



TAI CANOLBARTH CYMRU
MID-WALES HOUSING

Yn barod amdani Equal to the challenge

TaRF Meeting 3rd August 2018 (10am-1.0pm)

Present: Brian C, Debbie, Becky, Pam, Dick (Board Member) Jean (Assistant Director of Customer Services), Alisa (new CPO) and Jo.

Apologies: Bryan O and Vic

1) Year End Accounts (Charles)

Presentation given

Discussion regarding gender pay differences.

House Mark is used by Housing Associations to look at tenant satisfaction. Tai Ceredigion do not use this. Deb – is this a problem. Charles not really as if the two associations merge there will be an overall decision made over whether House mark is used or not.

Financial information attached.

Code of Conduct – There is a new code of conduct for the Association (attached and to be discussed at the next meeting).

2) EOM (Shane)

Shared a business decision that has been taken this week. EOM will become part of Mid-Wales Housing. EOM will remain as an independent commercial subsidiary. But important benefits for both companies.

Shane - What do you see as the problems with this?

Becky – cost? What will this be? Shane – at the moment this can't be shared but as soon as this information is able to be shared I will share it with you.

Deb – How long until the agreement? This arrangement will hopefully be in place before Christmas.

3) Tenant Participation Strategy

Action plan discussed and agreed. Jo to update and circulate.

4) AOB

Bryan O couldn't attend the meeting but would like to raise a question. Re-lets have risen from 15 days to 31 days why is this? MWAHA must be losing significant rent through this. When Service Auditors were in operation re-lets were just 10 days.

Next TaRF – To be confirmed



Actions from meetings

<u>Query</u>	<u>Actions</u>	<u>By</u>
1. To send Bryan O's question regarding re-lets to exec group.	Jo to include in feedback to exec group	
2. Regular Updates re working with Tai Ceredigion	Jo to feedback	
3. For Look magazine – Tenant survey – income levels – encourage tenants/residents to complete this.	Jo to ensure that this is included	
Previous meeting Actions, carried over:		
4. 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	
5. Can tenants be more involved in contracts and complaints?	Jo/Alisa to take this forward and speak to Andrea and Mo/Heidi about this?	