



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

Friday 22nd August 2008
Boardroom, Marybone

Present:

Sue Ward	Chair
Tim Hall – Smith	Vice Chair
Alan Heague	Forum Member
Mary Gibiliru	Forum Member
Bob Gleig	Forum Member
Brian Gibson	Forum Member
Terry Smith	Observer

Cosmopolitan:

Steve Loftus	Resident Involvement Co- coordinator
Ria Burns	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant

Apologies:

Vicky Cierpicka	Forum member
Ginger Ryland	Forum member
Pauline Davis	Forum member

ACTION

Minutes of Previous Meeting

Tim and Sue stated that the Voids policy had not been circulated to the Forum.
Sasha to send out the Voids Policy out. **SB**

Matters Arising

• **Feedback on communication Strategy**

Steve gave the Forum an update and advised that the Association has had a good response receiving 100 completed communication strategy forms. Bob and Brian were thanked for their input into the project.

The closing date for all of the forms to be returned is Saturday 23rd August.

A project group has been set up for Friday 29th August at 11am and Forum members are welcome to attend, to discuss and analyse the results.

A telephone survey will also be taking place and will be carried out next week to help maximise the response.

ACTION

- **Feedback on Newsletter**

Ria thanked the forum for their submission of articles for the newsletters. The newsletter will be going out in October. The planned sub-group meeting has been cancelled, so if anyone would like to submit any more articles could they pass them to Sasha or to Ria.

- **Feedback on Christmas Meeting**

A few suggestions were put forward at the last meeting and Ria had a look into availability,

It has been agreed that the Christmas meeting will be held at the Thistle Hotel, Bob asked who would be invited to the meeting. Tim and Alan have decided on who to invite and Ria will provide Alan a list of invitees for him to design the invitations.

RB
AH

Sue suggested that all Forum members could provide feedback at the Christmas meeting. For all forum members to bring any points to the next forum meeting to discuss.

ALL

- **Feedback “Working as a Group Training”**

The Forum provided feedback on the training day and members stated that they enjoyed it. They thought the trainer was knowledgeable and delivered the information well.

Ria distributed the aims for the Forum, that had come out of the training session. Ria advised the Forum that the aims were in priority order. The Forum agreed to arrange a separate meeting to discuss and work on point 2 from the aims. It was suggested that the Forum could have the training away from the office. It was suggested to combine the meeting with another project to make it a whole day event. Sue asked to put point 7 as a future agenda item to review the next set of indicators.

Ria asked the Forum if they had any individual training requirements to let herself or Sasha know. Bob asked if there was IT training available and Alan asked for Desktop publishing. Steve informed that he would have more information on the IT training and will provide future dates at the next meeting.

SL

- **Interim Status Survey**

Steve has been asked to look at the Interim Status Survey. The start date for this survey will be December 2008. The 2006 framework will be used to carry out the survey. Sue stated she did not see the reason to carry it out in December 2008 as the next Survey Status will be in 2009 as it would have been 3 years. Sue suggested a mini survey be carried out and then a big survey in 2009. Some Forum members thought it would be a waste of time to carry two surveys out so close to each other and to just carry one out in 2009. Steve to provide feedback from the Forum to management.

SL

ACTION

Constitution

Ria sent out a copy of the Forum constitution to all of the Forum members and highlighted the two sections which have been altered for the Forums approval.. Everyone agreed that a requirement for references should be taken out of the constitution. The Chair asked if anyone had any comments or feedback on the constitution. Changes were made to 6.5 and 19.4 in the constitution. Ria to send out an updated copy of the constitution and for all Forum members to sign and return a copy.

RB

Inside Housing Tenants Panel

TAROE sent an email to Steve which was forwarded to the Chair and Vice Chair. Inside Housing are asking for 20 tenants to attend the Inside Housing Tenants Panel. Sue has requested further information from TAROE but they have not yet responded. Sue asked if any Forum members were interested in joining the panel to let her know.

Consultation Questionnaire

Ria informed the Forum that the aim of the Consultation Questionnaire is to engage with residents to see if they have any knowledge and understanding of the Forum. Also the questionnaire will be able to give the Forum feedback on any issues residents would like the forum to raise. Ria asked if anyone had any questions they would like to put in the questionnaire. The Forum put their views across for Ria to type up Questionnaire .

RB

Feedback on TPAS

Terry Smith attended the annual TPAS conference for 2 days. Terry provided the Forum with handouts from the conference for them to have a look at. Terry stated that the training was very beneficial and he enjoyed the conference as a whole and gave them feedback on the new Tenant Service Authority which will be coming into effect in December 2008. Sue suggested to the Forum that they have an information/training day on Tenant Service Authority in November.

Any Other Business

Sue and Tim handed Sasha information to be circulated to all Forum members. Sasha asked if Forum members wanted to build up there expenses to start keeping track of what meetings they attended on the expense form provided. Sasha to send out expense forms to Forum members.

SB

SB

The next Forum meeting to take place was Thursday 25th September, Sue sent her apologies. Tim was not sure whether Tim to liaise with Ria his availability. **THS**

Date and Time of Next Meeting: 25th September 2008 at 4pm.