

**SOUTH LAKES HOUSING TENANTS' COMMITTEE
ANNUAL GENERAL MEETING MINUTES**

10:30am Thursday 13th September 18 held in the
Windermere Suite, Bridge Mills, Kendal

Present: Stephen Bolton (Chair)
Loraine Birchall (Vice Chair)
John Short
Paul Athersmith
Sue Layfield
Dorothy Dixon
Charles Howarth
June Peckston
Win Sayers

Guests N/A

Staff in attendance: Lyn Richardson - Community Engagement Officer- Minutes
John Mansergh – Assistant Director (Quality & Performance)

Apologies: Wendy Orr, Mavis Nelson, Jim Layfield

Circulation: As above

ACTION

1. Minutes of previous Annual General Meeting (14th September 17)

Agreed as a true record.

2. Matters arising

No matters Arising

3. Annual engagement plan

John M presented the Annual Tenant Engagement Plan and highlighted the scrutiny reviews for the year ahead. He also explained that the subject areas can be subject to change depending on internal/external factors or government policy.

The Committee approved the plan an topics for scrutiny review to include Neighbourhood and Community (estates) and Tenancy Standard Scrutiny reviews.

4. Resources available for tenant involvement

John M presented the resources available for Tenant Involvement which showed spend over the last 3 years. John has also added in an extra column that explains that the actual spend for 2017/18 rather than just the budget. This was requested at the last AGM by Loraine and Charles, in order to give a more realistic financial overview of the year.

The Committee noted the budget allocation for 18/19.

John Short queried the STAR survey that is currently taking place. He has not been sent a questionnaire but another tenant has given him a copy to look at. He wanted to know why the questionnaire has an identification number/code even though it says the survey is going to be filled in unanimously. John M explained that the

identification number is allotted to each survey so that returned surveys can be reconciled – he advised that it prevents organisations from ‘cheating’.

5. Election of officers and representatives

a) Tenant Board Member Vacancy

John M started by talking to the committee about the recent changes with Charles membership to the Board. On the 16th August Charles stepped down from the board meeting following the completion of the maximum terms of office. This was due to a change in the National Housing Federation’s *code of governance excellence* and that SLH had not picked up on before. Charles had agreed to stand down due to implications for declaring compliance with the code within the statutory accounts. Due to this oversight SLH will conduct an annual review against the National Housing Standard.

John M outlined the Board recruitment policy which including advertising for the Board vacancy within the Annual Tenant Report and canvassing interest from the Tenants’ Committee. John M explained that there had been some interest from Stephen Bolton in becoming a Board member and was currently working with him on his C.V and a self-assessment against the Board’s competency framework. Stephen is going to go to the next Board meeting in November to observe and will then make a final decision by February if he would like to be a member. Charles H explained that he had suggested Stephen to be on the Board and that he was available to attend the November Board meeting if required. The Board are keen that this process is not rushed but that they get the right person for the position.

There was unanimous agreement within the Committee that Stephen was a good candidate.

Stephen, on behalf of the Committee, thanked Charles for all his hard work over the years on the board.

b) Tenants’ Committee Chairman

There was a discussion around the length of time that the chair and vice chair can hold positions for. It was agreed that the Chair should be service for 2 years and similar for vice chair, alternated at each AGM.

Stephen was elected chair for the next 2 years. There were no other candidates.

c) Vice Chairman

Loraine Birchall wishes to continue as vice chair for the following year. There were no other candidates.

d) Cumbria & North Lancashire Tenant Forum

Paul Athersmith and Dorothy Dixon from Tenants Committee wish to continue being members of Cumbria and North Lancashire Tenants Participation Forum. Margaret Akrigg wishes to continue to serve as members of this forum although she no longer attends TC. The Committee approved the nominations.

e) Grant Applications Panel

John Short continues to chair the Grant Applications Panel. Jim Layfield is also now a member. Charles Howarth put himself forwards and was accepted as the other

member of the panel. There are 4 meetings over the year normally Tuesday lunchtimes. The Committee approved the nominations.

f) **Tenant Complaint Panel**

The complaints Panel is now registered with the Housing Ombudsman. John Short, Paul Athersmith, Stephen Bolton and Dorothy Dixon to remain on the panel as this will bring continuity to the process. Charles Howarth asked if he could be sent the next dates for the panel as this is something he is interested in. The Committee approved the nominations.

Lyn R

6. **AOB**

There was no other business.

New dates proposed for Tenants Committee meeting; 10th Jan, 7th March, 9th May, 11th July, 12 Sept (AGM) and 14th Nov.

All meetings will be held in the Windermere Suite 10.30am – 12.30 pm

7. **Closure**

The meeting closed at 11:15hrs.