



**MINUTES OF
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S FLEET OFFICE
ON TUESDAY 25 JANUARY 2011**

Present:

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

Absent: Val Bagnall

In Attendance:

Mr R Redford	Mr J Doonan	Debbie Twinn
Mrs R Wadsworth	Mary Page	Kari Tourle
Richard Pilbeam	Sandra Crook (Minutes)	

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

Arthur asked Dick to Chair the meeting as he was not feeling 100%.

Action

Info

1. Repairs Tenant Inspection Feedback

1.1 Dick welcomed Robert and John, both Sovereign-Kingfisher tenant inspectors, to the meeting.

Info

1.2 This was the first inspection Robert and John had been involved in and the brief they had been given was vague but they had thoroughly enjoyed the experience. Sentinel staff could not be faulted; they were positive and enthusiastic; worked with ease with staff across the departments and the CSC advisors established a very positive rapport with the customers. They said that the CSC staff were 'out of this world' and that they'd like to be Sentinel tenants. Robert and John felt that Sentinel were listening to the issues raised and were doing something positive to change.

Info

Action

- 1.3 The weakest link were the contractors, in this instance, Mitie. The inspectors had only been asked to meet with Mitie staff. Kari advised that on this occasion it was Mitie operatives/staff that were interviewed as this was the worst performance area. However it is planned to create a timetable of inspections to include CHS, Faulkners, KinCraig etc. Info
- 1.4 The response from tenants interviewed was positive but it was difficult to keep them talking about the repair in question as they wanted to discuss previous work. Info
- 1.5 On the negative side there appeared to be no system in place to monitor and track follow up visits, a mis-match of parts numbers between Sentinel and Mitie and a lack of communication between Sentinel and Mitie. These issues are highlighted in the Report and are included in the Action Plan for actioning. Info
- 1.6 It is important to let tenants know that Mitie offer a.m. or p.m. appointments but that a.m. means 8.00 – 1.00 p.m. and that p.m. means 1.00 p.m. – 5.00 p.m. Sentinel should ensure this information is passed onto the tenants as it is not technically correct as a.m. and p.m. appointments. Info
- 1.7 Kari advised that Sentinel are introducing a Case Management System (CMS) which will address some of the issues around communication. The CMS will record all customer interactions across the organisation and be available to all staff to see. It will prompt staff to follow up or take the next necessary step in the process to achieve the task. Info
- 1.8 Dick thanked Robert and John for attending the meeting after which they left the meeting. Info
- 2. Apologies for Absence**
- 2.1 Apologies were received from those listed above. Info
- 3. Minutes of Meeting held on 21 December 2010**
- 3.1 The Minutes of the meeting held on 21 December 2010 were agreed as a true and accurate record. Val
- 4. Matters Arising**
- 4.1 **3.1:** Sentinel to provide a post meeting note to advise whether compensation was paid by Mitie to the complainant of C4952.
- Post Meeting Note:** The outstanding works were completed and no compensation was paid to the tenant. Kari
- 4.2 **3.3:** Isla is to sit with CSC staff on 27 January 2011 with a view to taking forward the idea of residents carrying out telephone surveys. Info
- 4.3 **3.5:** Sentinel to provide a post meeting note to advise on the situation with the overgrown garden in Jefferson Road.
- Post Meeting Note:** Sentinel are waiting for Lotus to provide a quote for the works. Info

Action

4.4	5.2: Richard thanked the STARA members for their input into the submission on the consultation document 'Local decisions: a fairer future for social housing'.	Info
4.5	5.3: Debbie asked how Sentinel would find suitable alternative accommodation for tenants if it was decided that they should move on at the end of their tenancy. Kari responded that Sentinel would offer tenants 'Housing Options' i.e. private rent, shared ownership etc.	Info
4.6	5.5: It was agreed that the details in the above document on Succession were very unclear, contradictory and open for interpretation.	Info
5.	<u>Treasurers Report</u>	
5.1	Tony and George had put in expense claims for both STARA and the Panels and had not yet received payment. Richard to investigate and ring both Tony and George to advise. Members should not be 'out of pocket' and this needed to be addressed as soon as possible.	Richard
6.	<u>STARA Constitution</u>	
6.1	The amendments to the Constitution were carried with the following considerations. It is believed that the amendments can be carried forward with the approval of the Chair of the Board, John Barker.	Richard
6.2	7.1 Discussion took place regarding membership of STARA and the need for STARA members to be elected onto STARA from the Neighbourhood Panels. It was agreed that 7.1 needed revisiting to determine the membership so as not to exclude tenants who are keen to be involved. Concern was raised over proportional representation and the Panel becoming too large making it unworkable. It was agreed that Arthur, Dick, Kathy, Bill and Marion would meet to address this. Richard to arrange a meeting.	Richard
6.3	7.2 The amended Constitution states that Office bearers standing down may seek re-election. Bearing in mind the problems experienced by members claiming their expenses could George be re-elected as Treasurer?	Info
7.	<u>STARA Objectives for 2011</u>	
7.1	Richard referred to the documents he had circulated with his e-mail dated 18 January 2011 – Board paper on Customer Scrutiny and Current scrutiny make-up and asked members for their objectives for STARA for 2011. Some members had submitted their responses via e-mail, others handed in their responses to Richard and those that had not responded were asked to submit their ideas to Richard as soon as possible. Once all the responses had been received Kari would put together a proposal to bring back to the February meeting.	All
8.	<u>Customer & Community Involvement</u>	
8.1	A meeting of the SHARE Working Group had taken place earlier in the day. Costings had been provided to run events similar to those that had taken place in 2010. The date had not been confirmed but it is proposed to have SHARE week commencing 4 July 2011.	Info

Action

9. Any Other Business

9.1 Debbie asked what would be the next step once Isla had sat with staff from the CSC regarding the tenant survey calling. Richard agreed to arrange a meeting week commencing 31 January 2011 with Val to take this forward. Info

9.2 It was generally felt that members were agreeing to get involved in various focus groups, i.e. Inspection of Voids, Estate Inspectors etc. and then the groups were falling into a state of limbo and feedback was not being brought back to STARA. Kari advised that the management of Voids had passed from Melissa to Property Services and it is an area Mark Mullen, Head of Property Services, is looking into under the new structure. To ensure the 'left hand knows what the right hand' is doing a clear structure needs to be in place and Kari believes setting STARA's objectives will be invaluable. Info

9.3 Kathy asked how STARA members are to be involved in the Review of Estate Management. Kari suggested they get involved in the procurement of cleaning and grounds maintenance contracts as currently there are no economies of scale in place as so many contractors are involved in these areas. Kari agreed to pull all the information together on the Review and bring it back to the March meeting and would also invite Mark Mullen to attend the meeting. Kari

9.4 A letter of resignation from STARA had been received from Gill Mathews due to other commitments. Dick advised that the vacancy on STARA would be raised at the Hart Panel meeting on 1 February 2011. Info

9.5 Members chose 6 complaints at random from the 181 complaints received in the 3rd quarter of 2010/2011.

Post Meeting Note: The 6 numbers: 26, 40, 53, 95, 180 and 181 were passed to Miriam for her to write the report to be brought to the February meeting. Info

9.6 Dawn raised the question of whether anything had been done at Printing House Court to resolve the issue of the building looking untidy from the outside.

Post Meeting Note: The NCO advised that on her last visit to Printing House Court she felt that the overall appearance was acceptable. Info

10. Date of Next Meeting

10.1 The date of STARA's next meeting is scheduled for Tuesday 22 February 2011 at 7.00 p.m. and will be held at Sentinel's Basingstoke office. Info

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