

**Voice4tenants (v4t)
Executive Committee Meeting**

**Thursday 11 December 2008
Walters Buildings, Cardiff**

Attendance Record:

Roger Dafydd (Chair)	Attended	
Eric Bayley	Attended	
Ann Pethers	Attended	
Idris Pethers	Attended	
Beryl Oliver		Apologies
Ed White	Attended	
Bill Wall	Attended	
Betty Bishop		Apologies
Christine Chidlow		Apologies
Bill Fowler		No apologies
Stephen Wildblood	Attended	

Observers

Andrew Davies (Castlegate, Caerphilly)		Apologies
Dean Walker (School Street, Nelson)		No apologies
Sharon Alexander (63 Dol Fran)		No apologies

United Welsh

Jayne Istance	Attended for minutes	
Jan Waters	Attended p.m.	
Malcolm Marshall	Attended a.m.	
Rachel Stevens		Apologies
Vicki Miller	Attended a.m.	

Item		Action
1.	Apologies	
1.1	Apologies were received as above.	
2.	Approval of Minutes of Previous Meeting	
2.1	The minutes of the November meeting were approved as a true and fair record. Proposed: Idris Pethers Seconded: Eric Bayley	
3.	Matters Arising	
3.1	There were no matters arising from November's minutes.	

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4.	Planning the Next 12 Months	
4.1	The Chair explained that the workload for 2009 needed to be prioritised, and asked for ideas from the Executive Committee.	
4.2	One suggestion made was that more forums were needed. A general discussion then arose over the best venue for the forums. Previously forums had been held at Ty Cennydd, sheltered schemes and community halls. The forums held at Ty Cennydd had been well attended, but the forums held at the more scattered sites had been poorly attended.	
4.3	Vicki Miller mentioned that the Association can access a promotional trailer which can be used for visiting sites. It was agreed that the cost implications of hiring the trailer should be investigated, and compared against the cost of hiring a venue. The trailer is stored at a third party site so it is not possible to inspect the trailer, but Vicki will arrange for photographs of the trailer to be made available. One advantage of using the trailer is that all sites and areas are accessible, but the number of potential attendees is unknown.	Vicki Vicki
4.4	Clarification was sought on the way the forums will work, the way they will be promoted and advertised, transport provisions and the number and venue of the forums. It was decided it would be better to hold only three or four forums to ensure good attendance levels and they should be held during the warmer, lighter months. Some dates for the forums were suggested – May, July (AGM) and September. The Chair asked the Executive Committee to think of further suitable dates and feedback at the next meeting.	
4.5	The Tenant Inspection Service will also need promoting next year. New inspectors need to be recruited. A meeting has been arranged for 23 January 09 in the Board Room at Ty Cennydd with members of Carmarthen's inspection services. Members of United Welsh's Board, v4t Executive Committee and other United Welsh staff members are invited to attend.	All
4.6	Vicki reported that a letter is being sent to all members of the 100 Club explaining that their services will soon be called upon. She also asked the Executive Committee for permission to add their names to the list of 100 Club members and all agreed. Approximately 100 tenants have recently indicated that they would be interested in joining the 100 Club.	
4.7	Another item to be looked at next year is the promotion of tenant participation by both the Executive Committee and United Welsh staff.	
4.8	It was generally felt that Housing Officers need greater involvement with tenant participation. However it was acknowledged that Housing Officers have an extremely large	

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	workload and are unable to treat all work as a priority. A suggestion was made that additional members of staff could be employed to deal specifically with tenant participation. A definitive proposal is needed before the case can be taken to Board. The Chair suggested a meeting between v4t Executive Committee, Housing Officers and Vicki Miller to discuss the way forward e.g. employing a support team to set up tenant associations in various areas.	Chair /Vicki
5.	Probationary Tenancies	
5.1	The official title has now been changed to "Starter Tenancies".	
5.2	Eric Bayley is part of the working group on Starter Tenancies and fedback to the group. The process of using starter tenancies is very similar to the full tenancy so the merits of using the starter tenancy are still being discussed. The anti-social behaviour team have met with other Housing Associations who are currently using starter tenancies and opinion seems to be varied. The Director of Housing is collating a report to be presented at a later date.	
6.	Anti-Social Behaviour Team. Update.	
6.1	As agreed in November's Executive meeting, the anti-social behaviour team provided a written update. Since April 2008, 220 cases of anti-social behaviour have been received by United Welsh. Currently 56 cases are open - 18 in Blaenau Gwent, 22 in Caerphilly and 16 in Cardiff. 25 of these cases relate to noise.	
6.2	There are no current legal updates.	
7.	Lunch & Committee Business, Exec Members Only	
7.1	The Committee unanimously approved a "no-confidence" vote in Bill Fowler.	
8.	Jan Waters Budget 2009/10 Update	
8.1	Jan Waters provided an update on the budget proposals for next year. A copy of the budget proposals were given to the Committee and Jan clarified some of the various budget items including the TPAS sponsorship, v4t involvement in the new tenant handbook, 100 Club membership, v4t website, transport costs, tenant participation, BME involvement and the tenant participation strategy.	
8.2	At the moment the budget bid is confidential and Jan stressed the £45,000 requested is a very ambitious figure. The Director of Housing will present the budget request at the budget meeting in February 09.	

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9.	TPAS letter from John Drysdale	
9.1	Currently all tenant groups within United Welsh are members of TPAS but v4t has to apply in its own right. V4t applied and a copy of v4t's constitution was sent.	
9.2	The Chair has received a letter from TPAS querying certain aspects of the v4t constitution and suggesting a meeting. The Chair will reply accepting the offer of a meeting in the New Year and report back to the Committee in due course.	Chair
10.	Finance / Bank Account Update	
10.1	The balance in the bank account was confirmed and the Chair has asked for £500.00 to be transferred into the account.	
10.2	The tenant associations have yet to receive their admin costs. Chair to liaise with Vicki to ensure the funds are electronically transferred direct to their bank accounts.	Chair / Vicki
11.	Chairs Report	
11.1	The Chair said that he, Eric Bayley, Idris and Ann Pethers had been invited to attend a working lunch with John Thurgood, the Chartermark assessor, on 19 December 2008 at Ty Cennydd.	Chair/ Eric/ Ann/ Idris
11.2	The Chair will be attending a Board Meeting and Cardiff Community Forum on 18 December 2008.	
12.	Any Other Business	
12.1	Malcolm Marshall, Supported Housing Operations Manager, reported a revision to the date of the meeting being held to promote tenant participation within Supported Housing. The meeting will now be held on 28 January 09.	Chair/ Eric
12.2	Jan Waters updated the Executive Committee on the Cardiff Common Waiting List. This will go live on 01 April 09. All tenants in Cardiff will shortly be sent a letter explaining the changes. Blaenau Gwent Council have contacted the Association about a shared waiting list. The Vale of Glamorgan already have a joint waiting list and the Association will consult with Dinas residents if the Association joins.	
12.3	The credit crunch is affecting all tenants and the Association is looking at ways tenants can be more financially included e.g. credit unions, bank accounts, loans and savings. Meetings have already been held with United Welsh staff and the Association is looking to involve v4t and tenants shortly in encouraging good savings habits.	

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<p>12.4</p> <p>12.5</p> <p>12.6</p> <p>12.7</p>	<p>The results from the recent tenant satisfaction survey have been collated and an article will appear in Link Up explaining the results. The Association is addressing matters highlighted in the survey and is looking for information on customer service. Jan Waters asked the Executive Committee to think about good levels of service they have received and will email/send a short questionnaire to all Executive Committee members for completion.</p> <p>Two members of staff from the Living Plus department have asked permission to attend an Executive Committee meeting. The Chair gave permission for them to attend February's meeting.</p> <p>There seems to be a problem when emailing the Association on a Friday afternoon. Eric will email Jan on Friday afternoon to see if the problem still occurs.</p> <p>The Chair finished the meeting by wishing everyone a Happy Christmas and a Prosperous New Year.</p>	<p>Jan/ All</p> <p>Eric</p>
<p>Date of Next Meeting</p> <p>Thursday 15 January 2009 from 10.00 a.m. to 4.00 p.m. at Ty Cennydd, Caerphilly.</p>		

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