

TaRF Meeting 30th August 2018 (10am-2.00pm)

Present: Brian C, Debbie, Pam, Charlotte & Alisa. Joined by Shane at the end of the meeting

Apologies: Becky, Phil & Kim

Arrangements were made for Vic to Skype into the meeting, but unfortunately due to miscommunication this did not happen.

1) Arrive & Welcome

Alisa introduced herself and welcomed everybody to the meeting and thanked them for coming along. To break the ice and for everyone at the meeting to learn a bit more about each other, Alisa asked if everybody would be happy to answer some questions she had prepared and to share the answers with each other.

Everyone was happy to do so.

We all learnt a bit more about each other including - Where we grew up, What is the most beautiful place near to where you live?, What are the values that drive you?, Share one thing that you love to do nearly every single day.

2) **Community and Tenant Engagement Policy & Action Plan**

TaRF went through all of the amendments' that Jo had made to the strategy and action plan following the previous meeting. Please see below the agreed changes etc -

Introduction – everyone was happy with the changes

Our Vision diagram and text – everyone was happy with the changes

Ways to get involved pyramid – Would like the “Tenants Service Auditors” role to be added back into the pyramid as TaRF believed that this was still a valid role that they could participate in. Unfortunately we only have 1 member of TaRF who is a current Tenant Service Auditor and that is Brian Christopher. It was agreed that more people need to get involved. If it's not on the pyramid it will get overlooked.

It is equally important as TaRF – Brian

Transport is an issue for some of the members. Where possible auditing needs to be as close to the TaRF members own home address – Debby

It does take a lot of time – Brian

Training would be a great help – Debby

A checklist would also be helpful – Charlotte

Photographs – everyone was happy with the photographs

Improve Tenant Satisfaction/Increase Tenant Participation – everyone was happy with the changes. And agreed that it was very important to try to increase engagement with any underrepresented groups.

Action Plan – everyone was happy with the changes to the Action Plan.

The following were discussed about the various objectives –

Objective 4 – Make sure that communication is the key.

Objective 5 – Not many people are aware of the Community Development Fund. The residents need to be made aware of the fund available to them – Charlotte. Tenants need to be the driver- Brian C. More input from CPO/HO at the start of the application procedure – Charlotte.

Alisa to make any changes and circulate with the minutes when ready

3) Tenant Portal

Is there any news on how the development is going? The ongoing development needs to be clearer and more information shared with the residents – Brian Will the password etc remain the same to log on? Debby

Alisa to ask for feedback from Jean O’Neil and report back at the next meeting.

4) What does TaRF Do?

Alisa asked the member of TaRF if they would mind if she asked a few questions regarding TaRF’s role to help her understand the purpose and objectives of TaRF.

What does TaRF do?

We cover Policy. Reviewing policies and feeding back to the Board any changes or viewpoints we might have – Brian

We try to find ways to encourage more residents to get involved with TaRF – Charlotte

We look at Policy and then report to Board. I’m generally happy with TaRF’s input.

Employees from MWA are getting more involved and I’m happy for that to continue and increase – Pam

We look after the interest of all residents, not just the ones in our area. It would be good if we had more residents involved from other areas that are not currently being represented – Charlotte

TaRF can evolve eg – times of meetings, possibly Saturday meetings. Transport is an issue with it being a rural area unless you drive getting to meetings is not easy with public transport being patchy.

What do you expect of me?

To feedback TaRF’s comments to Board. To make sure everything runs smoothly. To see both sides MWA/Residents. And TaRF to see MWA’s side as well – Charlotte.

How do you want me to get in touch with you all?

Charlotte – email/text **Debby** – email/phone **Pam** – text **Brian** – email

Do you enjoy TaRF?

Yes on the whole, all members of TaRF. I enjoy the community development side and the reward it gives me. TaRF is also informal and open and if you don’t understand something you can just ask – Charlotte.

TaRF enjoy the informality of how it is run and had observed that Tai Ceredigion’s TaRF is much more formal. They would not want this to change if the merger goes ahead.

Would any members of TaRF be interested in setting up a Community Participation Focus Group?

This would be to plan events and become more involved in running events also. Charlotte said she would be happy to become more involved.

5) AOB

Tai Ceredigion – invitation to tenants meeting on 1st October at Glyn Padarn Office in Aberystwyth from 11am – 2pm. Tai Ceredigion’s CEO will be attending as will Shane Perkins.

Charlotte – will let me know. Brian C - would like to attend and can give Pam and Debby a lift if they require. Debby- would like to come, Pam - would like to come.

Alisa to email other TaRF members to see if they would like to attend.

6) Shane – EOM

Shane joined us for lunch and to provide an update on how things are progressing with the acquisition of EOM. He said that the solicitors have been instructed to proceed and the legal process has been initiated. The purchase agreement has to be shared with all the individual shareholders to progress. The existing management are “locked in” as it is important to keep the existing staff structure as it is to ensure a smooth transition and to integrate them in to the existing staff structure.

Are EOM going to be on the same page as MWA? We need to keep tabs on what is happening and not to lose touch. The procedure and response times of repairs needs to be monitored – Debby

Nothing is going to be changing in the next 6 months. We will be taking time to look at how everything and assessing to see if any changes are required. There is no need to rush to change what is already a good service. We are expecting the purchase to be completed by the end of September/early October. This is dependent on no “legal queries” being flagged up and consent being given from MWA’s existing lenders and we will be consulting with tenants over time regarding any changes - Shane

Shane then asked if anyone had any other questions regarding the purchase of EOM. Everyone was happy with what had been discussed and had no other questions.

Next TaRF – Friday 5th October 10am

Actions from meetings

<u>Query</u>	<u>Actions</u>	
1. Tenant Portal – Would like an update on how the Tenant development is going.	Alisa to speak to Jean and feedback at the next meeting.	
2. Llanidloes Pilot – whose budget is this coming out of?	Alisa to find out and feedback.	
Previous meeting Actions, carried over:		
1. Tenants should be at the heart of regulation but how? Charles has asked us to think about this and come up with suggestions/ideas.	TaRF to do	
2. Can tenants be more involved in contracts and complaints?	Alisa to take this forward and speak to Andrea and Mo/Heidi about this?	