

**TENANTS PANEL
25 APRIL 2017
COUNCIL CHAMBER, WEELEY**

Attended by: Dennis Smith (Chair), John Johnson (Vice Chair), Garry Champion, Michael Wyatt, Jon Langfield, Barbara Campbell, Patrick Gafney, Brian Jones, Roy Payne, Iris Peacock, Sid Payne, Angie Payne, Linda Bradnum, Ashley Purvis, Jackie Garner, Teresa Retter, Carol McDougall, Ron Weyda and Judy Heath

Also in attendance: Emma Norton (TDC), David Black (TDC), Tony Rogers (TDC), Steve Pearce (TDC), Mark Westall (TDC), Alan Potter (Roalco Ltd), Terri Tyce (Think Business Support), Nick Lowery (Think Business Support) and Les Davis (Essex Fire Service).

1. Welcome and introductions

Dennis Smith welcomed everyone and thanked Panel members and other representatives for attending the meeting. Emma Norton also introduced the new Panel member, Jackie Garner, to the Panel and advised that a further two tenants had recently applied to join the Panel..

2. Resignation of Chairperson and Vice Chairperson

Dennis Smith and John Johnson both resigned from their positions of Chair and Vice Chair respectively in accordance with the terms of the agreed constitution for the Panel and Emma Norton thanked them for their contribution to the work of the Panel during the last year.

3. Election of Chairperson and Vice Chairperson

Emma Norton advised that all of the nominations received for the positions of Chairperson and Vice Chairperson were for Dennis Smith and John Johnson respectively and so it was proposed and unanimously accepted by members of the Panel that they both continue in these positions for the coming year.

4. Apologies for absence

Apologies for absence were noted for Hazel Harris, Brenda Bragg and Carole Vann.

5. Minutes of meeting held on 21 February 2017

The minutes were agreed as a true and accurate record

6. Communal Cleaning Contract

Tony Rogers, Tenancy Management Officer, introduced Nick Lowery and Terri Tyce from Think Business Support to the meeting and Nick Lowery gave an overview of the company and the cleaning service provided in a number of communal areas in the district.

It was agreed that Nick Lowery would attend the next meeting of the Panel to outline the results of the satisfaction survey that is to be carried out with those tenants who receive this service in the coming weeks.

7. Fire safety

Les Davis, Essex Fire Service, gave a presentation regarding fire safety in the home and the services provided by Essex Fire Services. Les Davis also offered to attend any community group meetings to advise about fire safety.

In response to a query from Ashley Purvis, Les Davis advised that one smoke alarm should be fitted on each floor of a property and, although combined smoke and carbon monoxide detectors are available, the correct location for each type of alarm might not be the same.

8. Responsive Term Maintenance Contract

Alan Potter, Roalco Ltd, gave an update on issues discussed at previous meetings of the Panel in relation to the responsive repairs contract.

It was agreed that the Panel's repair representatives, together with the Chair, would be invited to a future tool box talk and that the repair representatives would attend quarterly meetings with TDC and Roalco.

Steve Pearce to investigate individual repair issues raised by Brian Jones and Jackie Garner.

9. Customer Service Delivery Strategy

Mark Westall, Head of Customer and Commercial gave a presentation regarding the Council's approved Customer Service Delivery Strategy.

In response to a comment by Iris Peacock, Mark Westall confirmed that there would be mechanisms put in place to notify residents regarding the self serve kiosks and on line portal at the appropriate time.

In response to a query from Ron Weyda, Mark Westall advised that it will take approximately 10 to 12 weeks from purchase of the portal for the first service to go live and it is anticipated that it will be approximately 18 months before the customer service hub is operational.

In response to a query from Jon Langfield, Mark Westall confirmed that this project was being implemented in conjunction with the Council's IT team to ensure that all data protection and security issues are addresses. Mark Westall also confirmed that residents will only be able to access their own information and staff access will be restricted to only those that need it.

Dennis Smith gave an example of how he had used the ECC online system successfully and easily.

In response to a query from Linda Bradnum, Mark Westall advised that money has been set aside in the budget for the purchase of the portal and that the cost of this will be set against future savings, for example a reduction in the Council's postal budget.

10. Feedback from themed sub groups

Dennis Smith provided feedback from the ARCH Tenants Group meeting held on 27 March 2017.

Iris Peacock gave feedback on the planned maintenance and improvement programme meeting held on 28 March 2017.

11. Any other business

Following queries regarding the allocation of properties, it was agreed that Peter Russell would be invited to a future meeting to give an overview of the application and allocation processes.

No further issues were raised.

Next meeting of the Tenants Panel to be held on Tuesday 20 June 2017 commencing on 2pm in the Council Chamber, Council Offices, Weeley.