



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

Thursday 19th November 2009
Meeting Room 2

Present:

Mary Gibiliru	Vice Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Bob Gleig	Forum Member
Alan Bocking	Forum Member
Dorene Doyle	Observer

Cosmopolitan:

Steve Loftus	Resident Involvement Co-ordinator
Sasha Buckley	Resident Involvement Assistant
John Evans	Enlighten
Ben Ollier	Allocations and Support Co-ordinator
Johnathan Moate	Continuous Improvement Officer

Apologies:

Sue Ward	Chair
Iain Campbell	Forum Member
Brian Gibson	Forum Member
Tim Hall Smith	Forum Member
Ria Burns	Resident Involvement Officer
Alec Gaston	Operations Director
Julie McNally	Resident Involvement Officer

Welcomes, Introductions and Apologies

Everyone introduced themselves and welcomed Dorene to the meeting. Apologies were given for Sue Ward, Iain Campbell, Brian Gibson, Tim Hall Smith, Ria Burns, Alec Gaston and Julie McNally.

Matters Arising:

ACTION

The minutes from the previous meeting were approved.

Alan Bocking asked for his name to be put on the previous set of minutes **SB**

ACTION

Service Improvement Plan Update

John Evans provided background information regarding the Service Improvement Plan and handed out a copy of his presentation. He advised that CHA will be working on the plan on a daily basis and will be monitored on their progress. There are 140 actions in total across 13 service areas, 70 actions have been completed, 44 actions are in working progress and are on track for completion, 11 actions are outstanding and 15 are yet to be put in Place.

Steve informed the group that the SIPS are helping to improve services and it would be useful to involve residents in the SIPS in the future. Ben also stated that the he has seen an improvement and the SIPS are very useful to use as a benchmark.

John credited the work of the Resident Involvement Team for working on Leaseholder and Shared Owners Census information .He informed the group that involving hard to reach groups is an issue, which requires further attention. Sasha advised that the Forum have carried out an exercise looking at ways to communicate and involve the hard to reach groups. Alan Bocking said it was good to see how many achievements Cosmopolitan have made in a short space of time.

Allocations and Support Presentation

Ben introduced himself to the Forum and provided a presentation on his role. He handed out a copy of his presentation and informed the Forum that we work with 8 local authority areas and will be working in Ellesmere Port as of next year making it a total of 9.

Alan Bocking asked what happens with hard to let properties. Ben advised that the Allocations Team have put in place an expressions list and anyone who expresses an interest in a certain area or hard to let property are recorded on the expressions list.

Steve asked if agencies are providing and measuring resident involvement in supported accommodation. Ben said this would need to be looked into and they agreed to liaise together.

BO

Key performance Indicators (KPI'S)

The Forum welcomed Jonathan to the meeting. Jonathan went through the KPI's and advised that the National averages have been included. He has liaised with Karen Cheung (Rent Income Team Leader) with regards to the rent KPI's, the rent KPI figures are high to due the new stock acquired from Servite.

Alan Bocking stated that from his experience, not enough satisfaction monitoring is promoted by contractors on behalf of the Association.

Steve advised that the Forum had previously requested to see the Resident Involvement KPI's and asked the group if they had any specific areas they would like to see. Alan Bocking asked if new involvement figures could be included. Steve agreed to liaise with Jonathan on the KPI's

SL

Bob added he liked the layout of the KPI's and thought they were easy to read.

Dorene advised she was pleased with the information she has received and thought the percentages were excellent.

December Meeting- Forum Suggestions.

Sasha explained that each year the Forum have a Christmas meeting and are asked for agenda items they would like to put forward for discussion. Alan Heague suggested that each member has an item on the agenda. It was agreed to include this item on the agenda and for all Forum members to highlight their achievements for the year.

Any Other Business

Alan Bocking asked if sub groups such as the Repairs Review Team are renewed every year or can anyone apply to join. Steve advised Alan to discuss this issue with him after the meeting.

SL

Date & time of next meeting:

The next meeting will be:

Friday 11th December 2009

11.00am- 13.00pm Meeting in Boardroom

2.30pm- 4.00pm Christmas Meal Hard Days Night Hotel