

EXECUTIVE AND TP MINUTES - MONDAY 19 FEBRUARY 2007

Present: Eamonn Bobey, Margaret Burke, Rita Venn, Jeanette Marling, Paula Mason, Simon Aslett and Samantha Dilley.

Guests: Jon Bilson (Strategy and Performance Manager) and Norma Evans (Information and Customer Liaison Manager), First part of meeting only

Apologies: Pauline Prop

Complaints: Jon and Norma attended to discuss complaints.

The comments on the complaints leaflet were;

- A freepost envelope to be provided
- Title of the leaflet to be more prominent
- Insert a line recommending keeping a copy of the form
- Mention that complaints can also be logged on-line
- All Housing Offices to be given the latest version of the leaflet

The executive felt that the procedure for complaints was not being followed particularly with reference to acknowledgement letters. Some complainants have not received a response.

It was suggested that although the complaints are resolved. Lessons are not being learnt.

Norma gave a rundown of the four stages of complaints (including appeal to the Ombudsman). The first contact should be Patsy White.

There is sometimes confusion about whether something is a complaint or a service request. Some complaints are being dealt with as part of the service, not as a complaint. This happens especially when a contractor fails to attend.

MB asked if people are prompted to make a complaint when they contact the Council (particularly the RSC) when they are unhappy with the service. JB will look into.

MB suggested that emailed complaints should also be responded to using emails.

JB

<p>There is also a facility to log a complaint directly on REACT through the MKWeb. This gives a URN. However there is not a facility to attach a letter.</p> <p>An article on complaints will be put into the next newsletter.</p> <p>NE and JB will provide feedback on the points raised above.</p>	<p>JB</p> <p>JB+NE</p>
<p>Matters Arising</p> <p>Heating - EB to clarify what Wheldons procedure is regarding additional heating</p> <p>Notice boards – MITIE have not fitted the notice board at Downs Barn yet. Bradville is still looking for a site for their notice board. Beanhill was discussed last time, PM has been talking to Steph regarding this and she has confirmed that there is some redevelopment going on at the local centre and would contact us when completed so we can arrange fixing of the notice board. Sycamore Avenue needs fixing still, as does the board at the Lakes Estate. The other notice board for Fenny Stratford was going to be placed at Londis, however this is going to become a takeaway so a new location needs to be found.</p> <p>MKCHF Minutes and Complaints – The minutes of the January Forum were not felt to reflect what was actually said regarding the Granby Court allocations. At the February Forum meeting they were accepted as correct so cannot be changed.</p>	<p>EB</p> <p>PM</p> <p>RV</p>
<p>Meetings/training attended or forthcoming</p> <p>PEP Finance Training – MB had left paperwork at home. She will bring in. She also needs to complete the MKCTP satisfaction sheet.</p> <p>Meeting with Irene – To be put on Exec’s agenda. SA to look for possible dates.</p> <p>Harrogate – JM is still looking through list for suitable hotels.</p> <p>Granby Court drop-in – is being held 7th March and 2 - 4pm</p> <p>Croydon Beacon Event – 26th April, Jeanette Marling expressed an interest.</p> <p>Brighton Beacon Event – 12th March. Jeanette expressed an interest in this event.</p>	<p>MB</p> <p>SA</p> <p>JM</p>

<p>Constitution Meeting – to be arranged by end of April.</p>	
<p>Gardening training – Was successful, 7 tenants attended.</p>	
<p>Resource Centre Issues</p> <p>DDA – MB has emailed a list of potential grant funders for the works but has yet to have a response. MB to chase</p> <p>Firebox – MITIE have been given the job, however it will need to be custom made. SA reminded Doug Holland.</p> <p>Waterboiler – PM handed out copies of paperwork regarding one. It was agreed to purchase this one.</p> <p>Repairs – The roof is still leaking and some of the tiles are being damaged. PM to contact Landlord to discuss.</p> <p>Cleaning – EB has spoken to the cleaner regarding the floor in the Kitchen. It was sticky because too much fluid was used. There were also some other issues regarding cleaning and PM asked if the cleaner changed her days (Tue and Thu) she could notify the TP team.</p> <p>Cooker – The microwave is broken and it was reported that the cooker was not reliable. A new microwave from Tesco was £24.97, however before a new cooker is purchased Greg should be asked to do an electrical check on it.</p> <p>Opening times – EB to discuss with PP</p> <p>Jobs for Sam – Sam will be attending the TRC on Mondays and Tuesdays. A list of jobs which she could do could include;</p> <ul style="list-style-type: none"> • Newspaper clippings • Contacting Committee Services to see if there are any housing issues coming up on agendas • Planning enquiries • Filing emails received (only those which are older than two weeks.) • Ringing Tenant reps about various issues, including get-togethers • General filing. <p>EB said he would show her where the enterprise centre was.</p> <p>Fred Mercer – had requested to know what should go on the sign for the Tenants Resource Centre. It was decided that MKC TENANTS RESOURCE CENTRE should go up, also we should ask how much to put the logo on the sign. EB and Sam to look into.</p>	<p>MB</p> <p>PM</p> <p>PM</p> <p>EB</p> <p>PM</p> <p>EB</p> <p>EB</p> <p>EB</p> <p>JM</p> <p>EB</p>

<p>Painting – EB wanted to contact Gerald Eve to discuss painting the back of the TRC. He will also ask about repositioning the high sign.</p> <p>Networking – Northampton were going to visit but was cancelled at the last minute by them.</p> <p>Directory of addresses – MB requested a list of contact names and addresses to be placed on the walls of the TRC, especially in the front office. PM suggested that the Exec could look into who they contact the most regular and ensure they are added to a list.</p>	<p>PP/RV</p>
<p>MKCHF</p> <p>Mobile phones – It was noted that some people, especially officers, were using mobile phones and other devices during the MKCHF Meeting. This meant that some officers were not giving the meeting their full attention. This to be addressed at the Exec meeting with Pam.</p> <p>Answering Questions – Some officers were also answering questions that hadn't been addressed to them. It was discussed that EB should chair the meeting to ensure that this does not happen in the future. All questions should go through him. He will ask Tenant Reps who they would like to answer the questions. If an Officer has written a report for the forum it is preferable that they should answer any questions.</p> <p>AGM – Should be held on the 14th June in room 2, sandwiches to be provided.</p> <p>Forward Plan - was given out. A couple of changes was suggested but the nuisance report would not be ready by March. With regard to Neighbourhood Agreements Lee Mooney will be asked to send some information through.</p> <p>Action Points – EB will review of all the action points from September. PM to provide action sheets</p>	<p>Exec</p> <p>PM</p> <p>PM</p>
<p>Consultation update</p> <p>Grant Panel – The debate about timing of meetings was raised again. However the members of the grant panel had already decided on this issue. The next meeting will be at 10.30 on Tuesday 13th March. At the last meeting there was lots of money spent on a number of different projects.</p> <p>Vanguard – SA has written a letter to the people who attended the compact working group. He has received one response.</p>	

<p>Dates to be decided at the next Exec meeting.</p> <p>Housing Event Workshop – A meeting has been arranged for the 22nd March. All tenant reps to be invited.</p> <p>Allocations Policy – was received.</p> <p>Tenants Voice Leaflet – Was briefly described and information leaflet was left with the Exec.</p>	
<p>Any Other Business</p> <p>Voids Flowchart – MB went into Bradville to see the flowchart but was shown a list of current voids in the area. She will revisit to look at the proper chart.</p> <p>Denbigh – Regarding the setup costs, there was a discussion surrounding how it was organised and paid for. JM explained the arrangements. All tenant reps were urged to visit.</p> <p>Herons Lodge – MB reported that they do have a full time warden (Sheltered Housing Officer). MB wanted to find out what their role was.</p>	<p>MB</p> <p>MB</p>
<p>Date and time of next meeting – Monday 5th March 2007 at 10am at TRC</p>	