

**SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES
THURSDAY 15 MAY 2008 AT 10:30 AM
HELD AT
THE RESOURCE CENTRE, LITTLE AYNAM HOUSE, KENDAL**

MEMBERS OF THE TENANTS COMMITTEE PRESENT

John Short	Lakes
Peter Bland	Kendal
Su Marriott	Ulverston
Don Brookes	Lakes
Phyllis Tweedale	Ulverston
Joan Chadwick	Kendal
Margaret Akrigg	Kendal
Liz Easton	Kendal
Win Sayers	Ulverston
Charles Howarth	
Robin Martakies	

Officers

John Stirling	Tenant Participation Officer - SLH
Suzy Duffy	Community Participation Co-ordinator - SLH
Lucy Reynolds	Senior Strategy Officer – SLDC
David Stubbs	Operations Director - SLH

Apologies

Margaret Pritchard	Ulverston
Ron Pritchard	Ulverston
Paul Jones	Board Member -SLH
Brenda Gray	Portfolio Holder - SLDC
Lisa Chant	Customer Development Manager – Bramall Construction
Ian Ellera	Community and Housing Manager - SLDC

In the absence of the Chairman, the Vice Chairman Win Sayers took the Chair.

Win opened the meeting welcoming Robin to the Committee following his election, and congratulated Don, Joan and Sherralyn upon their re-election.

No.	TITLE OF MINUTE	ACTION
376	<p>Minutes of previous meeting</p> <p>These were accepted as a true record.</p>	

		ACTION
377	<p>Matters arising</p> <p>John Stirling reported that Trevor Woodward was still not in a position to report progress on Decoration Vouchers.</p>	TW
378	<p>Mystery Shopping and Tenant Audit Programme</p> <p>John Stirling advised that the 2007-08 programme had been completed. The feedback from the Contact Centre mystery shopping where the scenarios given were not the responsibility of SLH was particularly pleasing. Results had shown that staff were enquiring into the vulnerability of tenants and giving appropriate advice, before they were signposted to other agencies.</p> <p>John Short asked that the spread of void properties inspected by tenants be widened to include Lakes area. Suzy said that she would pass the request on to the Voids Team, as responsibility for arranging the inspections is likely to pass to them. By way of information a target of 10% of voids (approx 25 properties) was to be inspected during 2008-09.</p> <p>Suzy Duffy said that she was discussing with the Service Improvement Group (SIG) Chairs, particular areas of activity to be mystery shopped during 2008-09. SIGs would find the audits and shops useful tools to investigate any dips in performance etc</p>	SAB to note TL SD
379	<p>SLH Board minutes 6 March 2008</p> <p>John Short noted minute 585, where Paul Jones had commented on the standard of debate within the Committee. Peter Bland updated on minute 590, saying that interviews for the Asset manager had been held but no appointment made.</p>	
380	<p>SLH Board Agenda 22 May 2008</p> <p>John Stirling drew attention to item 15 (Rent and Service Charges), saying that this was linked to an item contained within the SLDC Forward Plan, with a published decision date of the 6 June Cabinet meeting. SLDC had since confirmed that Cabinet would now discuss the issue at a later date and that prior to any decision being taken, tenants and the Committee would be fully consulted. John Short added that he was now included in the SLDC email consultation list regarding this issue.</p>	IE
381	<p>Tenants Committee finance</p> <p>John Short circulated his written report and gave a verbal update regarding the current position. The report was accepted and the Committee thanked John for his work.</p>	
382	<p>Tenants Committee Constitution</p> <p>John Stirling advised that amendments to the Constitution had now been received from SLDC. Their proposals were in line with best practice and did not change the ethos of a tripartite agreement between Tenants, SLDC and SLH. Don Brookes proposed and John Short seconded that the amendments be</p>	J St

	<p>accepted and incorporated into the revised document from 3 April 2008. The new document containing the revisions of both Tenants Committee and SLDC is placed before the Board of SLH at their next meeting. The matter was put to the vote and carried.</p> <p>Referring to appendix 1, Sherralyn Clement asked for clarification of item 6, and sought a definition of the term 'confidential information'. Suzy Duffy agreed to provide a briefing note.</p> <p>383 Performance Indicators</p> <p>David Stubbs presented the most recent set of Performance Indicators showing that with a very small number of exceptions the tasks within the delivery plan for last year had been achieved. Peter Bland queried the increase in the time taken to pay invoices. In reply, David Stubbs said that there was always a balance to be struck between timely payment and generating interest from our balances.</p> <p>384 Decent Homes Report</p> <p>Lisa Chant had circulated her report, and on her behalf John Stirling said that there were no issues of overall concern. Any questions for Lisa could be referred back through Suzy Duffy. Joan Chadwick said that she sat on the Decent Homes Customer Focus Task Team, and that they were currently considering the issue of decoration vouchers upon receipt of the completed satisfaction questionnaires. It was hoped that if the initiative were adopted, the return rate would be higher.</p> <p>385 Members Reports</p> <p>Peter Bland updated members on the Gas Servicing Group. An additional engineer was to be engaged on the contract shortly to cope with anticipated demand over the summer months. All servicing to date had been completed within 2 visits and it was thought that advertising on Lakeland Radio may have contributed to this success. Service standards for summer and winter had also been published.</p> <p>Don Brookes had attended a Sheltered Housing agreement meeting when a draft document had been agreed. The document would be circulated for wider discussion when it was printed.</p> <p>Robin Martakies had attended the Resident Involvement Service Improvement Group (SIG) and believed it to be a most useful forum. Tenants had made suggestions about the running of Area Discussion Groups (ADGs) and Estate Walkabouts.</p> <p>Margaret Akrigg updated members on the visit to the Eco House in Manchester on 1 May, when the latest ideas in home insulation and hot water recovery had been seen first hand. She would prepare a short article for inclusion in the next edition of the newsletter.</p> <p>Sherralyn Clement had learned that Connexions had established a group of young people for their own purposes, but the group may be willing to engage with SLH if they lived on council estates. Suzy Duffy would enquire further.</p> <p>Win Sayers proposed that a list be drawn up showing the Committees attended by</p>	<p>ACTION</p> <p>SD</p> <p>SD</p> <p>J St</p>
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