

SOUTH LAKES HOUSING TENANTS' COMMITTEE
ANNUAL GENERAL MEETING MINUTES
13:30pm Thursday 14th October 2021 held via Zoom

Present: Stephen Bolton (Chair)
Charles Howarth
Sue Layfield
Jim Layfield
Lorraine Birchall (Vice Chair)

Guests N/A

Staff in attendance: John Mansergh – Director of Business Assurance
Emma Wilson – Governance Support Assistant

Apologies: Paul Athersmith
Dorothy Dixon
John Short

Circulation: As above

ACTION

1. Minutes of previous Annual General Meeting (10th September 2020)

- 1.1 Minutes from the previous meeting held on the 10th September 2020 were approved as a true and accurate record.

2. Matters arising

- 2.1 None.

3. Resources and Engagement Plan

- 3.1 JM presented the Resources and Engagement plan for 2020 to Tenant Committee members.
- *Budgets for engagement had been largely underspent due to Covid restrictions. The budget set for this year is similar to the previous year.*
 - *The Board approved the Resident Engagement Strategy in August 2020. The 2021 Annual report has been completed and sets out some very impressive engagement and community work.*
 - *The tenant-led Grant Applications Panel invested in a number of community projects during the year detailed in the report.*
 - *The SLH community Facebook group is continuing to grow in numbers.*
 - *SLH continue to submit data to HouseMark to benchmark performance – this shows good performance and lower than average costs for engagement.*
 - *MEL Research have been appointed to complete the STAR Survey, this has been sent out we are hoping for around 500 returns from a sample of 1500.*
 - *New communications initiatives to be launched early next year which TC members will be asked to be involved with.*
 - *Lyn is working on the engagement calendar for next year this will be influenced by the STAR Survey results. Neighbourhood plans, service*

charges, gas servicing and office lease will all need to be reviewed in the next year. Tenants Cttee recruitment is also planned.

- 3.2 Charles shared feedback in terms of the STAR Survey; some answers were N/A and didn't seem clear not as good as previous surveys. John suggested capturing learning and feedback after the survey is completed.

4. Election of officers and representatives

a) **Tenants' Committee Vice Chair**

Loraine to continue as Vice Chair following endorsement of all Committee members.

b) **Grant Applications Panel (GAP)**

John S asked why 2 members were required on the GAP. JM responded that the Committee needs to reaffirm its nomination to the panel. The Committee agreed that Charles and Jim continue to remain on the panel.

c) **Tenant Complaint Panel (TCP)**

John S and Paul to continue on the panel, meetings to be scheduled in the new year.

5. Any Other Business

- 5.1 The Chair explained the next meeting is due to take place on the 11th November in the Windermere Room. Any members who don't wish to meet face to face can attend virtually as SLH have invested in new equipment that can facilitate this. Some members had reservations about meeting face to face others were happy to attend. It was agreed that this will be reviewed nearer the time to reflect on covid case numbers and government guidance. John highlighted that SLH have safe working risk assessments, and these would be adhered to. Members agreed that they would carry out lateral flow testing before setting off, should the meeting be a physical one.

6. Date of next meeting – TBC