



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

Friday 11th December 2009
Board Room

Present:

Sue Ward	Chair
Mary Gibiliru	Vice Chair
Alan Heague	Forum Member
Bob Gleig	Forum Member
Alan Bocking	Forum Member

Cosmopolitan:

Steve Loftus	Resident Involvement Co-ordinator
Sasha Buckley	Resident Involvement Assistant
Julie McNally	Resident Involvement Officer
Alison McCluskey	Work Experience
Alec Gaston	Operations Director
Emma Hartley	Continuous Improvement Manager

Apologies:

Tim Hall Smith	Forum Member
Iain Campbell	Forum Member
Brian Gibson	Forum Member
Ria Burns	Resident Involvement Officer

Welcomes, Introductions and Apologies

Everyone introduced themselves and welcomed Alison to the meeting. Apologies were given for Iain Campbell, Brian Gibson, Tim Hall Smith and Ria Burns.

Matters Arising:

The minutes from the previous meeting were approved.

Forum Action Plan and Achievements

Sue welcomed everyone to the Forum and explained her presentation will display what the Forum has achieved throughout the year. The Service Standard leaflet was discussed and Sue asked if an update as to where the Service leaflet is up to could be fed back at a future meeting.

AG

Emma Hartley added from looking at the presentation the Forum have achieved a lot and it is positive to see that the Forum have picked up on a lot of work to do with the TSA.

Julie McNally advised the Forum that Resident groups who have attended any TPAS residential training maybe able to apply for TPAS funding. Sue added the Forum can look into this in the near future.

SW

Presentation on the Business Plan

Emma advised the Forum she might have to go through her presentation briefly due to time issues. She apologised before hand and advised the Forum if they required any more information regarding the Business Plan to contact her.

An Equality and Diversity working group has been put in place and consists of staff across the organisation, an action plan will be produced next year.

Emma asked the Forum for there suggestions on the Business Plan Objectives. Sue said that the word involvement needs to be included into the objectives. Emma stated that the objectives would be going to the board and she will feed back to the Forum in the future. She stated that the vision statement “Tenants First and Foremost” has been challenged as the Word Tenant has been seen as inappropriate. The Forum agreed and thought the word Residents should replace it. Steve added there is more of an emphasis on resident empowerment, Emma said she would change the first bullet point and include empowerment.

Sue suggested having the vision statement around the building so staff are more familiar with it. Alan added to put the statement on the back of name badges and on mouse mats to promote it more.

The Repairs Survey will be going out next week to all residents. The Survey will include planned maintenance works and responsive repairs Emma advised this will be a key priority for 2010.

Forum Review of the year

The Forum and staff went round the table and stated what they thought were highlights of the year and what the Forum could look at in the new year.

Alan Bocking stated he has enjoyed his first couple of months as a Forum member and enjoyed the Trafford Hall training and Ben Ollier’s presentation. He felt Bens presentation gave a breakdown of the how the team worked in the organisation.

Bob said he had enjoyed the Trafford Hall training and would like to see more communication between the other resident groups i.e. The RRT.

Alec was pleased with the work the Forum had carried out on Scrutiny and how

well they had taken the task on. He advised he would like the Forum to look at residents who are not involved in the new year as an objective.

ACTIONS

Alan Heague thought the Trafford Hall training was beneficial. He said he learns more from a training weekend than a days training. The newsletter has been a success but a meeting needs to be set up to organise the next issue.

Sue thought the consultation review form was an achievement. It is more useful to the Forum and also helps staff think of different methods of involvement.

Sasha advised the Road shows have been successful and having the Forum attending them helps residents learn more about the Forum and meet them in person.

Alison had enjoyed her 2 weeks in the Resident Involvement team and has learned about housing in more detail.

Mary has enjoyed being involved with regeneration and watching new schemes being designed and completed.

Julie felt it was important for different teams to attend meetings so residents meet staff and learn their roles within the Organisation. She advised it was nice to see new people getting involved and would like to discuss new service Review teams in the future.

Steve thanked the Forum for all their hard work, time, and effort throughout the year. He was pleased to see all the work they had carried out over the months and felt that had achieved a lot.

PRL Status Survey Presentation.

Alec went through his presentation and asked Sasha to distribute hard copies to the Forum. He advised that a Status Survey has been put in place which will be looked at over a six month period. One of the objectives in the plan is newsletters will be going out every two months to all residents. Cosmopolitan will be looking to set up a working group to look at the status survey in 2010 and will need to have Residents involved in the group.

New monthly satisfaction forms will be handed out to residents once a repair is completed. Sue expressed a concern with the monitoring forms and satisfaction figures. Alec advised Cosmopolitan would be monitoring the figures and will also, carry out follow up calls to residents. He advised if anyone wanted a copy of the plan to contact Sasha or access it on the internet.

Covalent is a new system that will be launched in April and this will be used across the Organisation.

A crack house was being run from a cosmopolitan property, this has now been shut down. Alec advised positive information like this needs to be published as it, shows are residents we are taking action. Bob asked if this was published. Alec stated that it was circulated to the local press.

Any Other Business

Sue thanked everyone for attending the meeting and for all of their input.

Sasha advised Cosmopolitan will be shutting down for Christmas **Wednesday 23rd December at 5pm and will reopen Monday 4th January 2010.**