



TAI CANOLBARTH CYMRU
MID-WALES HOUSING

Yn barod amdani Equal to the challenge

TaRF Meeting 5th October 2018

Present: Brian Cristopher, Pam Barwell, Debby Crewe, Charles Brotherton, Dic Martin, Alisa Cakebread

Apologies: Becky Watson, Bryan Owen, Liz Jenkins

1) TaRF's Role in complaints – Charles Brotherton

Charles thanked TaRF for welcoming him and allowing him to come along to talk about how TaRF could become more involved in the complaints procedure at MWhA. Charles had provided a discussion report which had been circulated to the members of TaRF before the meeting.

Debby – Tenants should be involved in some instances but it depends on what level the complaint is. Some complaints can affect more than the immediate person/neighbour involved – it could be the whole street. What sort of complaints could TaRF be involved in?

Dic – By the time a complaint gets to Audit & Scrutiny it has to be a high profile/serious complaint. Do we need a member of TaRF to come along at that point?

Brian & Pam – Tenants should definitely be involved at that stage.

Alisa – I have received an email from Bryan Owen and he has asked for the following to be discussed at this meeting. (Alisa then read out the email) Who were the tenant board members? – Charles said that until recently it had been Vic Brown, Pam and Morag Bailey. At this point in time it is now just Morag Bailey. Brian O also wanted to point out “that in other Housing Associations complaints consist of one tenant, one board member and one housing director”. He proposed that this would be good for MWhA to adopt. Brian O also agreed that a member from TaRF should be on the A&S committee and that Tai Ceredigion scrutiny consists of a group of tenants who then pass items onto the board.

All TaRF – It would be good for a member of TaRF to go along to A&S in the case of a serious complaint.

Charles – TaRF would need to nominate a representative if this was going to be the case.

Dic – TaRF would need to appoint 1 member who could attend each time. They could then be accompanied by someone else from TaRF – this could be a different representative each time if required.

Dic – There are only approximately about 2-3 serious complaints per year and there are none coming up in the immediate future.

Brian – TaRF would have no problem with personal details being redacted from the evidence relating to the complaint.

TaRF and Charles agreed that this would be the best way forward.



2) Tenants Champion

Dic – following my previous attendance at the TaRF meeting I have been looking into the possibility of having a tenant's champion representative on the Board. They would be a point of contact for members of TaRF. How does TaRF feel about this?

Brian – I think it's a good idea

Dic – I will ask Jan Price to circulate the opportunity to all the members of the Board. I for one would be very happy to take on this role.

Dic and Charles both thanked TaRF for bringing the meeting forward because of their prior commitment to another meeting. And for discussing the matters above. Charles and Dic then left the meeting.

3) Minutes of previous meeting (30th August 2018)

Minutes were read and accepted as a true account by all members of TaRF that were present

4) Tenants being at the heart of regulation – How?

Alisa had added this to the agenda as it was recorded in previous minutes as a request from Charles Brotherton. This was also being carried forward as an outstanding action from many previous meetings. Alisa asked if TaRF could remember what this was in relation to.

TaRF were unclear and asked if Alisa could ask Charles if he could clarify what it was relating to and if it was still relevant for them to be discussing and reporting back to him.

5) AOB

Tenant Portal – Alisa had asked Jean O'Neil for an update and reported to TaRF that - we are unable to do any work at this point in time on the rebranding and relaunch of the tenants portal as Phil Williams doesn't have any space with IBS until March.

Llanidloes pilot – TaRF had previously asked which budget the Pilot would be coming out of. The money for the pilot will be coming out of Mo Woosnam's budget this budget is usually used for the annual survey.

TaRF's involvement in interviews – Alisa had emailed Andrea Williams with TaRF's request to become more involved in staff contracts and interviews for front facing staff asking if it was something that she has already been made aware of as it had been previously included in the minutes. Andrea had responded and unfortunately due to prior work commitments she was unable to meet Alisa to discuss for the next few weeks. Alisa had then asked Andrea to have a look at when is best for her to meet and to arrange to meet when convenient.

Void times – Brian Owen had previously asked for a response to his question regarding the relets going from 15 days to 31 days and how much rent MWAHA are losing as a result. Alisa had spoken to Jean O Neil for some feedback on this and relayed the following to TaRF – There are several reasons contributing to the slip in void times - **Powys CHR** is causing a lot of issues, access is unreliable on a regular basis. Information on there is not always up to date. Following the review by Imogen Blood one of the recommendations



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she made was that the IT system was not up to scratch and to possibly look into purchasing the “Abritas” system as used in Ceredigion as this seems to be much more reliable and a user friendly programme. Jean O Neil reported to the board in September asking for us to withdraw from the agreement with PCC because of all the issues. Board have asked her to report back at every meeting as they would like to monitor the situation in the short term before deciding how to proceed. **Short staffed** in various departments over a period of time. Allocations will be handed back to CS and any new terminations after 2nd October will now be handled by CS as they are now back to being fully staffed. **Allocation of void works by EOM** – again due to staffing issues with the maintenance team here at MWAHA void works were being passed to EOM. The void works were not being prioritised by EOM.

All of these have had an impact on void times.

The figures for the September KPI's were as follows – Housing 5 days, Maintenance 15 days. Rent loss targets were within the targets. As a comparison PCC's current relet times are at an average of 100 days.

Christmas Lunch – TaRF discussed the annual Christmas Lunch and decided that they would like to return to the “Themes” restaurant at the college in Newtown. They have enjoyed the previous visits and like that it helps to give the students some experience at the same time.

- 6) Meeting with Tai Ceredigion** – TaRF are happy to see how the merger proceeds initially. There will possibly be new policies to review as a result. They would like to see a new business plan when this is being produced. TaRF are happy to continue meeting with Tai Ceredigion tenants during the process that will follow in preparation for a possible merger. But are happy for the way that TaRF is currently run and set up to continue with joint working with Tai Ceredigion when required. As long as the tenants are kept well informed on the process and what is happening and anyone that the merger has an impact on. Sometimes larger scale organisations can become faceless – “profits before delivery” and we don't want that to happen. Will local focus be lost? Repair times – we don't want to see timescales and priorities change. Rents are also a concern as we don't want affordability to be forgotten.

Next TaRF Friday 14th December at 10am



Actions from meetings

<u>Query</u>	<u>Actions</u>	<u>By</u>
1. TaRF's Role in complaints	Alisa to speak to Jan Price for guidance on how to start the application process for a member of TaRF to be nominated then they will be forwarded to CB & DM to review the applications.	AC
2. Tenants Champion	Dic to speak to Jan Price and then feedback to Alisa and on how things are progressing.	DM
3. Tenants being at the heart of regulation – How?	Alisa to contact Charles for clarification and report back to TaRF	AC
Cont:		
4. TaRF's involvement in interviews	Alisa to chase Andrea for a response	AC
5. Christmas Lunch	Alisa to contact the other members of TaRF and to book the meal to take place after the next meeting - once final numbers attending have been received	AC