



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

Wednesday 24th February 2010
Board Room

Attendance:

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

Cosmopolitan:

Alec Gaston	Operations Director
Emma Hartley	Continuous Improvement Manager
Jonathan Moate	Continuous Improvement Officer
Steve Loftus	Resident Involvement Co-ordinator
Sasha Buckley	Resident Involvement Assistant

Apologies:

Iain Campbell	Forum member
Brian Gibson	Forum Member
Dorene Doyle	Observer
Jill Riley	Board Member
Maria O'Brien	Board Member
Julie McNally	Resident Involvement Officer

Welcomes, Introductions and Apologies

Sue welcomed all to the meeting.

ACTION

Matters Arising

Sue invited Alec to discuss the issue of Service Standard Leaflets with the Forum.

Alec presented a draft copy of Cosmopolitans Customer Service Standards to the meeting. He advised that this document has been produced in order to summarise the Association's main service areas. It is recognised that the summary document will be much easier for tenants to use.

Alec suggested to the Forum that they provide comments and feedback either to himself or members of the Resident Involvement Team. An initial comment was made by Alan Bocking who said, "This looks good."

ACTION

Sue asked about future arrangements if changes are required to the document. Alec advised that the graphic design is in place and therefore, the biggest cost element for this has been accounted for. The need to make future changes due to legislative requirements can be looked at as they occur.

Alec also provided an update of the Tenants Handbook. This is being looked at by GD Studios with regards to being produced onto DVD (Digital Video Disc)

Status Survey

Elements of the CHA STATUS Survey Improvement Plan- Summary were handed out. Alec presented information on each section and he highlighted that Communication and Information would need to be looked at with the Forum or the future scrutiny group.

Alec proposed that tenants should contact him directly if anyone requires a copy of the full Status Survey. Sue suggested showing how communication is monitored, Alec referred her to Action Reference Communication 4 in the survey and advised that all findings will be circulated to tenants.

Sue asked about the testing of Customer Service Standards and when they were last mystery shopped. Alec advised October 2009.

Alec thanked the Forum and left the meeting.

KPI's/ Complaints

Jonathan handed out a copy of the KPI's (Key Performance Indicators). The issue of voids were discussed and Emma provided information on the Association's response in tackling current void levels.

Steve stated that some feedback had been received from tenants who had carried out mystery shopping training. This feedback related to the standards of voids visited by the Mystery Shoppers. Both the Asset Management and Allocations Team have been advised feedback from The tenants who carried out the Myster Shopping.

Emma added that the Association intends to ensure some practical work is undertaken to reduce the refusals on voids, for example, providing adequate heating and lighting in properties while they are being viewed. Blinds and carpets may also be fitted into properties before a tenant moves in - if the Association thinks it may be beneficial.

Jonathan announced that Cosmopolitan are now monitoring all of the feedback questionnaires relating to KHT. Emma also advised that she and Geoff have held meetings with staff at KHT to discuss the satisfaction issues from the Association's tenants.

ACTION

Jonathan advised the repairs completed in the first time have improved. There have been a total of 21 repairs complaints.

Issues relating to complaints resolved at stage 2 are the same as the last quarter, Emma advised the figures are based on two complaints.

Sue suggested the Association share the complaint turn-around times and show them as a service improvement. This will show tenants that the complaints are being acted upon and resolved.

Emma added that she is exploring the opportunity for tenants to submit complaints via a telephone text service.

Revised Consultation Review Form

The Forum were referred to the amended review form which was sent out in the post prior to the meeting. Emma went through this form and asked for feedback. Alan Heague advised that the word "Forum" would need to be taken out of the form. Other positive comments were made and all in attendance were happy with the revised document.

Scrutiny Group/ Future of Forum

Sue stated that the Forum had held a consultation meeting with Debbie Ounsted to discuss the future of the group and development of a scrutiny model. Sue continued by saying that members of the Forum felt there was too much work to take on for scrutiny, in addition to Forum duties.

Steve advised that all of the service review monitoring groups need to be involved and discuss the structure of the scrutiny group. Emma suggested that Steve should link this work into his Best Value Review.

Steve provided comments from Jill Riley who has been involved in the scrutiny training but unable to participate in today's Forum meeting.

- The choice should be available for tenants to be involved in scrutiny, Board membership or both
- Tenants need to appreciate the commitment that will be required for scrutiny. They will also require the ability to process and disseminate complex information
- A pilot project will help the tenants involved how to understand the process of scrutiny before formally launching the group
- Tenants need to know (in detail) what support and resource will be committed by CHA to the project. Resources, budget, staffing support, IT, communication tools, office space, access to photocopiers, stationary etc will need to be in place if the group is to be successful

ACTION

- The group must be recognised and acknowledged by CHA as the body for identifying and leading in the process of scrutiny
- It is anticipated that a 13 month period of work will be required leading up to any formal launch. This is due to the intensity and complexity of the scrutiny project, on-going training and development.

The Forum agreed with all of Jill's comments and felt she had made some good points.

Emma stated that the Board are aware that a scrutiny group will need to be explored and they will require their own budget. She also advised that Richard Sorenson from TAROE has been identified to work with the future scrutiny group.

Sue asked Steve to liaise with Richard and look at setting up a meeting with all of the sub groups. Emma requested involvement with a future meeting in order to discuss the Business Plan. **SL**

Steve advised the tenants that they all have a choice to determine which area they would like to participate in with their future involvement. He added that their individual choices would be consulted upon by the Resident Involvement Team after the weekend. Alan Heague and Sue Ward agreed that all groups will need to meet first so everyone has an understanding of the role of scrutiny. **SL**

Best Value Review Update: Service Charges

Emma stated that Alec has been leading on Services Charges. Internal auditors have also had a look at the charges and CHA will be comparing costs with other Organisations.

Best Value Review Update: Complaints/ Compensation

There will be a formal complaints team set up with staff and tenants. Emma announced there would be a separate complaints policy for Owner Occupiers. A formal compensation policy will also be put in place. Sue asked where the complaints group was up to and Emma replied that she was still looking at elements of this future project but will be contacting the tenants who have expressed an interest. **EH**

Best Value Review: Resident Involvement

Steve went through the consultation form which had been provided to the Forum prior to the meeting. Steve advised that he intends to involve as many people as possible who wish to have a contribution to the project. He added that different methods of communication will be used to ensure maximum impact. **SL**

ACTION

Examples of this include carrying out telephone surveys and for staff to be proactive in their approach to obtain information. Emma suggested having staff that go out on site to hand out Steve's surveys.

Any Other Business

Sue asked if the Forum could receive feedback from the governance review. Emma advised she will feedback all information to Sasha.

EH

Sasha advised there were three training courses / events available for tenants to participate in.

- TAROE National Conference in Bristol 3rd March
- CIH Course 15th April
- Excellence in Tenants Empowerment 15th March.

She asked the Forum to contact her if they would like to attend of the courses.

SB

Sue thanked everyone for their support they have given her as Chair and for all the work they had carried out.

Steve thanked the tenants for their work and contribution to the Association