



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

Thursday 25th June 2009
Meeting Room 1

Present:

Mary Gibiliru	Vice Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Bob Gleig	Forum Member
Brian Gibson	Forum Member

Cosmopolitan:

Ria Burns	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant
Colin Croxton	Tenancy Management Co-ordinator
Ian Brennan	Repairs Contract Co-ordinator
John Mather	Financial Inclusion Officer
Diane Maddock	Community Development Co-ordinator

Introductions/ Apologies

Sue Ward sent her apologies

Matters Arising

Alan requested a set of the amended minutes from the previous meeting.

ACTION
SB

Resident Handbook

Ria reminded the Forum about the consultation review form that had been sent out to them for the resident handbook. She advised that all comments were positive however, Sue had raised concerns on the number of tenants involved in the consultation. Bob stated that in his view, he thought the level of consultation was good and that not all residents would want to get involved in improving services.

Ria advised that the handbook focus group gave positive feedback and some recommendations. One of the recommendations is that all staff hand deliver the handbook to save on postage costs, which the Forum agreed with.

Feedback Questionnaire Analysis

Ria informed the meeting about the number of Forum feedback forms which have been completed and returned. She encouraged the Forum to determine how they wish to promote themselves at future events and support new recruitment. Sasha was asked to carry out an exercise of phoning tenants who have requested A Forum application form.

SB

Porter Community Grants

Diane stated that she currently holds six grant application forms. She discussed these with the group and they were all agreed to. Diane advised that one application from Translantic Promotions is to be deferred, as she requires a copy of their constitution. It was agreed that Diane will phone Form members with more information on the application when she receives it.

DM

Diane also presented information about 'The Bug Lunch,' a social initiative, which will be taking place Sunday 19th July. She handed out a flyer and encouraged Forum members to promote this to all of their neighbours. She also asked individual members to contact her if they wanted to deliver the project in their own area.

Financial Inclusion Presentation

Ria introduced John Mather, Financial Inclusion Officer to the Forum. John handed out a copy of his presentation and went through his role. He advised that his work will include meetings and assistance to tenants at the post tenancy stage.

Discussion on Training Options

Ria asked for feedback on the three training proposals, which had been sent out to Forum members. All the members stated that the cost for Enlighten was too high. The Forum were all agreeable for their training to be delivered by TPAS. Ria was asked to explore the availability of receiving training at Trafford Hall due to the positive experiences from the last training away – days. Ria will look at this and report back on the availability for September.

RB

Formalising Links between Tenant Groups and the Forum

Ria advised that she would be attending meetings with different project tenant groups and explaining the role of the Forum to them. Ria also explained how this will work, if and when, the Forum agree to develop their scrutiny role. Alan stated the Forum would need to determine their role in the future. Ria reminded the group that they are already scrutinising elements of the Association's work, such as the Key Performance Indicators. She also reminded them that the training opportunities will help the Forum with their decision making in this area.

Asset Management and Repairs Presentation

Ian Brennan gave a presentation on the role of Asset Management and Repairs. Bob asked about arrangements for the digital switchover and Ian advised that if tenants have a communal aerial then the Association will carry this out.

ACTION

Consultation Review Feedback- Tenancy Agreements

Colin reminded the Forum about the consultation review form he had sent out to all of the Forum. Tim stated that he was happy with the form. Colin advised he has set up an 'Anti Social Review Team,' which is made up of three tenants.

Alan asked when the new tenancy agreements would be put in place. Colin stated he had put a plan in place, which will go to the board. Alan asked what arrangements would happen for new tenants. Colin advised that all new tenants will go on 'Starter Tenancies' when signing up and once the tenant has lived in the property for 12 months they will be moved onto an assured tenancy agreement. Colin agreed to attend the August meeting of the Forum with a further update.

Any Other Business

Ria thanked everyone for making an effort and giving up their time to attend two Forum meetings in one week.

Bob suggested having the Forum Christmas meal in Devonshire House.

Date & time of next meeting:

The next meeting will be taking place Thursday 23rd July at 4-6pm