



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

Thursday 27th August 2009

Boardroom

Present:

Tim Hall Smith	Chair
Alan Heague	Forum Member
Ian Campbell	Forum Member
Brian Gibson	Forum Member

Cosmopolitan:

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

Apologies:

Sue Ward	Chair
Mary Gibiliru	Vice Chair
Bob Gleig	Forum Member
Alan Bocking	Forum Member
Sasha Buckley	Resident Involvement Assistant

Introductions

Tim welcomed all to the meeting

Tenant Services Authority – Draft Service Standards

Steve presented information on the TSA draft service standards and consultation with the Forum was carried out. Steve stated that all comments and views from the session would be fed into the TSA Local Conversation.

Matters Arising:

Christmas Meeting

ACTION

Ria advised the meeting of details for the Forum Christmas meeting. This will take place on Friday 11th December starting at 11.30. Alan has assisted in the organisation of this event, lunch is scheduled to start at 2.30pm.

Resident Involvement Objectives

Steve reminded the Forum about the previous meeting's presentation on the Associations Resident Involvement Objectives. He suggested that the Forum should discuss the feedback that was made as a future agenda item.

Tenant Census Update

Alec informed the Forum about the need for the Association to continue to gather census information from tenants in order to meet a target of 80%. Currently a figure of 77% has been achieved. The Association will need to analyse the census information and identify areas of work, where representation against minority groups in the tenant census is low. Alec suggested this item is placed on the agenda each quarter.

Service Standard Leaflet Update

Alec reminded members of the Forum of the occasion where he previously issued the Service Standard Leaflet.. To date only one response has been received with suggestions to this document. Alec asked Ria to re-circulate this to the Forum for comments and feedback.

Tenancy Agreements Update

Colin advised on the work he has conducted with regard to the review of the Associations tenancy agreements. He stated that all tenants will now be required to sign the new Assured Shorthold Tenancy Agreement. The major implication in this document is with regard to tenants wishing to keep dogs in flat accommodation.

Service Charge Best Value Review – Consultation Review

Alec presented information on the Service Charge Best Value Review. There will be an emphasis on the value for money element and making sure the Association is collecting information on customer satisfaction. To emphasis this the Association intends to carry out a future review on the areas with the highest service charge A discussion group of residents will help evaluate a questionnaire which will be sent out to all Tenants receiving service charges.

Adaptations Policy – Consultation Review

Ria presented information on this item on behalf Ben Ollier, the Co-ordinator for Allocations and Support team.

Tim suggested that involvement target should be re-phrased to say. “We estimate 8 tenants will become involved.” The rest of the Forum were happy with the consultation.

Allocations Best Value Review – Consultation Review

Ria also presented information on the above item. The Forum suggested that it should be linked to the above policy review with regards to the consultation as they understand it can be hard and frustrating to get tenants involved in consultation processes.

Porter Community Grants

Ria presented information to the Forum on applications for the Porter Community Grants. To date, one application has been received with a request for £250 towards a project related to Black History month. This application was approved by the Forum.

ACTION

Resident Handbook – Final Consultation Review

Ria advised the Forum with regards to the provision of the draft Residents Handbook. Discussion of this item led to members of the Forum expressing some unease about the intensity of different consultation items requiring their input. Ria suggested that the Forum and members of the Resident Involvement Team should look at managing the amount of consultation to ensure the Forum are not overloaded. The Forum approved the consultation.

Road Show

Ria stated that two roadshow events have been organised. Residents from Anfield, Walton, Netherley and Dingle were invited to these. The first one has been carried out as a social enhancement event to the Welsh Mountain Zoo in North Wales.

Consultation has been conducted with all residents who attended and the findings will be presented at a future meeting. The Forum asked for the consultation findings from all previous roadshows to be shared. Steve informed the meeting that this information will be presented along with the resulting action plan in October's meeting.

RB

Newsletter

Discussion on the Forum newsletter was made with the agreement that the newsletter will be put on hold until the future direction of the Forum is clearer. Steve suggested that the promotion of scrutiny training at Trafford Hall should carry the Forum influence. The publicity for the training will therefore, carry a clear message to all tenants that the Forum have ownership and control in this matter.

Any Other Business

Iain asked for an up-to-date list of contacts for the Forum, including a contact list of staff. Ria to update the contact list and send out.

RB

Date & time of next meeting:

The next meeting will be taking place Wednesday 30th September 4pm- 6pm.