



Cosmopolitan Tenants Forum Meeting (Improving Services for Cosmopolitan Tenants')

Thursday 23rd July 2009

Board Room

Present:

Sue Ward	Chair
Mary Gibiliru	Vice Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Bob Gleig	Forum Member
Brian Gibson	Forum Member
Iain Campbell	Observer
Alan Bocking	Observer

Cosmopolitan:

Ria Burns	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant
Steve Loftus	Resident Involvement Co-ordinator
Alec Gaston	Operations Director
Emma Hartley	Continuous Improvement Manager
Karen Cheung	Rent Income Team Leader

Introductions/ Apologies

Everyone introduced themselves and welcomed Alan and Iain to the meeting.

Matters Arising

ACTION

Training on Scrutiny

The training will be taking place at Trafford Hall for 2 days, Friday 2nd and Saturday 3rd October 2009. Ria invited both Alan and Iain along to the training and asked for all of the Forum to let her know their availability.

The Stock tour has now been rearranged to take place on Thursday 15th October 2009, Ria asked who was available to attend Bob, Brian, Sue, Alan Bocking and Mary all confirmed. Sue suggested sending out more information to Alan and Iain.

SB

Christmas Meeting Feedback

The Christmas meeting will be taking place Friday 11th December. There has been only two suggestions put forward. Ria advised that she has been looking round and suggested the Hard Days Night Hotel to have the Forum meal it will cost £25 per head. All of the Forum agreed and asked for Ria to send the menu out.

RB

Update on Recruitment/Observers

Sasha advised the Forum that she had followed up all of the tenants who had filled in a Forum Questionnaire. Two tenants said that they would like to get involved and attend a Forum meeting in the future, Sasha sent a set of Forum meeting dates. One tenant advised that she found the application to long and would not like to get involved. Tim asked if the Forum could look at renewing the application form to make it shorter. Sue asked Alan and Iain what they thought of the application form when they filled it in. Both advised they found it easy to fill in.

Tenant Services Authority Service Standards

Alec gave a presentation to the Forum. Alec asked if anyone had any questions or required further information to contact him. Sue advised she thought the presentation was good and added that the Forum already scrutinise documents. Alan Heague stated that people might be put off joining the panel, as they may not want to scrutinise, Alec advised that it would be the main role of the panel to scrutinise. Sasha to send a copy of the presentation out to the Forum.

Resident Involvement Objectives Presentation

Steve gave a presentation to the Forum. He asked the Forum what else they thought needed to be added to the Resident Involvement Objectives. Alan advised more work should be done for disabled people i.e. Cosmopolitan handy man service to help disabled tenants. Sue added to review the Resident Involvement structure and to write it in line with the new regulations. Steve suggested if anyone thought of any more suggestions to contact the Resident Involvement Team.

Measuring Rent Satisfaction

Karen Cheung introduced herself to the Forum. She advised that it was identified in the Service Improvement Plan that the rents team need monitor satisfaction. Karen handed out a draft survey that has been produced which will go out to tenants to monitor rents satisfaction. Karen asked the Forum if they had any recommendations before the survey is sent out. Brain advised that some tenants might not be able to read or write, Karen stated that this is put on our system so that the rents team are aware of any tenants who have any trouble reading or writing. Sue added to maybe add how dissatisfied tenants are. Karen advised that this is set up and the survey is aimed at tenants who have had contact 3 times with the rents team in the last 6 months. Sue asked Karen how many she is expecting back, Karen said it will be going out in the post and followed up by telephone calls. Sue asked over what period this would be going out. Karen advised that this is part of the Service Improvement plan, which is ongoing. Sue suggested to get tenants to fill the survey in when they come into the office. All of the Forum were happy with the survey.

Equality and Diversity Consultation Review

Emma sent out a Consultation Review form out to the Forum. Emma will be setting up a focus group for all strands of diversity and asked if anyone from the Forum would like to attend. Emma advised she would also be looking at external agencies. Sue asked what was the BME percentage. Emma advised 14-15%.

Budget

An updated copy of the Budget was handed out. Tim queried the cost of lunch and asked why some months the cost was a lot more than others were. Sasha advised that this is due to the amount of people attending meetings.

Porter Community Grants

Ria advised that one application form has been received from Pull Up A Chair Theatre. The total cost of the project is £55,000 and they have asked Cosmopolitan for £250. All of the Forum agreed, Sue asked if the Cosmopolitan logo would be promoted. Ria advised it states this in the application.

Any Other Business

Ben Ollier sent out a Consultation Review form to the Forum regarding the review of the housing application form. Four tenants were involved in the focus group. Ria asked the Forum if they approved the level of consultation used. The Forum agreed.

Ria asked the Forum if the date of the next meeting which will be taking place Friday 21st August 2009 could change. Ria to liaise with Sue.

Steve advised that Mary attended the TAROE event, which took place Tuesday 21st July 2009. Steve asked the Forum for their views regarding the second set of local conversations. Steve suggested setting up a future meeting to discuss the tenant involvement in the local conversations. Sasha will send out more information to the Forum.

SB

Ria thanked Alan and Iain for attending the meeting.

Date & time of next meeting:

Thursday 27th August 12- 4pm