

**SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES
THURSDAY 3 APRIL 2008 AT 10:30 AM
HELD AT
THE CASTLE STREET CENTRE, KENDAL**

MEMBERS OF THE TENANTS COMMITTEE PRESENT

Phyllis Tweedale	Ulverston
Liz Easton	Kendal
Margaret Pritchard	Ulverston
Ron Pritchard	Ulverston
Margaret Akrigg	Kendal
Win Sayers	Ulverston
Don Brookes	Lakes
John Short	Lakes
Joan Chadwick	Kendal
Charles Howarth	

Officers

Ian Elleray	Community and Housing Manager - SLDC
Suzy Duffy	Community Participation Co-ordinator - SLH
John Stirling	Tenant Participation Officer - SLH
Lisa Chant	Customer Development Manager - Bramall Construction

Apologies

Peter Bland	Kendal
Su Marriott	Ulverston
Brian Lloyd	Ulverston
Dorothy Dixon	Leaseholder
Brenda Gray	Housing Portfolio Holder SLDC

No.	TITLE OF MINUTE	ACTION
367	<p>Minutes of previous meeting</p> <p>John Stirling requested that the following be included at minute 362 (Decent Homes) ‘Trevor Woodward explained that the suppliers of kitchen units had updated their range and produced samples of the new choices. The Committee agreed to retain the existing supplier and accept the revised range of choices for tenants’ Subject to the above amendment, the minutes were accepted as a true record.</p>	J St
368	<p>Matters arising</p> <p>Service charges (minute 355 (d)). Ian Elleray reported that he was leading on a piece of work that had to be completed by December 2008. Consultation with</p>	

372	<p>Don Brookes from Lakes.</p> <p>John Short proposed that at paragraph 4.4 the words ‘or letter’ be included after the word newsletter. Ron Pritchard seconded. A vote was taken and the motion was carried.</p> <p>Phyllis Tweedale proposed that the constitution as amended by the decisions taken on 18 March and those recorded above be accepted, together with recommendations to the Board and SLDC that the constitution be adopted by all three parties. Liz Easton seconded. A vote was taken and the matter was carried. There was one abstention.</p>	<p>ACTION</p> <p>J St</p>
	<p>(b) Training programme 2008-09</p> <p>John Stirling gave a verbal update to the proposed programme stating that the date of 22 May shown against joint session looking at the relationship between SLH/SLDC may be cancelled and a date in June substituted. The later date was an opportunity to include newly elected members to SLDC following the local elections on 1 May 2008.</p>	
	<p>John Short asked for a further session by Margaret Biggs from the CIH, updating members on matters of housing management law. John Stirling said that the provision of legal advice had now been outsourced and was no longer provided by SLDC. Part of the agreement with the new provider was the provision of face to face updates to Housing Officers a number of times each year. It was planned that Tenant Committee members would be able to attend such sessions to update their own knowledge. Suzy Duffy said that a session with Margaret Biggs could be arranged later if the Committee felt that this was necessary.</p>	
	<p>Don Brookes proposed that the proposed training programme be accepted. Win Sayers seconded. A vote was taken and the matter was carried.</p>	<p>J St</p>
	<p>(c) Roadshow and Walkabout programme 2008-09</p> <p>John Stirling gave a verbal update about the commitment for representatives from the Police, Fire to join us on our proposed programme. A worker promoting good health within the agricultural employment sector may also join us when attending rural locations. Once there was no further requirement for the display of Decent Homes kitchen and bathroom choices, the trailer would be refitted to give more of a mobile information point theme with racks for leaflet displays and a small writing surface. Don Brookes requested that the visit to West Ing scheduled for 22 July be moved to either Kirkfield or Greenbank Road. It was agreed that Kirkfield would be substituted for West Ing, with a visit to Greenbank Road if possible.</p>	<p>J St</p>
	<p>(d) Mystery Shopping and Tenant Audit Programme 2008-09</p> <p>This matter was deferred to the next meeting.</p> <p>(e) Review of procedure to recognise ‘Voices’</p> <p>The new procedure taking account of experiences since the last update was accepted.</p>	
<p>Decent Homes monitoring reports</p> <p>Lisa Chant gave a verbal update to her previously circulated report. The Ulverston Rural and Ulverston North contracts were now complete. The</p>		

	<p>Ulverston South contract was still live. The start date for the Lakes Rural contract (Coniston, Hawkshead and Satterthwaite) was anticipated for 14 April. Chapel Stile and Langdale was to be included in the Ambleside contract. Henry Barker the Tenant member of the Audit Commission inspection team had visited a number of properties where work had been completed. He had also met with a focus group of 15 tenants. John Short reminded Lisa that previous works to upgrade gas boilers at Drummermire had to be abandoned because of an unacceptable level of disruption to tenants. Lisa thanked John for this information and said that the lessons learned on that occasion would be relayed back to ensure that future work was well planned and disruption kept to a minimum.</p> <p>373 Members Reports</p> <p>Ron Pritchard – had been re-elected as Chairman of the Cumbria and North Lancashire Tenants and Residents Forum. The next event hosted by the Forum was at Lancaster on 23 May when the theme was ‘Democracy’. SLH was hosting ‘Homelessness Prevention’ in Ulverston on 29 October.</p> <p>Margaret Akrigg – together with Phyllis Tweedale, Joan Chadwick and Charles Howarth had attended 3 IT training sessions exploring issues surrounding the researching of archived public documents on the SLDC website. Margaret wished to compliment Shirley Lloyd their trainer for delivering effective training with patience and understanding. The Committee asked for further IT training which built upon the gains made. Suzy commented that Shirley had been asked to put together a list of training topics specifically for Tenants Committee to carry out their duties.</p> <p>Win Sayers – had seen a recent television programme regarding the experiences of tenants in Plymouth and would try to obtain a copy for circulation.</p> <p>374 Any other business</p> <p>(a) Draft Anti Social Behaviour policy. Suzy Duffy said that a half-day training session would be organised for members to be updated about the revised ASB policy. A draft of the policy would be circulated for comment and approval prior to the training session. The Committee was in favour of the ASB training session being held on the same day as the Tenant Participation Strategy session.</p> <p>(b) Margaret and Ron Pritchard tendered their apologies for the next meeting.</p> <p>(c) It was agreed that a separate session be arranged to look in detail at the arrangements and timetable for the forthcoming elections to the Committee.</p> <p>375 Date of next meeting</p> <p>Thursday 15 May 2008</p> <p>The meeting closed at 12:30 pm</p>	<p>ACTION</p> <p>J St</p> <p>J St</p>
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