



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

Friday 23<sup>rd</sup> October 2009

**Boardroom**

**Present:**

Sue Ward	Chair
Mary Gibiliru	Vice Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Bob Gleig	Forum Member

**Cosmopolitan:**

Ria Burns	Resident Involvement Officer
Steve Loftus	Resident Involvement Co-ordinator
Alec Gaston	Operations Director

**Apologies:**

Iain Campbell	Forum Member
Alan Bocking	Forum Member
Brian Gibson	Forum Member
Sasha Buckley	Resident Involvement Assistant

**(Pre - Forum Meeting)**

**Porter Community Grants**

Prior to the formal business of the Forum meeting, Diane provided an update to members on the Porter Community Grants. Eleven applications have been approved, in this financial year. Diane asked the Forum to promote the Porter Community Grants in their local neighbourhood.

**(Start of formal meeting)**

**Introductions and Apologies**

Apologies were given for Iain Campbell, Alan Bocking, Brian Gibson and Sasha Buckley.

## **Matters Arising:**

**ACTION**

### **Road Show Analysis**

Background information was provided on the road shows to supplement the analysis document which had been had been sent prior to the meeting.

Ria reminded everyone of the objective with the road show events which had replaced the previous resident's conference (Residents Day). Sue commented on the value for money element that is more favourable for the road shows.

Ria also stated that the annual event to recognise the volunteer work of tenants (VERA Awards) is also met from the £10,000 budget of the above. This £10,000 sum was the minimum cost for the preceding annual tenants conference, which did not represent value for money.

The Forum raised their concerns about relevant staff from the Housing Department not attending the events. Sue stated that these events should be used to capture information and asked the Resident Involvement team to raise this issue with Alec.

**SB**

### **Resident Involvement Objectives**

Steve reminded the Forum of a presentation he provided on the Resident Involvement Objectives in August 2009. Both Alan and Sue provided feedback. Alan's recommendation of offering a handyman service to tenants was passed to the Assets Management Team, they have advised that there is no funding available for this service.

Sue had recommended that the structure of the Resident Involvement objectives should be looked at. Steve stated that Darren Hartley is going to explore this issue with regards to his work with the Forum on scrutiny.

### **Budget Update**

Ria provided further detail on the budget and current costs, which had been sent out to the Forum prior to the meeting. Sue stated that the current available spend of the £2,384 will be used against planning for the future scrutiny group.

### **Newsletter**

Sue suggested that the Forum should aim to circulate their newsletter in April 2010. At this time there will be more information and detail regarding the direction of the Forum and a scrutiny panel. Sue asked Alan to progress this issue in January 2010.

### **Resident Involvement Database Update**

Ria updated the Forum on this issue. A total of 8 new tenants have been added to the resident Involvement database since June. Sue asked if the resident involvement performance indicators could be included in the Forum performance information in the future.

### **Trafford Hall Update**

**ACTION**

Ria drew attention to the TPAS report (Tenant Participation Advisory Service) which has been written following training at Trafford Hall. TPAS delivered training to tenants on the issue of scrutiny. This report highlights conclusions made following the training. Ria explained that the tenants who attended the event need to make their decision on the recommendations and determine their next steps. Sue and Tim commented on the accuracy of the TPAS report and expressed their satisfaction with the document.

It was agreed that the meeting, which had been arranged for Thursday 29<sup>th</sup> October would be postponed. Sue asked for this decision to be made when the majority of tenants confirmed unavailability for this date. Steve advised he would speak to Val and have the Resident Involvement Team rearrange a new date. **SL**  
**RB/SB**

Further discussion was made on the role of TAROE (Tenants and Residents of England) and their role in the delivery of scrutiny with tenants. The Forum suggested that Darren be invited to a future meeting to discuss proposals and to determine learning issues derived from their training. **RB/SB**

### **Business Planning**

Ria informed the Forum that Emma Hartley was due to present information on the Business plan in November, however due to other commitments, Emma has requested that this be rescheduled to December or January. The Forum agreed to discuss this at December's meeting. **RB**

### **Expenses**

Ria advised on the issue of Forum expenses. Staff of the association have been asked to submit their expenses on a monthly basis to the finance department. The Forum agreed to submit their expense forms on a monthly basis for Sasha to monitor and administer. **SB**

### **BREAK**

### **PRL Status Update**

Alec presented information on the Association Status Survey. He explained that the survey enables the Association to obtain information on tenant satisfaction and to make comparisons against other Landlords. This year's survey ensured that over 500 tenants were able to comment and to provide views on the Association's service.

Alec informed the Forum of the following:

- An action plan will be put in place to tackle areas of dissatisfaction.
- Improved publicity for successful projects.
- To undertake another status survey in 2010.

Alec advised that copies of the status survey were available to Forum members if required. He also asked for future questions and comments relating to the status survey to be forwarded to him.

## **ACTION**

### **Any Other Business**

Sue requested that Alec/ Enlighten provides a review of the Service Improvement Plan to the Forum in November. This was agreed

### **Date & time of next meeting:**

The next meeting will be taking place **Thursday 19<sup>th</sup> November 2009,**  
**2.00pm – 4.00 pm.**