

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

10:30am Thursday 12th September 19 held in the
Windermere Suite, Bridge Mills, Kendal

Present: Stephen Bolton (Chair)
Charles Howarth
Sue Layfield
Jim Layfield
June Peckston
Dorothy Dixon
Lorraine Birchall

Guests N/A

Staff in attendance: John Mansergh – Director of Business Assurance
Emily Graveson – Communications Officer

Apologies: Win Sayers, John Short

Circulation: As above

ACTION

1. Minutes of previous Annual General Meeting (13th September 18)

Agreed as a true record.

2. Matters arising

Spelling mistake on page 4

Emily

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.

Lyn will suggest meeting dates for TC meetings at the November meeting.

Lyn

Dorothy suggested looking at reviewing whether there were any contracts which the Committee could be involved in. John M agreed for the Committee to review the Contracts Register at its November meeting. Charles asked that the Committee review grounds maintenance at its meeting in July. Lyn will update the Tenant Engagement Plan.

Lyn

The Committee approved the plan.

4. Resources available for tenant involvement

John M presented the resources available for Tenant Involvement which showed spend over the last 3 years and comparable benchmarks. This year's allocation was similar to last year.

Emily

Stephen said that the "Latest News" section of the website needs to be regularly updated. Jim raised the issue that the Facebook feed on the website is not work. Emily will get in touch with the website developers to fix this issue.

Emily

The Committee acknowledged that there was a reduction in spending on tenant communications due to a change to more digital ways of communicating. The Committee noted the additional resource recruited in relation to communications.

Loraine asked that 'call to actions' are inserted on communications that are being sent out.

Emily

Jim questioned the Resident Involvement Cost Per Property which was lower than median, whilst satisfaction was a bit lower than top quartile. John M suggested that the Committee considers this going forward as part of the review of the Tenant Involvement Policy. He added that there was not always a direct link between higher spend and improved satisfaction, but that there needs to be different engagement methods tested. Charles reminded the Committee about the Tenant Involvement Club and members present acknowledged the work Lyn was doing to reinvigorate it.

The Committee noted the budget allocation for 18/19.

5. Election of officers and representatives

a) Tenants' Committee Vice Chair

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

The Committee approved Loraine Birchall as Vice Chair.

b) Cumbria & North Lancashire Tenant Forum

Dorothy Dixon and Margaret Akrigg will be stepping down at the next AGM in April 2020. Paul Athersmith wished to continue. There were no other nominations at this moment in time but the Committee will review again early next year.

The Committee approved the nominations.

c) Grant Applications Panel (GAP)

John Short, Jim Layfield, Charles Howarth and Sue Layfield wished to continue. There were no other nominations.

The Committee approved the nominations.

d) Tenant Complaint Panel (TCP)

John Short, Paul Athersmith, Charles Howarth and Dorothy Dixon wished to remain on the panel as this will bring continuity to the process. June Peckston would also like to join the panel.

The Committee approved the nominations.

Lyn R will suggest meeting dates for TCP meetings at the November meeting.

Lyn

6. AOB

There was no other business.

7. Closure

The meeting closed at 11:10am.