

Present:	Bill Hall	George Herbert	Kathy Hine
	Helen Parry	Brian Sanders (Chair)	Isla Sutherland
	Arthur Williams	Dawn Moors	Tony Mitchell
Absent:	Dick Wylie	Marion Witts	Mr M Thomas
In Attendance:	Debbie Twinn	Richard Bartram	Louise Floyd
	Miriam Morris	Val Bagnall	Richard Pilbeam
	Sandra Crook (Minutes)		
Distribution:	Those Present / Those Absent / Those In Attendance Neighbourhood Managers		

		<u>Action</u>
	Brian welcomed Richard and Louise from Mitie to the meeting.	Info
1.	<u>Introduction to Mitie's Customer Liaison Officer</u>	
1.1	Brian invited Louise and Richard to introduce themselves to the members.	Info
1.2	Richard has been in post full-time for the past 2 months as Mitie's Partnering Manager and is responsible for delivering the service.	Info
1.3	Louise advised that she has taken over from Toni Burrows as Mitie's Customer Liaison Officer and has worked for Mitie for 3 years.	Info

Action

1.4 Louise and Richard were welcome to attend future meetings of STARA but it was important that boundaries were not crossed so as not to muddy the waters. STARA and Panel members are aware that they are not to bring personal repair issues to these meetings but as with all tenants, should report their repairs via the CSC or another Sentinel staff member. Toni Burrows had previously attended Panel meetings at both Basingstoke and Fleet and had dealt with any complaints about repair issues at the close of the meeting, if necessary. Louise reported that all complaints get fed back to her and there is a very robust process in place to follow to resolve them.

Info

1.5 It was suggested that Louise and or Richard might attend quarterly to talk about specific topics. Suggestions included Tenant Scrutiny, the Customer Experience Report which Val is taking to the Board in October, Customer Inspectors, Complaints, Mitie's involvement on Disability Forum etc.

Info

1.6 It was agreed that Richard and/or Louise could attend future meetings of STARA, when invited to do so, to speak on specific subjects. It was felt that their attendance at Neighbourhood Panel meetings may be more beneficial.

Info

1.7 Brian thanked Louise and Richard for attending, after which they left the meeting at 7.25 p.m.

Info

2. Complaints Report – April – June 2010

2.1 Having looked at the report and statistics sent out with the Agenda, Brian asked are we really satisfied with Mitie's performance – no – what are we going to do about it? Val responded that he has a meeting on the 25th with one of the Directors where the residents and Sentinel's dissatisfaction will be expressed. 80% of the dissatisfaction is down to missed appointments and inadequate communication. Sentinel were not surprised in the dip in satisfaction but were taken aback by the size of the dip. Many factors contributed to the increase in dissatisfaction including the adverse weather conditions at the beginning of the year. Miriam advised that we are facing an uphill struggle, which will take time to improve and that there are a number of challenges which must be overcome.

Info

2.2 Brian thanked Miriam for attending, after which she left the meeting at 7.55 p.m.

Info

3. Apologies for Absence

3.1 Apologies received from those listed.

Info

4. Minutes of Meeting held on 27 July 2010

4.1 The Minutes of the meeting held on 27 July 2010 were agreed as a true and accurate record.

Info

5. Matters Arising from Meeting held on 27 July 2010

5.1 3.3 Richard reported there had been a lot of interest in the post of Social Networking and Communications Co-ordinator and he hoped to have an update at the next meeting.

Info

5.2 3.8 Richard advised that he tried to make contact with the 43 people who had shown an interest in getting involved, 12 of whom were already involved in some way, 13 wanted more information and the remainder had been left messages to get in touch.

Info

			<u>Action</u>
5.3	3.9	It was reported that the feedback from the pilot telephone survey was very encouraging and that the dip in satisfaction was due to Mitie's performance. Val agreed to bring a report on Customer Services to the next meeting.	Val
5.4	5.1	Richard hoped to bring the Panel Neighbourhood Post Cards to the next meeting.	Richard
5.5	5.2	The next meeting of the Disability Forum was being held on 21 September 2010 at Oakridge Hall for All.	Info
5.6	6.5	Richard reported that a lunch had been arranged for the Gardening Competition entrants on 26 August 2010 at 12.00 noon at the Oakridge Hall for All where Val would be presenting the prizes.	Info
5.7	6.6	A meeting had been held to finalise the wording for applicants applying for a Community Chest Grant. Applicants can now apply for more than £1,000 but whatever they are asking for they must be able to match fund from another source.	Info
5.8	6.7	Val reported that the Head of Property Services and other posts, as necessary, would be advertised shortly. The resurrection of the Customer Maintenance Panel does not need to await the appointment of the Head of Property Services and Val would ask Richard to take this forward.	Val / Richard
5.9	6.8	Kathy asked whether the Annual Report was compiled by tenants for tenants. Val replied that STARA representatives had been invited to be involved and Bill had had input but that time constraints made it difficult for more input as it must be ready for the AGM in September 2010. Brian had submitted some text for inclusion in the Annual Report. Val would speak to Steve Murphy and ensure that next year resident representatives had more involvement, earlier on in the process and that it was not rushed as had been the case this year.	Val / Steve
6.	<u>Treasurers Report</u>		
6.1	Nothing to report.		Info
7.	<u>Draft Customer Deal (CD)</u>		
7.1	The amendments to the CD had been made following feedback from various groups and comments made on the Status Survey returns. Looking at page 3 of the Action Plan it is apparent that Communications have a big part to play in driving this forward. Every customer will receive a copy of the Summary of the Customer Deal with the full copy being available on the web-site or through ringing into the CSC.		Info
8.	<u>Lettings Review</u>		
8.1	The report circulated with the Agenda had been written by an independent organisation and summarised a customer and process review of choice based lettings (CBL) and the allocations process. Sentinel would be considering all recommendations made including the introduction of extending the times tenants can view potential properties i.e. up until 7.00 p.m. in the summer months.		Info

Action

9. Customer & Community Involvement

9.1 Richard advised that letters had been sent to residents who had indicated they would like to be involved inviting them to attend the Annual General Meeting on 28 September 2010.

Info

9.2 Richard advised that letters would be sent out shortly inviting all interested parties to attend various training sessions following the Skills Audit that was carried out earlier in the year.

Info

10. Any Other Business

10.1 Brian reported that Mitie's Tool Box Talks scheduled for 25 and 26 August 2010 had been rescheduled to 1 and 2 September 2010 at Sentinel's Basingstoke office.

Info

10.2 Brian advised that he would be stepping down as Chair of STARA and raised the question of who would wish to put themselves forward for this position. Arthur would be interested in putting his name forward and Kathy added that Dick may wish to be considered also.

Info

10.3 Dawn offered her apologies for the September STARA meeting.

Sandra

10.4 Val would arrange to send members a copy of the TSA publication, Making Voices Count, for members to read and discuss at STARA's October meeting.

Val

10.5 Kathy advised that a vulnerable tenant in Jefferson Road was unable to cope with keeping the garden tidy. The issue had been raised with Sentinel but nothing appears to be moving forward.

Post Meeting Note: Sentinel are working with the tenant to find a solution to this issue.

Info

11. Date of Next Meeting

11.1 The date of STARA's next meeting, which is the Annual General Meeting, is scheduled for Tuesday 28 September 2010 at 5.30 p.m. and will be held at Popley Fields Community Centre. The venue change is due to the refurbishment of the Basingstoke office.

Info

11.2 There being no further business the meeting closed at 9.05 p.m.

Info