

Tenants' & Residents' Forum



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

TaRF Meeting Friday 8th March 2019

Present - Brian Cristopher, Debby Crewe, Bryan Owen, Becky Watson

Apologies - Pam Barwell

Minutes of the last meeting - 14th February read and accepted as correct.

Re-election of Brian Cristopher as Chairperson of TaRF from 1st April 2019 – 31st March 2020

Proposer – Bryan Owen

Seconded – Becky Watson & Debby Crewe

1) TaRF Review of 2018

What have we achieved over the past year? Reviewing of policies, Rents, Possible merger with Tai Ceredigion and dealing with a change in the post of the Community Participation Officer.

What do you think your role is in TaRF? We are an independent voice for the needs of the tenants in general

What do we do? Policy review, bring tenant issues to the attention of management, we give a tenants viewpoint on each department and see how they are working for tenants. We encourage all staff and board members to be more tenant orientated.

What works well? The working relationship between tenants and staff, mutual respect, the informality of meetings and Brian as Chair.

What needs to be improved? Communication within MWA and to tenants and residents overall, tenant numbers at meetings, to re-institute estate walkabouts and void inspections by tenants.

How could we do this? Training from TPAS for all staff, board, and possibly TaRF on Tenant Participation. Encouraging staff and tenants to spread the word about getting involved.

Any other comments? Just to keep going as we are.

2) Policies to be reviewed in 2019

Alisa read an email from Jean O'Neill regarding the policies that will be reviewed over the next year.

It was agreed that Alisa would invite the relevant people to come along to the meetings to discuss the policies.

It is proposed that the following policies are to be reviewed over 2019/2020.

1. Community & Tenant Engagement Policy (March 2019 for completion),
2. Health & safety Policy (to board Jul 19),
3. People Policy (to board March 2019),
4. Rent Policy (to board Dec 2019),
5. Business Plan (March 2019)

Alisa to send emails to the responsible directors checking the dates and inviting them to come along to TaRF to talk about the policies. (e-mails sent to relevant directors/departments 11/3/2019 – AC

3) **AOB**

Update on Universal Credit - Alisa asked if TaRF would be interested in asking Mark Woodhouse to come along to a meeting to have a chat about UC and how it is going with our tenants that have been moved over to it and how they and MWH are coping. (e-mail sent to Mark 11/3/2019)

Rent Comparisons - Becky had previously suggested to Alisa that maybe TaRF should have a look at the comparisons between MWH rent schedule and Tai Ceredigion's rent schedule. Alisa had been in touch with Charles Brotherton and he had agreed to come along to the next meeting to discuss. TaRF were happy with this and thought it would be a worthwhile exercise.

Tenants Resource Room - Alisa let TaRF know that the Tenant's Resource Room was going to have a bit of a revamp. It has become a bit of a dumping ground for old unused furniture and there are currently no computers in there for tenants to use. I don't think a lot of tenants and residents know that it is here to be used free of charge. But it isn't currently in a fit state to advertise to the wider group of tenants and residents. Alisa shared the plans for the revamp and explained that it would depend on what funding will be available. Alisa then asked TaRF if they had any feedback or suggestions for the room. TaRF approved of the ideas and suggested if possible to have a white wall or screen to enable people that use the room to give a presentation if required.

Tenant rewards – Alisa has collated all the hours that TaRF has accumulated over the last 12 months to sort out the rewards owed. Alisa will email everyone with the amount of hours she has a record of and confirm with everyone where they would like their vouchers for.

Newsletter – Alisa asked if anyone would be interested in writing any articles to go into the newsletter as she would like to have more content from a tenant's perspective. After discussion, Debby offered to write something.

Tenant Portal – An update on the relaunch and rename of the Tenant Portal was given to TaRF. Alisa explained that a vote was set up on our Facebook page. Users of the page were given 3 options to choose from for a new name for the tenant portal - "MyAccount", "MyDashboard", and "My365". The winner was "MyAccount" and members on the Facebook page were told of the winning name following the vote. TaRF liked the fact that the new name was chosen by tenants and residents.

Receiving mail electronically – Bryan asked whether it was possible to receive anything sent out to him in the post by MWH electronically instead. Both Bryan and other members of TaRF thought that this would be a good way to save money on postage and also paper. Alisa said that she would ask Phil Williams – ICT Manager to see if this is possible or not. Email sent to PW 13/3/2019

TPAS Training – Bryan had brought along information on some training for tenants with TPAS. Alisa asked if all members present received regular updates from TPAS on events and training. Not all present did. It was agreed that Alisa will circulate any further information from TPAS to members of TaRF to see if anyone is interested in attending. They included Health & Safety Training, Complaints and tenant networking events. – **email sent to members of TaRF and staff regarding upcoming events and training 12/3/2019**

Facebook – TaRF would be interested to know how many of the members of our Facebook page are actually tenants or residents. There is also another MWhA page that isn't currently used. Could this become a closed group? Alisa said that if the members of TaRF would like to set up a closed page to members of TaRF only that they could do so without having to use the pre-existing page. They could create a totally new group if they wanted to. Alisa will find out if we can get the information on how many of the members of our page are actually tenants. **Email sent to Dean March – ICT Officer 13/3/2019**

Date of next meeting Friday 5th April 2019 10am