

**Draft MKCHF Executive Notes
Monday 8th January 2006**

Present – Pauline Prop, Eamonn Bobey, Rita Venn, Paula Mason, Margaret Burke, Simon Aslett and Jeanette Marling.

Apologies – none

<p>Minutes of the last meeting – OK – some minor changes</p>	
<p>Matters arising –</p> <p>Walkabouts Still discussions over whether the issue for stopping them was staff time or lack money from work generated. When systems thinking started there was money set aside for backfilling of staff. Money set-aside was only for dedicated staff. The issue could not be raised with Pam during their meeting because of time constraints.</p> <p>Regarding the working group group. John Bate has contacted MB to discuss date. He had suggested the 16th however this clashes with a cabinet meeting on expansion therefore he is looking into other dates. 6 People have expressed an interest in this group.</p> <p>Jeanette Marling said she would contact him to discuss 4.30pm on 16th.</p> <p>Rita will contact Durrans Court, to discuss someone representing them.</p> <p>Pauline will contact JB to go through her points as she will not be able to attend on the 16th. (<i>pmn meeting is being held on 23rd Jan at 7.30</i>)</p> <p>Finance meeting MB could not attend the meeting and needs to contact Kathy to arrange another date. (<i>pmn Caroline Chandler is now the contact on 253905</i>)</p> <p>Noticeboards – Lakes and Sycamore to be reported as broken. Beanhill, PM to contact the Beanhill Action Group as they have not contacted her to discuss where they want the board. Bradville also needs to be put up. (<i>pmn – Lakes + Sycamore reported to RSC 15-01, along with request for Bradville</i>)</p> <p>Complaints There was a discussion regarding whether the policy for Granby was still being followed. SA has spoken to Linda Ellen regarding the D13 flats. The issue has not been resolved for the complaints and the Exec are discussing their next actions.</p> <p>MB had not heard anything regarding her complaint about voids on behalf of the Exec. MB will look for reference number and EB will contact Patsy White to discuss.</p> <p>MB has also not had any contact from Surveyors regarding voids</p>	<p>JM</p> <p>RV</p> <p>PP</p> <p>MB</p> <p>PM</p> <p>Exec</p> <p>MB</p> <p>EB</p> <p>SA</p>

<p>in Bradville. SA to remind Mark Flint.</p> <p>Wheldons complaint has been dealt with.</p> <p>SA has spoken to Norma Evans who is keen to attend the TRC and is waiting for a date.</p> <p>MB has received the allocations policy via an FOI request.</p> <p>Repairs Exec were concerned with the 'right first time' approach from MITIE. It appears some repairs are not being fixed at the first visit, and the right people, e.g. plumbers, are not being sent out if the repair is reported as a leak. The main issue appears to be the wrong operatives. The Exec were concerned that they are being paid for. JM confirmed that there is a set budget no matter how many visits are made. There were also issues with people having to take time off work.</p> <p>Voids Workshop – It was confirmed that no minutes were taken; however there were charts in each housing office, which tenant reps could come and look at.</p> <p>Scrutiny meetings – Exec need to clarify what reps are there. The CMIS does not always have the agenda and minutes posted on it. All invited should receive a copy and to ensure they know why they are there.</p>	
<p>Meetings/training attended or forthcoming –</p> <p>Meetings with Pam – EB and MB cannot attend the next meeting. They should be just before the Forum not on the day. Exec will go through next dates and agree. <i>(pmn – the meeting has been cancelled, but Pam would like to meet the Exec wk beg. 22/1)</i></p> <p>Meetings with Irene - SA to arrange the next one, however there needs to be an outcome. The Exec will set an agenda.</p> <p>PEP Where the money goes – PM to check whether this has been booked as no paperwork has been received. <i>(pmn – this has been booked, paperwork sent out Wed 10-01-01)</i></p> <p>Lakes Inter-Agency – PM to contact Jan Locke to go on list for information</p> <p>Spring Conference – Some display space has been booked, PM has asked Vicki for some flyers to send out to Tenant Reps. She will also provisionally book 10 places</p> <p>Harrogate Conference – The day trip will still run on Wednesday. However the conference has changed and now</p>	<p>Exec</p> <p>Exec</p> <p>PM</p> <p>PM</p> <p>PM</p>

<p>only runs from 3 days.</p> <p>Brighton Conference (March) – MB and EB to bring in paperwork to share with others.</p> <p>Health and Safety Course – Attended by PP. Papers were brought in and could be filed by SD so all can read them.</p> <p>Communication Skills – is being held at the TRC on Saturday 20th Jan.</p>	<p>MB + EB</p>
<p>Resource Centre Issues –</p> <p>Computers - IT have not been contacted regarding the networking of the computers. PM to chase up, also chase up the other email addresses. <i>(pmn chased IT 15-01-07)</i></p> <p>Gerald Eve – MB has not heard anything from them.</p> <p>Leaflets – PM to chase. <i>(PMN delivered to TRC 16-01-07)</i></p> <p>General Issues – Firebox reported to Repairs. Waterboiler returned, new more appropriate one to be sourced. Exec to check toilets when it rains re; leaks.</p>	<p>PM</p> <p>PM</p> <p>PM Exec</p>
<p>MKCHF –</p> <p>Forward Plan –Satisfaction Survey presentation to be sent out prior to forum if received.</p> <p>Constitution and code of conduct – deferred</p> <p>Rent setting information – is held at the TRC. Exec to look for.</p> <p>Action Points This needs a set agenda item for the next meeting.</p>	<p>SA</p> <p>Exec</p> <p>SA</p>
<p>Consultation Update –</p> <p>Heating Working Group – The only volunteer so far was Eamonn. He was still happy to meet. More volunteers to be asked for at the MKCHF.</p> <p>Granby Court – Date is 11th Jan. Leaflets given out. EB and MB will be there and RV and PP will man the TRC.</p> <p>Sheltered Housing Forum – MB has seen the notes but complained that it only showed one side of the proceedings. The notes need to go to the Forum. MB to contact Helen Butler to discuss.</p> <p>Also no Forum minutes are being sent to the Sheltered Schemes. PM to obtain extra copies to distribute to them.</p>	<p>Exec</p> <p>Exec</p> <p>MB</p> <p>PM</p>

<p>Any Other Business –</p> <p>Newsletter MB has spoken to 5 tenants who did not think the newsletter was very good and had said they would rather pay less rent than receive it. EB said he know a few people who had read it but thought an independent one might be better. PP said she know some tenants who pass it on to their non-council neighbours. Simon said the recent satisfaction survey asked people’s views on the newsletter (<i>pnn 67% thought it very or fairly informative</i>).</p> <p>MKCHF Grant Panel – MB is disappointed that the time had been changed at short notice and that she will not be able to attend. The change was unavoidable because of a clash with the Wheldons meeting.</p> <p>Filing Cabinets at TRC – A member of the exec expressed their unhappiness at a filing cabinet being locked when there was no need. The response was that the filing cabinet was locked because tea, coffee and biscuits had been disappearing, with no empty packets in the rubbish bins. The keys were normally left for the exec to use but they had been taken home by mistake on day. TRC Manager will ensure enough are left out for the week and the key is left.</p> <p>Recycling at the Resource Centre – Paper should be recycled at the Resource Centre in the bin in the kitchen. It was noted that all other bins should be taken away.</p> <p>Right-to-buy- leaflet – was sent to people in Older Persons Housing who were not allowed right-to-buy. It was explained that there is a legal obligation to notify tenants that they can buy their properties. SA to look into how many schemes it has been sent to where it doesn’t apply.</p> <p>Housing Event 2007- Working Group to be set-up. Announcement to be made at Forum.</p> <p>Email Complaint – Exec to give response to claimant</p> <p>Credit Union – Michael Crossan (Tenant Support Worker) wanted to know if TRC could be used as a place to make deposits. He will contact TRC separately.</p> <p>Renewal of Waiting List Application Letter – Eamonn said he did not approve of this letter being sent. The content of the letter appeared to be biased to encourage people who were interested in key worker, or other housing schemes.</p>	<p>TRC Manager</p> <p>SA</p> <p>SA</p> <p>Exec</p>
<p>Date and Time of next meeting – Monday 15th January at 10.00 at the Tenants Resource Centre</p>	