



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

Present: Tony Mitchell Brian Sanders (Chair) Arthur Williams
 Bill Hall Dick Wylie George Herbert
 Helen Parry Isla Sutherland Marion Witts
 Molly Parrett

Absent: Dawn Moors Kathy Hine Martin Nurse
 Richard Pilbeam

In Attendance: Cathryn Gee Kari Tourle Val Bagnall
 Sandra Crook (Minutes)

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

| | | <u>Action</u> |
|-----|--|---------------|
| 1. | <u>Thank You</u> | |
| 1.1 | Brian thanked Bill for chairing STARA's meeting at Hampton Court on 27 October 2009. | Info |
| 2. | <u>E-Learning</u> | |

Action

- 2.1 Cathryn Gee, HR Manager, gave out 2 handouts to attendees prior to giving a short presentation on screen of E-Learning. E-Learning has been introduced to staff within Sentinel with the major benefits being flexibility, cost effectiveness and it covers a wide range of subjects. All you need to start taking advantage of the programme is an e-mail address. If you do not have one and would like to use this facility, IT can set one up for you and then you could come into the offices to go through the modules. Kari advised that this fits in with the integrated learning package that Thames Valley Housing are putting together for STARA and Panel members. The E-Learning modules selected include: What is Housing; Data Protection in the Workplace; Equality & Diversity; Regulatory Framework for Housing Associations; The role of the Board for Housing Associations and Dealing with ASB.

E-Learning is not for everyone and may be more suited to newly involved residents. It was considered that it might be best to come into the offices to carry out the training so that any differences can be sorted by Sentinel staff rather than take on board incorrect information. If anyone is interested in E-Learning they are asked to let Richard know in the first instance. The Chair's of the Panels were asked to take this to their relevant meetings to give Panel members a chance to show an interest.

Brian thanked Cathryn for attending after which she left the meeting.

Dick /
Tony

3. Redesign of Basingstoke Office Reception Area

- 3.1 A discussion took place on the Reception Area of the Basingstoke office after Val suggested that it was not the most appealing entrance, it offered little room and no privacy. How can the area be redesigned to get the best out of it and make it more customer friendly? There are a number of restraints to consider in that rerouting of any plumbing for toilets would be expensive, there are load bearing walls etc. A small group has been set up within Sentinel to consider the redesign and Val is keen to get STARA/Panel members views as well as those of customers visiting Reception. Arthur agreed to come into the office to look around the Reception area and to give his opinion as he has structural engineer experience.

Arthur

- 3.2 Val suggested that in order to alleviate the problem of a queue forming due to having to sign-in at the desk that a signing-in book be placed at the top of the stairs. Val to investigate whether this is possible.

Val

4. Drafting of the Corporate Plan

- 4.1 The draft Corporate Plan for 2010 – 2013 was going to the Chair's meeting, after which time, Val would circulate a copy to all STARA members to ask for comments and suggestions as to what would make Sentinel a great landlord. STARA members were asked to feedback their comments to the STARA Board members as a matter of urgency.

All

- 4.2 Val and Kari had met with other agencies in an attempt to draw up a Neighbourhood Charter so that all agencies work together, i.e. all grass cutting done in a particular area at the same time, to create a better impact and therefore more satisfaction.

Info

Action

4.3 Sentinel need to address the area of Estate Management. Neighbourhood Plans need to be improved i.e. to include information of planned spend in areas. In the next month a member of staff from Planned Maintenance will be going out with staff from the various Teams to work together to see what needs addressing. Info

5. Apologies for Absence

5.1 Apologies were received from those listed. Info

6. Minutes of Meeting held on 27 October 2009

6.1 The Minutes of the meeting held on 27 October 2009 were agreed as a true and accurate copy. Two grammatical errors included:

Para. 11.1 – 2nd para, 2nd line to change the word ‘in’ interested to ‘is’ interested.

Para. 16.1 – 1st line to change the word ‘there’ to ‘they’.

Info

7. Matters Arising

7.1 9.1 With regard to the Estate Management review it was suggested that more skip days be considered, although there was a cost implication to consider, and that there was a need for the contractors work to be inspected particularly with regard to Lotus Landscapes. Perhaps this was a role for tenant inspectors but hopefully the review would tease this information out. Info

7.2 10.1 The draft of the Customer Deal was not yet finalised and had been delayed due to the publication from the TSA of the new Regulatory Framework for Social Housing as this would have an impact on the content of the Customer Deal. A copy of the Summary of the new Regulatory Framework would be copied to all STARA members. Info

8. Treasurers Report

8.1 Nothing to report. Info

9. Draft Customer Involvement Statement 2009/2010

9.1 The March 2009 Board Paper on Customer Involvement, the Draft Customers’ Involvement Statement 2009/2010 and the Menu of Involvement had been circulated with the Agenda. Val advised that the short, medium and long term headings in the Menu of Involvement related to time commitment of representatives. As can be seen there are few changes to the Draft Involvement Statement. Val asked how STARA members felt about the Statement as to what is and isn’t included in it. Val to arrange for the Statement and Menu of Involvement to be formatted and perhaps presented as a Customer Information Sheet. Val

10. Residents Week Analysis / Feedback

10.1 The paper circulated with the Agenda was discussed. Lessons had been learnt from Residents Week 2009 which would be acted upon and addressed in future years. It is scheduled to start planning for any event in 2010 in January 2010. Info

11. Service Reviews

| | | <u>Action</u> |
|------------|--|---------------|
| 11.1 | After discussion it was agreed to shelve the Resident Involvement Service Review. | Info |
| 11.2 | Val left the meeting at 9.00 p.m. | Info |
| 12. | <u>STARA Publicity</u> | |
| 12.1 | Before leaving the meeting Val commented that he thought the STARA 3-fold leaflet was very good. Brian and Dick were to choose images and a couple of grammatical errors needed to be made to the leaflet. Once finalised the leaflets were to be displayed prominently in Reception offices and used as handouts at events etc. | Richard |
| 13. | <u>Any Other Business</u> | |
| 13.1 | Dick advised that the web-site needs updating. Richard to action this. | |
| | <u>Post Meeting Note:</u> Staff within Sentinel waiting for confirmation from Communications as to the correct procedure for updating the web-site. | Richard |
| 13.2 | Tony reported that he had waited over 25 minutes on the phone line to be answered by the CSC and that the music playing was of poor quality. Kari advised that teething problems were being experienced with the new telephone system coupled with the introduction of the Impact appointment system. | Info |
| 13.3 | Dick and several other Board members had complained that the Board had not been consulted about the introduction of the new telephone system and that this would be raised at the Chair's meeting. | Info |
| 13.4 | The removal of corrugated roofs in the bike areas of blocks in Oakridge was again raised by Helen. It had been highlighted at a PIYP Walkabout but no action had been taken. | |
| | <u>Post Meeting Note:</u> The tenants of one block need to be consulted with regard to the removal. Consultation is hampered by tenancy issues at the block and cannot therefore be resolved until March 2010 at the earliest. Consultation letter sent to tenants in 2 nd block . | Info |
| 13.5 | On behalf of Richard, Brian asked STARA and Panel members to calculate, to the best of their recollection, how many hours of involvement they had put in since April 2008 to date. Dick had created a spreadsheet which would help in this regard. | Info |
| 13.6 | Isla gave her apologies for the STARA meeting due to be held on 22 December. | Info |
| 13.7 | Each STARA/Panel member has a Members Folder. Sandra handed to all present a Contents List and asked them to return to her duly marked with the items they would like replacing. | All |
| 14. | <u>Date of Next Meeting</u> | |
| 14.1 | The date of STARA's next meeting is scheduled for Tuesday 22 December 2009 at 7.00 p.m. in Sentinel's Basingstoke Office. | Info |
| 14.2 | There being no further business, the meeting closed at 9.20 p.m. | Info |