



Cosmopolitan Tenants' Forum Meeting
(Improving Services for Cosmopolitan Tenants')
31st July 2008
Boardroom

Present:

Sue Ward	Chair
Tim Hall Smith	Vice Chair
Alan Heague	Forum Member
Bob Gleig	Forum Member
Mary Gibiliru	Forum Member
Vikki Cierpicka	Forum Member
Brian Gibson	Forum Member

Cosmopolitan:

Steve Loftus	Resident Involvement Co-ordinator
Ria Burns	Resident Involvement Officer
Colin Croxton	Tenancy Management Co-ordinator
Vicky Jemson	Allocations Officer
Darren Hartley	Corporate Services Director

Apologies:

Ginger Ryland
Pauline Davies – Advised will be contributing via post.
Rosie Earp – Board Member

ACTION / OUTCOMES

Matters Arising:

• ***Ballot Regarding References***

Ria advised that seven residents responded, and two did not return their forms. Six forum members said 'yes' to removing the requirement of references from the constitution, and one forum member said to leave it in. Therefore this element of the constitution will be rewritten, and put to the forum at the next meeting.

RB

• ***Resubmitted Application***

The Forum agreed for an application to become a forum member from a resident should be reinstated without taking into consideration references, as stated in the first item on the agenda. Ria to look into.

RB

• ***Communication Strategy Update***

Steve informed the forum that a draft questionnaire has been put together with consultation from Brian Gibson and Bob Gleig. The final draft is due 1st August and Steve will forward onto Brian and Bob for their final comments. Once agreed this will be issued and then an analysis will be carried out with residents. The outcome of this will be a revised set of service standards. If there is a low postal response rate, there are plans to utilise the KHT call centre, where they will telephone residents to get their views. Sue asked for a collation of how many postal and telephone responses the Association get.

ACTION

- ***Newsletter Articles/Feedback***

Ria fed back to the Forum that the editorial group will be Alan, Ginger and Brian. Any articles from Forum members need to be passed to Ria no later than the 15th August. Sue asked for an article on the Porter Awards and what the forum has achieved to be included. Alan suggested an article on a Cosmopolitan tenant winning the KHT garden award, and also articles to encourage young people to get involved. Ria to set up a meeting with the editorial group.

RB

- ***Christmas Meeting Feedback***

Ria informed the forum that the subgroup will consist of Alan, Tim and Brian. The suggestions so far are the Echo Arena, Crowne Plaza, Leo Casino, Thistle, Radisson, Holiday Inn and Albert Dock. Sue advised her experience of the Echo Arena was that the service was poor, the food appalling and too expensive. The group to look at all suggestions. Ria to set up a meeting with the subgroup.

RB

Porter Awards

Ria gave out two bids for approval. The first bid from BPR Leiria JFC was approved. The second bid from Dingle Community Learning Program was not approved, due to lack of information on where or how the funds would be used. Tim agreed to go with Diane Maddock if required to meet with this group. Sue requested finance figures for the next meeting.

DM

Training

Working as a Group training has been set up for TPAS to provide on the 20th August 2008, 10am – 4pm. The entire forum is expected to attend this training to help enhance the group. Ria to send out program the week before.

RB

The I.T department has agreed to provide some I.T training to any resident on the Forum interested. Steve asked for information on what areas would be of interest. Bob said he would like to know the basics, Vikki would like to know more about the use of email and the internet. Steve to look into this further.

SL

Introduction in CIH Level 2 course recently took place, which Tim attended and said it was very informative and beneficial and he is now considering his options. Steve advised that he offered this out to over 300 residents who are all on the Involvement option database and he got 4 responses which 2 residents attended. Steve will keep the forum updated if there is any further information to divulge.

SL

Voids Review

Vicky Jemson gave out information on the level of consultation that has recently taken place on Voids on behalf of Rhona Caveney, the Allocations and Support Co-ordinator. Please see enclosed.

The first part explained why voids was reviewed and the second part was about the consultation that took place.

ACTION

Sue asked what changes have been incorporated as a result of the consultation. Ria explained that most questions will have to be answered on Rhona's return from leave. Forum requested a copy of the Voids Policy to be sent out.

RC

Anti Social Behaviour Best Value Review

Colin reported that this review is currently underway and is to be completed in time to go to the September Board. Colin then went through the 5 stages of the review, in particular how the Association has consulted with tenants.. Forum congratulated Colin on the volume of feedback and identifying and for the pursuing of resident involvement..

Key Performance Indicators (KPI)

Forum request that the KPI are sent out in colour in future. Darren gave an explanation on each KPI. Forum request that gas servicing kpi's for the future. Darren explained that it would be a good idea if he presented the current quarter as well as the previous quarter to enable the forum to challenge.

DH

Darren informed the Forum that the 3 year status survey will be taking place next year, however an interim survey will be taking place, and will confirm to Forum when it is.

DH

Forum have asked if the complaints KPI can be broken down. Steve explained a new database is being piloted at the moment which will be able to create reports. Training will be delivered to all staff.

Mock Inspection

Sue asked if the Forum could assist in this inspection. Darren explained that the Housing Corporation will soon cease and Homes and Community Agencies will be in charge of property and investment, and Tenant Services Authority will be looking at quality services, new code and new standard in delivery. Darren then went on to explain the changes in inspections to the forum.

Any Other Business

The Forum agreed to hold a separate meeting on the consultation questionnaire as time had run out.

Tim asked if more care could be taken in the details of times and dates of meetings, as all members received an agenda and letter with different start times. Ria to take this up with Sasha.