

# Tenants' & Residents' Forum



TAI CANOLBARTH CYMRU  
MID-WALES HOUSING  
Yn barod amdani Equal to the challenge

## Ty Canol House 8<sup>th</sup> August 2015 Minutes

### **Attending:**

Bryan Owen – Chair	Fiona Lunnon
Brian Christopher	Brian Walkinshaw
Debbie Crew	Nigel Toy

### **Apologies:**

Vic Brown	Annie Evans
Ken Baker	Rhydian Williams
Heather Jones	David Evans (Chair of the Board)

### **Staff and Guests**

Nia Boyd – Community Participation Officer  
Maureen Woosnam – Performance Officer

### **1. Tenants' Time**

### **2. Meeting Minutes**

Minutes of last meeting were checked for accuracy.

Nigel Toy confirmed that he was happy following the visit from Steve Palmer but he's still unhappy with service charges. He's waiting for Jonathon Davies to get back in touch regarding the service charge overpayment.

### **3. Matters Arising from Previous Meetings**

See separate sheet

### **4. Agenda Items**

#### **Agenda item 3 – All Wales Tenants Survey**

Maureen Woosnam (Mo) presented the All Wales Survey to TARF. The survey was carried out by Welsh Government (WG) over a year ago. WG surveyed people living in Registered Social Landlord (RSL which includes council and housing association properties) properties and 15% of the total number of people living in RSL properties in Wales responded.

TaRF members and the Tenant Participation Advisory Service for Wales (TPAS Cymru) were concerned 15% wasn't a big enough sample to get an accurate picture for social housing in Wales. However it is generally accepted that a 10% response rate is considered a good response rate when carrying out surveys.

.....

Mo asked if any members had picked up on any issues in the report?

- A member was surprised that so many people didn't want to be on the internet (Question F10). Is this just because people don't use the internet so they don't know how useful it could be.
- Question D3-4 in the All Wales Survey revealed a high proportion of people responded to say they don't feel safe in their own home. The All Wales Survey results were anonymous therefore it is not possible to say whether MWAHA residents responded to this question or indeed which county people feel the most/least safe. Nonetheless it is concerning to MWAHA. Mo has therefore put in place plans to contact new tenants within 12 months of their tenancy to see if they feel safe in their home.

## **Agenda Item 5b – MWA Self Evaluation Report**

Mo explained how MWA and WG worked together on the Housing Association Regulatory Assessment (HARA) which was a difficult process. WG requested such a large amount of information, MWA felt it was unreasonable and other HA's felt the same. WG then reviewed their approach and came up with a risk based approach to self evaluation.

The Self Evaluation document presented to TARF is the document which will be submitted to WG in September. There are two parts to the document – one on Governance and another on Finance.

**Update:** Since the meeting the document is available to download off the Mid-Wales Housing website and paper copies can be sent upon request.

<http://www.mid-walesha.co.uk/english/download/mwa-self-evaluation-2015>

.....

Mo asked TARF members if they had any questions.

- Members noted that the document was a lot clearer and shorter than the previous one.
- Why is Building homes – Delivery Outcome B1 showing amber in the report? This is due to new development schemes not being completed on time. It's not a huge issue or reason for concern.

Mo asked when people call how long should the response time be?

- DC: expect a response within 5 working days, or by the end of the week.
- NT: reported his storage heaters were investigated in June to see if they were running as they should be. EOM said that they would put a report together for MWA and MWA would be in touch. NT states he's still awaiting the outcome of the report.

**Action: Nia to retrieve copy of the report from planned maintenance team.**

Mo asked if members feel involved and informed of how MWA does things.

- Members generally feel they are kept informed and appreciate the amount of work that goes on in the background however there is still a feeling that day to day communication between individuals isn't acted upon quick enough or at all. i.e. there are still occasions where staff say they will be back in touch and they don't.

## **Agenda Item 5c – Welfare Benefits Survey**

Mo presented the Welfare Benefits Survey to TARF explaining that the survey was conducted in order to analyze satisfaction levels with the Welfare Benefit Advisory Service as it was introduced in 2014.

The people surveyed were those in receipt of housing benefit advice, the survey was carried out confidentially using external company. The finer details of how much benefits was being claimed and for what purpose was not explored.

Overall the outcome of the report concluded that the Welfare Benefit Advisors are doing a providing a good service and have helped to increase many people's income.

TARF members commented on how good the welfare benefits advisor are.

## **5. Any Other Business**

### **5.1. Welsh Tenants Conference**

Nia promoted this to TARF and encouraged members to attend if they wanted to. Nia noted that she was unsure how many members could attend each day as the TP budget is currently under review.

Members asked to see a clear breakdown of the TP budget and spend to date and certainty from Finance team what the total budget will be until the year end.

### **5.2. TPAS Conference**

Nia promoted this to TARF and encouraged members to attend if they wanted to.

### **5.3. Results of TPAS Awards**

Bryan Owen received an award at the TPAS awards in Cardiff for Outstanding Achievement in Participation. Congratulations Bryan! Thoroughly deserved.

## **6. Date of Next Meeting**

The next meeting will be Friday 2<sup>nd</sup> October 2015 at 10:30am.

Charles would like to discuss the rent options for the final time before the proposal goes to Scrutiny Committee and Board.