# Tenants’ Advisory Group

# Notes of Meeting held on 16 January 2020

**1. Present:** Edna Yarham (Vice Chair); Alan Wood (Chair); Phil Taylor; Chris Jarvis; Tony Murray; Tony Cuskern; Gary Kebby; Pat Conroy; Colin Whitehead

Terry Kelly; Helen Buck; Andrew Davidson; Georgina Jackson

**2. Apologies:** Samantha Hutchison

**3. Minutes of last meeting**

Action Points:

* 1. Andrew – voids reports. Future new properties are posted and go live on the system to enable lettings viewings. The dates shown are based on projected end date of the project. Where the end date is missed considerably due to delays, the property is still on system as per above. There should be an option to declassify it as void – but it must have some sort of designation on it.

Outstanding Actions

1. ALL: to confirm availability / dates for walkabouts – invite AHM, ESO – *Georgina to email all TAG members after the meeting for feedback* [as ran out of time to discuss in the meeting].
2. Helen – was to look at issue of door closures at Dray Court. Not yet looked into this but agreed to chase it.

**4. Follow up on officers’ reports / matters arising**

Helen advised the gas contractors are performing better. Alan noted that TSG has a target of 87% and K&T have a target of 93%. Helen confirmed that they should have a comparable target. Helen advised Nov/Dec figures may still improve as information on these jobs is still being processed.

**5. Environmental Improvements**

No environmental improvements to discuss. Terry mentioned that there is only £300 left in the Environmental Improvement budget for this year. The budget for 20/21 is due to be approved next week.

ASB – pie chart shows drug related nuisance is increasing and there is possession action pending on 1 tenant. The AHM is working with the police in this case.

Garden issues – the AHM can work with tenants to clear gardens as a one off and help with charitable applications for equipment etc.

**6. Any matters arising for Service Leaders**

1. Gary mentioned a resident in Burpham who needs a fire / heater collected.

ACTION: Helen to arrange collection

1. Phil was concerned about cleaning issues, fly tipping and noise drilling after 5pm and on Sundays at Dray Court.
2. Chris was concerned that the scheduled lift job will overlap with the window job. The lift needs to transport items for the window so need to be in use.

ACTION: Helen to check on both jobs processes and that permission has been granted to work on Sundays.

**7. Any Other Business**

Georgina proposed TAG activities such as walkabouts, coffee mornings, litter picks, attending sign ups, mutual exchanges and organising meetings affecting residents regarding the repairs and improvement programme.

ACTION:

* Georgina to invite Housing Lead Angela Goodwin to next TAG meeting
* Georgina to ask Jude to change TAG on meetings board to Tenants Advisory Group (TAG)
* Georgina suggested AHM patch lists might be useful for the next edition of Contact Point. TAG agreed.
* Georgina to chase Repairs and Improvement Programme with Helen

ALL: TAG to come back with ideas to improve the profile of the group.

**8. Next Meeting**

TAG Workshop – 20 February 2020 – Park Barn Centre

Officers’ Meeting – 19 March 2020 – Millmead, Meeting Room 8