

**Voice4tenants (v4t)
Executive Committee Meeting**

**Thursday 21st August 2008
Ty Cennydd, Caerphilly**

Attendance Record:

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| Roger Dafydd | Chair | Attended |
| Eric Bayley | Vice Chair | Attended |
| Anne Pethers | V4T | Attended |
| Idris Pethers | V4T | Attended |
| Beryl Oliver | V4T | Attended |
| Ed White | V4T | Attended |
| Bill Wall | V4T | Attended |
| Betty Bishop | V4T | Apologies |
| Christine Chidlow | V4T | Apologies |
| Bill Fowler | V4T | Apologies |
| Stephen Wildblood | V4T | Apologies (leave of absence) |

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| Wendy Doel | UW | Attended a.m. for minutes |
| Mark Butler | UW | Attended a.m. |
| Wendy Griffin | UW | Attended |
| Jane Hayman | UW | Attended a.m. |
| Jayne Istance | UW | Attended p.m. for minutes |

| Item | | Action |
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| 1. | APOLOGIES Concerns that there is no representative from Supported Housing. AP unable to contact them due to computer errors. V4T would be happy to have a member of staff there if no tenant available. MB to speak to MM | MB |
| 2. | APPROVAL OF MINUTES OF PREVIOUS MEETING | |
| 3. | MATTERS ARISING AP Querying what is happening with lunch, this to be dealt in AOB | |
| 4. | COMMITTEE BUSINESS (EXEC MEMBERS ONLY) Dealt with before formal meeting began. | |
| 4.1 | RD explained wants JH to give feedback on response from AGM feedback given was positive and certain issues have been passed back to H/O's. Visits were made to discuss issue's raised as a more private | |

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| | <p>environment. New procedure is going through board in Sept.</p> <p>RD asked if ASB is as bad as perceived. JH explained there is lots of youth annoyance this time of year due to school holidays. 54 Active cases are being dealt with. Complaints regarding Dog Fouling, Litter, and Damage to vehicles are on an increase.</p> <p>4.2 Walkabout Wednesdays have started, the ASB team are in logo outfits and walking around different area's to promote the team. They are also working with other H/A's to run a pilot scheme for witness support. People who have previously been witnesses will offer support to others. Volunteers are also welcome to take part. All work will be telephone based. Survey has been devised to find out peoples opinions on this. JH gave V4T questionnaires to hand out, must be returned by 5th Sept. EW commented that when ASB complaints are made nothing seems to happen. JH explained 24hrs and Amber response, most complaints do not want anything done they just want to make the H/O aware. MB added H/O's haven't always dealt with these complaints efficiently due to other targets; this is why we now have an ASB team. Compared to other H/A's we have a low rate of ASB.</p> <p>4.3 RD would like to publicise the results of our ASB in the hope of encouraging others to come forward.</p> | |
| <p>5.</p> <p>5.2</p> <p>5.3</p> | <p>TENANT INSEPCION SERVICE</p> <p>Not up and running yet, whoever takes over from MB will take on this role with EB. New candidate possibly starting in November. EB to contact other H/A's to see how they do it and share idea's. TPAS are promoting courses MB to pass information to EB</p> <p>Job Role – Tenant lead process to examine UW procedures. (Possibly done by Mystery phone calls) It is important that senior management are on board with this.</p> <p>Audit all ready sais that we do tenant inspection, new audit being done next year so this must be up and running by then. Recruitment and training needs to be done a.s.a.p. Tenant inspector will be able to make positive improvements / suggestions.</p> <p>Recruitment needs to be done and training ASAP. EB to hopefully go on TPAS course, which will enable the tenant inspector to make positive changes.</p> | <p>MB</p> |

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| <p>5.4</p> <p>5.6</p> <p>5.7</p> | <p>IP – To contact Dean Walker to see if he is still interested.</p> <p>MB raised issues with 100 club, it has been portrayed as up and running but it has never been used. (100 Club re-cap – ready made pool of tenants that we can have opinions from regarding changes)</p> <p>EW Keen to be involved in the tenant inspection</p> | <p>IP</p> |
| <p>6.</p> <p>6.1</p> <p>6.2</p> | <p>WORKING GROUP (PROBATIONARY TENANCY)</p> <p>EB, PK, RS, ED, IP, EB are the group. 1st meeting 8th Sept. EB happy to forward information to others. This probationary period will apply to all tenants. All councils and other H/A's have this accept UWHA.</p> <p>EW would like tenants to have more of a say on who moves into our property. RD explained that would be to difficult as we can not go on hear say. MB explained how the exclusion panel works and what they do. Proposal is to extend the exclusion to transfer tenants as well. One of the main issue's is not to discriminate. EW</p> <p>EW enquired about having an exclusion panel for Caerphilly area, but is seen as to expensive (Could this be linked into probationary tenancy)</p> <p>RD mentioned about the sub-letting and giro dropping in Windsor Quay. When Probationary Tenancy is up and running this will be easier to tackle.</p> <p>MB suggested that in the future photo ID may be looked into. Already popular with other H/A's.</p> | |
| <p>7.</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> | <p>TPAS CYMRU</p> <p>The TPAS Conference will be held on 12th – 14th November at The Metrople Hotel in Llandrindod Wells.</p> <p>The cost for attending the conference will be £410.00 for a single room, £310.00 for a double/twin room. WTF provide transport at a subsidized cost, but if enough tenants expressed an interest then a car sharing scheme could be utilized.</p> <p>The Chair asked the Executive Committee for their views on whether V4T should attend since the conference is not being sponsored by United Welsh this year and it was unanimously agreed that V4T should attend.</p> <p>The Chair then recommended that five delegates should</p> | |

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| <p>7.4</p> <p>7.5</p> <p>7.6</p> <p>7.7</p> <p>7.8</p> <p>7.9</p> <p>7.10</p> | <p>attend, with three delegates being chosen from the Executive Committee members and two spaces being allocated to interested tenants from the various tenants associations.</p> <p>The Executive Committee were asked for a declaration of interest and the Chair and Vice Chair expressed an interest, Christine Chidlow and Betty Bishop's names were put forward in their absence and Ed White expressed an interest but will check his availability.</p> <p>Letters need to be sent to all tenants groups asking for volunteers.</p> <p>A final decision on the delegates will be made at the next Executive Committee meeting which is to be held on 18 September 2008. In the event of more than three Executive Committee members and more than two members of the tenants groups expressing an interest, names will be drawn from a hat.</p> <p>The Chair also suggested that members of United Welsh should attend. Wendy Griffin explained that the recent staffing restructure means no one person will definitely attend. It was agreed that Wendy was the logical representative to attend from United Welsh.</p> <p>A V4T stall is needed for the conference and costs could be shared between United Welsh and V4T. Chair to liaise with Paula Kennedy and Greg England and feedback.</p> <p>Roger Dafydd explained to the committee that he has been asked if he would like to run for the executive committee of TPAS. No cost is involved from V4T and the group gave positive feedback to this suggestion. Ann Pethers proposed the motion, with Beryl Oliver seconding.</p> | <p>All</p> <p>Roger Dafydd</p> <p>Roger Dafydd</p> |
| <p>8.</p> <p>8.1</p> | <p>FORWARD PLANNING</p> <p>The anticipated expenditures from the budget were reiterated from previous minutes:</p> <p>£3000.00 for admin and meetings £5000.00 for grants to tenants associations £1000.00 for area forums £2000.00 for information pack on local Tenant Participation strategy. £1200.00 for phone calls £3500.00 for TPAS conference £2000.00 for AGM</p> | |

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| <p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p> <p>8.6</p> | <p>The Chair suggested holding back on the local Tenant Participation packs until approval is given by the Welsh Assembly. A more comprehensive pack will shortly be produced for tenants and it will be prudent to wait until the new Neighbourhood and Participation Manager starts in the Cardiff Office.</p> <p>V4T will pay approximately £2000.00 towards the cost of the recent AGM. Many Committee members expressed disappointment with the positioning of the V4T stall and with the general noisiness and lack of space at the conference. A more spacious venue may be needed next year to ensure the prominent position of the V4T stall.</p> <p>The Chair asked for suggestions from the group for various working parties.</p> <p>Ann Pethers volunteered for the 100 Club, but it was felt that this was United Welsh's responsibility. The Chair suggested that Ann could encourage other tenants to start their own tenants groups. United Welsh is developing several new estates each year and these new tenants must be able to express their views.</p> <p>Wendy Griffin suggested the possibility of an events group who would organise venues for area forums, send letters etc. and a planned maintenance working party was suggested. However, until the appointment of the new Neighbourhood and Participation Manager, no firm decisions can be made as it is not know what they will implement.</p> | <p>Ann Pethers</p> |
| <p>9.</p> <p>9.1</p> | <p>FORUMS</p> <p>No final decision as to the various working parties will be made until the new Neighbourhood and Participation Manager is in place.</p> | |
| <p>10.</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> | <p>CHAIRS REPORT</p> <p>The Chair explained that he had sat on the selection panel for the appointment of the new Neighbourhood and Participation Manager in Cardiff.</p> <p>There was no Board Meeting in August.</p> <p>The Executive Committee of V4T have been invited to attend site visits with Board Members in September.</p> | <p>All</p> |

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| 11. | LOCAL PARTICIPATION STRATEGY (IMPLEMENTATION) | |
| 11.1 | This item was dealt with earlier in the meeting. | |
| 12. | ANY OTHER BUSINESS | |
| 12.1 | Ongoing problems mean that the V4T bank account has still not been set up. Wendy Griffin suggested that the three signatories (Bill Wall, Ann Pethers and Ed White) open a community bank account with a convenient high street bank. | Bill Wall, Ann Pethers, Ed White |
| 12.2 | The provision of food at the V4T executive meetings was discussed. At the moment attendees bring their own food to meetings. Other suggestions included the ordering of buffets; drawing money from the budget to allow each attendee a small food allowance for each meeting or simply sending one member to the local shops to bring back food for the rest of the committee. It was unanimously decided to order a buffet for September's Executive Committee Meeting from Innovative Trust. | |
| 12.3 | Glan Yr Afon Tenants Association made a request for monies from the tenants association annual maintenance grant. Unanimous approval was given for a £150.00 payment. | |
| 12.4 | An application was received from Kenneth Treasure Court Social Fund for money from the John Newnham Memorial Award. Members sent in a letter detailing their efforts over the summer months in creating floral displays outside every property in the scheme and explained how the project has brought the tenants at the scheme together. A payment of £200.00 was approved by Eric Bayley and seconded by Ann Pethers. | |
| 13. | DATE OF NEXT MEETING | |
| 13.1 | Thursday 18 September 2008 from 10.00 a.m. to 4.00 p.m. at Walters Buildings, Cardiff. | |

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