



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

Thursday 27th November 2008
Boardroom, Marybone

Present:

Sue Ward	Chair
Tim Hall – Smith	Vice Chair
Alan Heague	Forum Member
Mary Gibiliru	Forum Member
Pauline Davis	Forum member

Cosmopolitan:

Ria Burns	Resident Involvement Officer
Steve Loftus	Resident Involvement Co-ordinator
Sasha Buckley	Resident Involvement Assistant
Darren Hartley	Director of Corporate Services

Introductions/ Apologies

- **Apologies were received from the following**

Bob Gleig Forum member

ACTION

Minutes from previous meeting:

The minutes were approved.

- **Matters Arising:**

- IT Training feedback

Steve has been liaising with TAROE. There will be an introduction course starting in January alongside other landlords. This will be a 10-week course for 2 hours every Monday. The course will be held in Runcorn and after the course is complete Steve is going to try to bring it to Liverpool around May. Mary informed she was interested but could not attend on Mondays due to her course at Blackburne house. Pauline advised London Road run different course to maybe look at that location.

ACTION

- Runcorn Road show Feedback

Ria handed out Runcorn Analysis to all of the Forum. 96 forms were completed at the two road shows. It was noted that there was a better response from the road shows than what there has been at previous resident days. Karen Cheung, Steve Loftus and Karl Harnwell will be using the results from the feedback to produce an action plan. Pauline stated that question 8 “Was the resident happy with the repair once it was completed” did not receive positive feedback, as half of the tenants are not happy. Ria advised that the results had gone to Karl and he will be following it up. Sue asked how many road shows are going to take place in the next financial year. Ria advised that Liverpool road show would take place and possibly one other. Sue asked for a summary on all three road shows for January's meeting to compare with the residents day in terms of value for money.

Steve also advised he would have his action plan complete for January's meeting for the Forum to look at.

RB
SL

- KPI feedback & Best Value Review Timetable

Darren handed out “clarification on repairs satisfaction” and explained he had produced a report in more detail due to confusion at the previous meeting. Darren explained that figures were different from the information he received from the previous meeting to the KPI's due to the question being different. Pauline asked if CHA staff meet up with the contractors to discuss any issues. Darren confirmed that a discussion does take place. Although Darren did not have a breakdown of the KPI information he circulated he assured the Forum that the information he gave out was accurate.

- Christmas Meeting

A Forum member has been asked to stand down until an investigation takes place. Sue advised that due to this it might affect the Christmas meal because of the quorum element in their constitution. Pauline advised that she would be able to attend due to the date changing. Alan asked if Bob Gleig will be attending, Ria advised he has stepped down for the mean time due to him not being well. Members of the Forum who will be attending the Forum meeting will be Sue Ward, Alan Heague, Pauline Davis, and Mary Gibiliru. The members of staff that will be attending are Geoff Redhead, Beatrice Fraenkel, Darren Hartley, Alec Gaston, Ria Burns and Sasha Buckley.

• Future of the Forum

Ria handed out “Outcomes and Achievements” to the group. Ria advised that this can be discussed in more detail at the Christmas meeting. Enlighten had been asked to come along to the December meeting unfortunately they are fully booked. Ria advised that she has been looking at training for the Forum to attend and has found a training course run by TPAS and will take place February 2009. There are 4 places available, Ria advised that maybe the training day taking place on Wednesday 3rd December could be put on hold until March after the Forum have had there TPAS training. Sue advised she would still like the training day to go ahead 3rd December and to get a brief training session before attending the training in February. Steve advised that he would give a basic training session on TSA to the Forum.

SL

ACTION

Sue suggested looking at what other organisations are doing in terms of training around the TSA, she has asked the Director at Riverside to meet and Alec about doing something jointly with the Forum and Riverside. Ria informed the Forum that she has also emailed LHT.

Sue asked for the Forum to look at the information Ria had provided and bring feedback or any comments to the next meeting.

Ria asked if anyone was interested in the training taking place February to let her know. Sue and Pauline would like to attend.

- **Porter Community Grants**

Ria handed out a porter award application form for the group to look at.

Sue asked if any other organisations have funded the grant. The Forum asked if any of the 8 people taking part in the steering group are CHA tenants. Ria advised it is based on the community Pauline also advised it is good marketing for the Association and children are benefiting from it.

Everyone approved the application but would like to know out of interest if Any of the 8 people signed up to it are Cosmopolitan tenants. For Diane Maddock to feedback to the Forum with information.

RB

- **Monitoring on Service Standards**

Steve is producing framework to monitor service standards. The Resident Involvement team have been asked to monitor the service standards. Steve will provide an update in the future and will report back figures back to the Forum. The Forum questioned why the Resident Involvement team have been asked to monitor as it sits better with Corporate Services. The Forum advised that the Resident Involvement team should be helping residents and that the service standards will have a impact of the RIT. Steve to feed information back to the Association.

SL

- **Mystery Shopping**

Julie McNally is currently working on the Mystery shopping. This is still ongoing. Pauline asked if Mystery shoppers are from all over. One of the mystery shoppers is from the Chartered Institute of Housing course last year. A few people have been targeted to become a mystery shopper and are happy to assist. Sue asked for this to be put on the Forum achievements as it was brought up a while ago.

- **Vera Awards**

Ria handed out a leaflet that will be going out to all tenants for them to nominate someone for the Vera awards. The Vera awards will be taking place Wednesday 18th February. Ria requested that a member of the Forum present the winner of the porter community grant awards. Ria advised a that she may require some assistance from the Forum in terms of nominations however this will be finalised in January.

Ria advised the Forum that someone will be coming in to film some resident and community groups in January.

ACTION

- **A.O.B**

Alan informed the group that Alf beach who is an ex Forum member has been awarded a police community award.

Sasha handed out a list of next year's Forum meeting dates. For Forum to look at and provide feedback.

Sue asked if the nomination forms could be circulated for January's meeting.

Ria advised as the training day on the 3rd December is a full day, for those who cannot attend the full day if possible to attend when they are available. The training day will consist of TSA training in the morning and will be discussing the Christmas meeting, Action plan and outcomes and achievements in the afternoon.