



Cosmopolitan Tenants' Forum Meeting
(Improving Services for Cosmopolitan Tenants')
22nd February 2008
Cosmopolitan's Meeting Rooms

Present:

Sue Ward	Chair
Alan Heague	Forum Member
Bob Gleig	Forum Member
Ginger Ryland	Forum Member
Mary Gibiliru	Forum Member
Vikki Cierpicka	Forum Member
Brian Gibson	Forum Member
Alf Beach	Forum Member

Cosmopolitan:

Steve Loftus	Resident Involvement Co-ordinator
Kate McCluskey	Administrator
Alec Gaston	Director of Housing Services
Diane Maddock	Community Development Officer
Rhona Caveney	Allocations & Support Co-ordinator
Lousie Ndukwe	Performance & Monitoring
Darren Hartley	Corporate Services Director

Apologies:

Tim Hall – Smith	Vice Chair
Pauline Davis	Forum Member

ACTION / OUTCOMES

Introductions

Everyone round the table introduced themselves for the benefit of Kate McCluskey who was standing in for Ria Simon and Louise Ndukwe and Rhona Caveney who are new members of staff.

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Matters Arising:

• ***Reception Sign***

Everyone round the table is happy with the re-worded reception sign and have agreed for Ria to go ahead and get the sign ordered.

RS

• ***Forum Newsletter Feedback***

The Forum would like to be included regularly in the newsletters. The Forum agree that the Newsletter is fine to go out this month but for future reference they want to make the picture On the front smaller so more text can be added.

• ***Resident Involvement Statement Update***

Steve Loftus has produced a flyer and will write to everyone listed on the

“menu of options” asking for their in-put. Sue Ward queried the flyers being Promoted, Steve Loftus stated the flyers were not as yet being promoted But will be put in the reception area.

SL

- **Training**

Forum training will be taken up before the beginning of April, Steve Loftus to Discuss this with Ria, as it needs to be paid before March so Forum members Can do it in April.

RS

- **Culture Training**

Sue Ward has identified a trainer and has sent a number to Steve Loftus, Geoff Redhead and Beatrice Fraenkel to consider whether they feel the training is appropriate.

SW

Porter Awards

The Porter Awards is an award scheme and its purpose is to fund schemes in local authorities Were Cosmopolitan has its stock. It's a small fund of usually £250 which is donated To the projects. There is approximately £10,000 per financial year to fund the Porter Awards, each fund usually has a limit of £250 this is so Cosmopolitan can fund lots Of different projects. There are 6 targets set out by the Government and each project Must involve at least 1 target. The projects can apply for funding by contacting the Association, the Association they forward the project an assessment criteria form which They must complete, Diane Maddox then usually goes out to visit the scheme, to see where The funding will be spent.

It was decided at the table that the forum would get involved in deciding which projects To fund. Diane Maddox will write a short report and protocol and forward the criteria to Sue Ward when it has been re-written so it can discussed at the next Forum meeting. In the new financial year forms completed by the various projects will be accessed by the Forum, who will access the project to see if they are meeting the criteria set out.

There will be a section in the Forum leaflet which will state that the Forum are influential In the decision process of deciding which project to fund. Diane Maddox will write a few Paragraphs on the Porter Awards mentioning grants and funding for the Forum leaflet.

The Forum discussed and agreed that the name of the Porter Awards didn't describe it's Purpose, so members around the table agreed that the Porter Awards name should be Changed to Porter Community Grants, which states what it actually is.

Mary Gibiliru will make decisions' on behalf of the Forum regarding the Porter Community Grants in the case of an emergency.

Delivery Against 07-08 Objectives

Sue Ward will review Cosmopolitans achievements against the delivery plan at the Next Forum meeting in March. Sue Ward would like Cosmopolitan Management To update/ report on the business targets- whether they were achieved are not. Steve Loftus will look at the objectives and talk to Management and report back to The Forum in March.

SL

Business Planning

Darren Hartley discussed how Cosmopolitan do their business planning.

Communication Strategy

The Forum to have a consultation and comment on the communication strategy questionnaire before it goes out to tenants. Sue Ward would like to put measures in place in order to get more responses back from questionnaires for example, staff taking questionnaires out with them while on visits etc, asking questions over the phone. Sue ward want the Association to review the number of responses we get back to Postal questionnaires.

Alec Gaston wants to set up focus groups to look at the service standards from other Associations.

AG

Repairs Policy

KHT are the preferred bidder and Cosmopolitan will be joining into a 10 year partnership With them from April 1st. At present both parties are going through and deciding on The contractual terms.

KHT provide an excellent service with longer opening hours and Saturdays. A repairs Review team will be set up again and the team will review progress of the partnership.

The repairs review team once set up will decide what their purpose is and set goals And targets to be achieved, they will review the repairs policy and bring back information And progression to the Forum. Alec Gaston will forward drafts to the Forum and review Team. Sue Ward would like to re-launch the repairs review team and get some new Members on there. One interested candidate is Vicki Cierpicka.

Staff from KHT will observe a Forum meeting in the near future, so Forum members And KHT can introduce themselves.

AG

Halton Lodge Update

The Runcorn Residents Federation are working with the Regeneration department To look at what they can do with the area. This will be discussed in more detail at the Next meeting.

RS

Developing New Homes

Sue ward has been trying to set up a group to work with the development department as Yet this has not been successful. Beatrice Fraenkel is interested in development she will Lead on the group and provide training. The Forum are to develop a proposal for this Group.

SW

Alec Gaston to put development of new homes in the Resident Involvement statement.

AG

BME Lettings

Rhona Caveney handed out information an figures to everyone around the table. At the last Forum BME lettings statistics were perceived by some Forum members as low in the BME lettings, this was partly due to the figures being miss-leading and not being presented in a understandable format. At the meeting Rhona produced the figures in a percentage format which was easier to understand.

Complaints

Steve Loftus stated that complaints were not hitting targets as Management are not Hitting their targets. Louise Ndukwe will liaise with Management to help hit Targets for closing complaints. Louise will be collecting information and trying to Improve the system to help produce reports. Louise will produce reports for the next Forum meeting and do a presentation on what KPI's are and how we can use them.

LN

Steve Loftus will up date the Forum on any outstanding complaints at the next Forum Meeting and distribute the complaints policy.

SL

Any Other Business

Bob Gleig has invited someone from Villages to come along to the Forum To observe. It was decided that April would be the best month.

Alf Beach has requested a disk of the residents celebration evening event.

Vicki Cierpicka has requested a name badge.

Sue Ward discussed the closure of the lodge land office, stating that tenants Were not notified. Alec Gaston stated this was not the case and that tenants were Notified in a newsletter and that it was a development decision. Sue Ward to arrange A meeting with Mark Wiggins, to discuss this matter further.

SW

Sue Ward started the benefits of joining TARO. Ria to get the forms and tickets For the event on the 15th March.

RS

Steve Loftus discussed TPAS coming to Liverpool to do a road show, an asked Which Forum members were interested.

SL