



Cosmopolitan Tenants Forum Meeting

(Improving Services for Cosmopolitan Tenants')

Wednesday 9th June 2010

Board Room, Cosmopolitan Head Office

Attendance:

Mary Gibiliru	Chair
Alan Bocking	Vice Chair
Bob Gleig	Forum Member

Cosmopolitan:

Julie McNally	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant
Jeannie Murray	Co-operate Services Assistants
Chris Smart	Customer Feedback Officer

Apologies:

Brian Gibson	Forum Member
Alan Heague	Forum Member
Tim Hall Smith	Forum Member
Iain Campbell	Forum member
Steve Loftus	Resident Involvement Co-ordinator

Introductions and Apologies

Mary welcomed Jeannie and Chris to the meeting. Sasha gave apologies from Tim, Brian, Alan, Iain, Steve, Brian Snell and Maria O'Brien

ACTION

Chris informed the Forum that he is the new Customer Feedback Officer and is part of the Continuous Improvement Team at Cosmopolitan. He will be dealing with all complaints and compliments in the Organisation. Chris advised the Forum that he had come to observe the meeting

Matters Arising/ Minutes of the last meeting

The Forum approved the minutes from the previous meeting. Sasha advised she was aware that Forum members had not received their post and will resend it out with the next set of paperwork.

SB

Training

Julie advised that a budget for training has been identified for this financial year. A figure of £7,000 has been approved. She asked members of the Forum to look for training courses that might be of interest to them as an individual or

as a group. Alan Bocking asked if training information could be sent out on Trafford Hall. Julie stated she would look for the new brochure and Sasha will send it out.

ACTION

JMC/SB

Scrutiny Feedback

Marian Hood from House Mark carried out Scrutiny Training on Thursday 27th May, which a number of tenants attended. Julie advised that more feedback will be given at the next meeting. Sasha will be sending out thank-you letters and feedback to the tenants who attended. A follow up session will be set up with the Senior Management Team and Board Members a time and date will need to be agreed.

**JMC
SB**

Forum Ballot Voting System

Due to the Forum members not receiving their paperwork. Sasha advised that she had phoned round each member and asked for their nominations for Vice Chair. Alan Bocking received 5 nominations and Alan Heague received 1, Sasha asked the Forum to complete the nominations on a ballot form. The Forum congratulated Alan on becoming the Vice Chair of the Forum.

Feedback from Forum exit form

Sasha informed the group that she had received Sue Wards exit from back and was still awaiting Tim's.

Resident Involvement Statement

Sasha handed out a copy of the amended Resident Involvement statement. Julie advised that Steve had made changes to the document and asked the Forum for their feedback and comments. The Forum were happy with the document and approved it.

SL

Forum Constitution

Julie explained that Steve had produced a draft document to assist in the process of any future dissolution of the group. She asked them all for their feedback. The Forum approved the draft document. Julie added that this will be linked into the Forum Constitution.

SB

A.O.B

Alan Bocking and Mary both asked for new badges to reflect their positions on the Forum. Sasha advised that she will attend to this matter.

SB

Mary stated that she is interested in any training that relates to Development and Regeneration. Julie advised that this request will be feedback to Mark Wiggins in Development.

SB

Date and time of next meeting

The next meeting will take place **Wednesday 7th July at 12:00pm**