



**MINUTES OF
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S BASINGSTOKE OFFICE
ON TUESDAY 23 AUGUST 2011**

Present:	Isla Sutherland	George Herbert	Kathy Hine
	Mike Thomas	Dawn Moors	Brian Sanders
	Dick Wylie (Chair)	Debbie Twinn	Helen Parry
	Marion Witts	Tony Mitchell	Mary Page
	Ruth Wadsworth	Karleen Armour	

Absent: Bill Hall

In Attendance:	Lynda Hance	Juliet Annesley-Gamester	Val Bagnall
	Miriam Morris	Mr and Mrs Gambrell	Mr C Lewis
	Mr C Bee	Mrs D Lee	Richard Pilbeam
	Sandra Crook (Minutes)		

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

1. Prior to the start of the meeting, Dick asked that the date of the Annual General Meeting be changed from the 27 to the 28 September 2011 and be held at the Basingstoke office. This change was agreed by those present.

Action

Info

2. Welcome and Apologies

2.1 Dick welcomed the Board members and those listed above to the meeting.

Info

2.2 Apologies were noted from those listed above.

Info

3. Complaints Report for Qtr. 1 – April – June 2011

3.1 Miriam Morris, Customer Services Manager introduced herself to the guests and asked for any questions on the report submitted with the Agenda and Minutes. A discussion followed on the complaints listed and the subsequent outcomes. It was questioned why we continue to use Mitie as the majority of complaints appear to be against them. Mitie is Sentinel's preferred contractor for day-to-day repairs following the procurement process and they undertake in the region of 20,000 jobs in a year so it is likely that a majority of the complaints will be against them. Very high standards are set for contractors and a high proportion of repairs are post inspected. Additionally approximately 1,200 tenants are called by a member of the Customer Service Centre following a repair to gauge their levels of satisfaction. The current satisfaction level with repairs is 78%. Sentinel's target for satisfaction with repairs is 90%. There are many reasons why tenants might not be satisfied. Val recognised that some work is needed to ensure tenants moving into new build properties receive timely and effective responses to repairs.

Info

3.2 Dick was not happy that complaint number 5 (C5882) was not allowed to progress to Stage 3. Miriam explained that the complaint was not escalated as it was deemed to be closed by the Judge. The Ombudsman had been contacted regarding this complaint to ensure that Sentinel was correct in its procedure. It was recognised that tenants need to be aware of this and the Complaints Procedure is therefore in the process of being reviewed.

Miriam

3.3 Dick thanked Miriam for attending after which she left the meeting at 6.45 p.m.

Info

4. Matters Arising from Meeting held on 26 July 2011

4.1 4.1 – Due to the delay in appointing a preferred contractor and some refinements to the system it is now hoped that the Interactive Showroom will go live at the end of September/beginning of October.

Info

4.2 4.3 – Statistics relating to the findings following the introduction of The Hub to be included in the Agenda for October's meeting on the 25th.

Sandra

4.3 4.5 – Richard confirmed that the payment to members of any backdated mileage increase would be paid to members hopefully by the end of September 2011.

Info

4.4 4.7 – In addition to Dawn, Dick, Marion, Molly and Karleen had volunteered to be involved with Estate Inspections. Richard advised that Resident Inspectors would be reviewing our Estates on 29 and 30 September 2011 with a Focus Group being held on the 30th.

Info

4.5 5.1 – Dick advised that it is the Chair's decision as to whether something raised under Any Other Business of the Agenda should be raised as an Agenda item at the next meeting.

Info

4.6 Mr Lewis asked if he could speak to someone regarding a serious matter. Dick agreed to speak to Mr Lewis following the meeting.

Info

4.7 9.2 – It was recognised that the guests present at tonight's meeting were due to the hard work of Debbie and Ruth who had followed up with tenants who had indicated an interest in their SHARE responses.

Info

Action

5. Minutes of Meeting held on 26 July 2011

5.1 The Minutes of the Meeting held on 26 July 2011 were agreed as an accurate and true record.

Info

6. STARA Publicity

6.1 Debbie reported that following on from SHARE, work had taken place to make contact with all those that responded they would like further information on involvement. Phone contact had been made where possible, but many were out, so approval was requested to send out letters/e-mail to all concerned. The draft letters were approved for distributing. Mike raised the question as to whether we should be directing interested parties to the Panels rather than STARA and it was noted that STARA/Panel members should be clear and consistent of what is expected of tenants that do show an interest.

Val stressed that it was important that we have a clear plan of how we might want to involve people, who we were phoning, to ensure that we can offer something that will sustain interest

Info

7. Customer Deal

7.1 A full copy of the Customer Deal (CD) had been distributed at the last meeting as it was an area that STARA had chosen to focus on when deciding its aims and objectives. Tony and Mary were the CD Champions. The CD was put together over a year ago and is currently being reviewed to determine what Sentinel has done well, what can be improved on etc. It was generally felt that the format of the summary was good and should be adopted again following the review and it was requested that the full document should include page numbers. STARA members were asked to feedback their comments and suggestions on the CD to the Champions by 9 September 2011. Val agreed to distribute a summary of the proposed changes to the CD to members.

All / Val

7.2 Following the review of the CD a copy of the summary will be sent to all, sign posting them to the full version. It is important that all new tenants are provided with a copy of the summarised CS at sign-up.

Info

8. Scrutiny

8.1 Dick gave a detailed account of Mike's and his attendance at the Annual TPAS (Tenant Participatory Advisory Service) Conference in Birmingham. Despite workshops being cancelled, both agreed that on the whole it had been worthwhile, a good networking opportunity and a good Conference. It was generally felt from networking etc. that Sentinel are ahead of other Housing Associations and it may be a good idea to have a stand at future Conferences.

Info

8.2 Mrs Lee left the meeting at 7.35 p.m.

Info

8.3 Mr Lewis advised that he worked for Basingstoke & Deane Borough Council (BDBC) and carried out litter picking in Popley. He questioned whether those round the table were aware that BDBC had lost the contract to maintain the areas and he was concerned that fly-tipping would increase and Basingstoke would become like Reading. Val responded that the grounds maintenance contract had been awarded to Lotus Landscapes and it was hoped that the service would show improvement in the coming months.

Info

Action

8.4	Mr Lewis went on to advise of other personal issues that he was experiencing. It was agreed that this matter would be best addressed outside of the meeting.	Dick
9.	<u>Any Other Business</u>	
9.1	Mike had drafted a Job Description for the position of Vice Chair which was circulated to those present. This draft would be reviewed along with Job Descriptions for all officers at a sub-meeting to be arranged at which Brian, Tony, Mike and Dick would attend.	Info
9.2	Helen asked that all members please take into consideration that she relies heavily on lip reading whilst at meetings and that members do not hold papers in front of their faces and those sitting alongside her be aware of her needs.	Info
9.3	Lynda Hance thanked the Panel for the open invite to attend a STARA meeting. Lynda is the longest serving Board member and has a background in social housing, training and consultancy.	Info
9.4	Likewise, Juliet Annesley-Gamester who is an independent resident board member thanked the Panel for the invite to tonight's meeting. Juliet originally became involved with Sentinel via the Editorial Panel, was successfully appointed a board member in September 2010 and has 14 years' experience in housing.	Info
9.5	Val advised that the Extra Care facility at Campbell Place was due to be ready on 2 September 2011 with the Annual Meeting being held there on the 8 th . If any members wished to have a look round prior to the Annual Meeting this could be arranged.	
	<u>Post Meeting Note:</u> STARA members were invited to have a look round on 6 September 2011 between 2.00 p.m. and 4.00 p.m.	All
9.6	The programme of Planned Works i.e. kitchens, bathrooms, boiler upgrades etc. has been delayed.	Info
9.7	Val reported that the Executive structure had been reviewed with the 2 Executive Director positions being changed to 2 new positions – Customer Services Director and Development & Regeneration Director. Val's role was now the Customer Service Director, and Sentinel would be recruiting into the other role, as Bill Flood had decided to pursue other opportunities.	Info
9.8	Val reported that Sentinel need to consult with its customers and other agencies on how we propose to let new properties. A Flexible Tenancies Policy Approach Report went to the Board in July outlining the key principals. This Report would be copied to all members who are asked to submit their comments back to Val by the end of September for inclusion in the wider discussion on this issue.	All
9.9	Future Agenda's should indicate that the Chair and All members should be recorded against Matters Arising and Any Other Business.	Sandra
9.10	Dick advised that the Annual General Meeting of Hampshire District Residents Forum is to be held on 27 September 2011 at 10.00 a.m. in Waterlooville. Lunch is provided at 1.00 p.m. and it is expected to end at 3.00 p.m. Kathy, Mike, Tony, Helen, Dawn and Ruth showed an interest in attending.	Richard

Action

- 9.11 Richard would be ordering new polo shirts for members to wear at Sentinel events. Members were asked to advise Richard of their size requirements. All
- 9.12 Richard advised that the 2011 Gardening Competition Awards Lunch would be taking place on Friday 2 September 2011 at 12.00 noon at the Oakridge Hall for All. Info
- 9.13 Richard had found training that might be suitable for members following them taking on the Champion roles which he would circulate appropriately. Richard
- 9.14 Any amendments to the STARA Constitution should be forwarded to Richard prior to the AGM on 28 September 2011. All

10. Date of Next Meeting – Annual General Meeting

- 10.1 The date of STARA's next meeting, which is the AGM, is scheduled for Wednesday 28 September 2011 at 5.30 p.m. for 6.00 p.m. at Sentinel's Basingstoke office. Info

The meeting closed at 8.10 p.m.