



GREAT YARMOUTH
BOROUGH COUNCIL

Great Yarmouth Tenants Forum

Date: Wednesday, 01 October 2014
Time: 17:30
Venue: Supper Room
Address: Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

AGENDA

Open to Public and Press

1 DECLARATIONS OF INTEREST

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

2 CODE OF CONDUCT

4 - 4

3 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

- 4 MINUTES** **5 - 9**
- To confirm the minutes of the meeting held on 3 September 2014.
- 5 MATTERS ARISING**
- To consider any matters arising from the above minutes.
- 6 RECYCLING REVOLUTION**
- The Environmental Services Officer will give a presentation.
- 7 FUTURE TENANT FORUM MEETINGS**
- Schedule, structure and locations.
- 8 COST SAVING MEASURE**
- Update on correspondence
- 9 FORUM STRATEGIC PLAN** **10 - 11**
- Forum members are asked to consider the attached plan.
- update on plan progress
 - discussion to consider options for annual priorities.
- 10 BRINGING TOGETHER LOCAL TENANTS**
- Open discussion and suggestions regarding a local event.
- 11 CO-OPTION**
- Co-Option Form** **12 - 12**
- Forum members are asked to complete and submit this form to be considered for co-option on to the Forum.
- 12 TRANSPORT UPDATE**
- An update will be given at the meeting.
- 13 REPORTS AND UPDATES**
- Feedback from Community Housing Board
 - Communications Group
 - Foster Liaison Group

- Scrutiny Panel
- Joint Venture Update Meeting

14 NOMINATION FORM FOR ELECTION OF VICE-CHAIRMAN 13 - 13

The nomination form is attached. Please complete and return to the Member Services Officer no later than the close of the next meeting on 12 November 2014.

15 ANY OTHER BUSINESS

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

16 DATE AND TIME OF NEXT MEETINGS

The next meetings will be held on Wednesday 12 November 2014 and Wednesday, 3 December 2014 at 5.30 pm.

Code of Conduct

Members and guests must comply with the Terms of Reference and Code of Conduct at all times

- Members must always be aware of their responsibilities to represent all tenants and leaseholders of the Borough, and to make decisions in an efficient, fair and responsible way.
- Members will provide new members with appropriate support and make them feel welcome at all times.
- Attendees shall treat each other, including forum members, Council Officers and guests of the Forum with respect at all times.
- Members shall conduct themselves in a manner that will not cause offence to others. Racist, sexist or inflammatory remarks or abusive behaviour will not be tolerated. The Chairperson has the right to warn a member of their behaviour. If they persist they will be asked to leave the meeting until further notice by the Chair. Within seven days the Chair and the Community Development Manager must arrange a date and time to hold a meeting (which must be held within 28 days of the incident) for them to discuss the incident and to make a decision on what action to take.

A serious breach of any of the Forum's Code of Conduct may result in a member, following a majority vote, being asked to relinquish their position.

Great Yarmouth Tenants Forum

Minutes

Wednesday, 03 September 2014 at 17:30

PRESENT:

Mr P Kirkpatrick (in the Chair); Mrs C McDonald, Mrs K Watt, Mr P Burrage, Mr R Taylor, Mr J Jones, Mr N Gallant, Mr P Nichols, Mrs A Arger, Mrs D Gillett, Mr J McGarrity, Mrs B Dawkins and Mrs S Taylor.

Mr J Watt and Mr A Spinola (Guests)

Cllrs Linden & T Wainwright

Mr P Bunn, Mrs L Murphy, Ms H Notcutt and Mrs C Webb (GYBC Officers)

1 DECLARATIONS OF INTEREST

There were no Declarations of Interest given at the meeting.

2 CODE OF CONDUCT

Forum members noted the Code of Conduct which must be adhered to during the meeting.

3 APOLOGIES FOR ABSENCE

It was noted that no apologies for absence had been received.

4 MINUTES

The minutes of the meeting held on 6 August 2014 were confirmed.

5 MATTERS ARISING

There were no matters arising which were not covered elsewhere on the agenda.

6 PRESENTATION BY THE NEIGHBOURHOOD PLANNING OFFICER

The Maintenance & Improvement Manager reported that Neil Barks had now left the employment of Community Housing.

The Maintenance & Improvement Manager gave an update on the Neighbourhood Plans. The Pilot Project at Bells Marsh Road was progressing well and would be completed by mid October.

Da'volls Court and Conway Road were in the process of being surveyed which would be completed by mid to end of September. Newtown 1 would go out to tender on the 15 September 2014.

The Maintenance & Improvement Manager reported that tenant involvement might be required in the evaluation of the tender.

Councillor Linden requested that an update on the Neighbourhood Plans be included in the next edition of the Tenant's Magazine.

RESOLVED:

That the Forum note the report.

7 FORUM RESPONSE TO THE HOUSING ASSETS SERVICE PROPOSAL

Forum members considered the written response from the Chairman on behalf of the Forum to the Director of Housing & Neighbourhoods regarding the Housing Assets Service proposal.

RESOLVED:

That the Forum endorse the response.

8 SOLAR PANELS

The Forum considered the update on the Installation of Solar Panels on to Community Housing properties by independent installers to help tenants who were in a position to pay for this improvement to reduce their fuel bills and carbon footprint.

RESOLVED:

That Peter Burrage & Peter Nichols to submit a written report to be considered by the Forum at the December meeting.

9 TRANSPORT ISSUES

The Chairman reported the transport issues which had occurred once again this evening to the Forum.

The Community Development Manager agreed to look into this matter to see if the taxi firm were at fault in sending a too smaller vehicle.

The Chairman reported that he would be meeting with the Chief Executive to discuss

this issue in the near future.

10 COST SAVINGS

Forum members considered the proposed cost savings which were tabled at the meeting by the Chairman with his apologies.

The Chairman reported that the Forum must be proactive and help the Council to reduce its expenditure where possible and needed to look at the frequency and venue of the Forum meetings.

The Leader of the Council reported that the views of the Forum were important to the Council but savings needed to be made across the board. He was pleased that the Forum was considering changing to bi-monthly meetings. He urged the Forum to remain operating within the Council's Member Services support, to ensure that the Forum continued to flourish.

Following a widespread debate; it was

RESOLVED:

That the Forum hold bi-monthly formal meetings at the Town Hall to be serviced by Member Services and monthly informal meetings at different venues across the Borough.

11 TENANT PARTICIPATION BUDGET

The Community Development Manager reported the latest budget spend of £9,814.00 to the Forum.

12 OPEN DISCUSSIONS

The Chairman opened the Open Discussions and reminded Forum members that this was time limited to three minutes per person.

(a) Charter Close

A Forum member reported that she was still waiting for the tree at the front of her property to be removed/cut back. The Chairman reported that he would action this matter.

She further reported a parking issue in the parking bays adjacent to her sheltered housing properties. The Member Services Officer reported that she would refer this issue to the relevant officer for investigation.

(b) A Forum member asked for an update with regard to the Tenant Handbook, Tenant Inspector Training and Scrutiny Panel. The Community Development Manager reported that the recent document produced for tenants on kitchen/bathroom improvements would be used to update the Tenant Handbook. The Voids Manager had only been in post for four weeks but was committed to tenant involvement and would organise the Tenant Inspector training as soon as possible. The Scrutiny Panel could begin to scrutinise Mutual exchanges but not the Repairs Service due to the workload of the JVC.

The Community Development Manager reported that the Housing Assets Manager had organised an update meeting for the Forum on the JVC on 11 September 2014 at 11 am in the Supper Room.

(c) ARCH

The Vice-Chairman reported that the benefits of being part of ARCH for tenants was negligible, a 25% reduction in conference fees, and proposed that membership be curtailed to make a saving of £2,500. The Community Development Manager reported that the Forum must find out what benefits Community Housing, as a whole, received as members of ARCH.

Following a vote, it was RESOLVED:

That the Forum propose to the Director of Housing and Neighbourhoods that membership to ARCH be curtailed.

13 TASK AND FINISH GROUP UPDATES

The Forum received reports on the following Task & Finish Groups:

- **Communications** - The latest edition of the magazine had been delivered to all tenants which contained the annual report which was much more user friendly. More submissions from tenants were required. A Forum member reported that white print on pastel paper was difficult for the visually impaired to read.
- **Foster's Liaison** - Nothing further to report
- **Scrutiny** - Nothing further to report, awaiting the next meeting.
- **Forum Action Plan** - A meeting to take place tomorrow to formulate a template to record the activities of the Forum.

14 JOINT MEETING BETWEEN TENANT FORUM & HOUSING ASSOCIATIONS

The Vice-Chairman gave an update with regard to a joint meeting between the Tenant Forum and tenants from local Housing Associations and other Councils.

The Vice-Chairman had networked with other tenants at various events and kept in regular contact with them and they had all expressed a desire for a joint event to learn from the Tenant Forum's success.

The Chairman requested that any interested Forum members contact the Vice-Chairman with a view to arranging an event in the Town Hall in the next few months.

15 HOUSE CONTENTS INSURANCE

The Community Development Manager reported details of the House Contents Insurance scheme which was available for tenants of the Borough, which to date, had had very little take up. The details would be published in the next edition of the Tenant Magazine.

16 CO-OPTION OF NEW MEMBERS

Co-Option Form

There were no proposals for co-option to the Tenants Forum.

17 ANY OTHER BUSINESS

The Chairman considered the following items of any other business of being of sufficient urgency to warrant consideration at the meeting:

- (a) Out There Festival - A Forum member reported that further volunteers were required.
- (b) Community Resilience - The Vice-Chairman reported that meetings would be held on 9 September 2014 at 10 am at Christchurch to rehearse the setting up of a Rest Centre and on 27 September 2014 at 10 am at Lynn Grove High School to rehearse a full evacuation scenario.

18 DATE AND TIME OF NEXT MEETING

It was confirmed that the next meeting would be held on Wednesday, 1 October at 5.30 pm in the Town Hall, Great Yarmouth.

The meeting ended at: 19:30

Great Yarmouth Community Housing (GYCH) Tenants Forum

Strategic Plan Sept 2014

What is the Tenants Forum?

It is a network of GYCH tenant representatives from across the borough.

The forum works to ensure tenants' voices are heard and represented.

It acts as a consultative body for GYCH, GYBC and partners on items affecting tenants and leaseholders.

What does a Forum member do?

Forum members act as a liaison point in their own communities.

They signpost other tenants to appropriate services

They are responsible for two way information sharing (raising collective priorities from their community network and sharing information from the Forum).

NB. The Forum is not a platform for personal issues or agendas.

What the tenants forum does	How we do it	Lead person/s	Updates and outcomes
Receives and shares information about services, programmes, initiatives and local activities that affect tenants	Presentations to the Forum from GYCH staff. Forum disseminates info through; <ul style="list-style-type: none">• Neighbourhood boards/panels/committees• Local community groups/organisations• Informal neighbourhood networks• Producing a quarterly magazine• Supporting the production of the GYCH annual report• Supporting the development of Tenant Handbooks and guides		
Works to ensure that GYCH's strategic planning and service delivery addresses the priorities of tenants	Members bring collective community concerns and priorities to the attention of the Forum. Addressed through; <ul style="list-style-type: none">• GYCH staff presentations• Formation of a task and finish/working group• Tenant scrutiny panel activity (incl. focus groups, questionnaires, mystery shopping, staff interviews)		
Identifies opportunities to develop and improve housing conditions,	Forum members work in partnership with GYCH on; <ul style="list-style-type: none">• Neighbourhood Plans activity		

neighbourhood amenities and the local environment.	<ul style="list-style-type: none"> • Contractor liaison groups (currently Foster, and EPL) • Tenant Inspectors (Voids, environmental, and housing improvement works) • Service monitoring activity (repairs follow up calls) 		
Supports and encourages local communities to develop ideas and solutions to local priorities	<p>Forum members liaise with other GYCH Tenants, supporting local activity. For instance through supporting;</p> <ul style="list-style-type: none"> • Community events • Community consultations • The promotion of small community grants for tenant led activity • The organising of tenant training sessions 		
Promotes equality and inclusivity within GYCH, to create enhanced wellbeing for all tenants			

It is proposed that the members from the Tenants' Forum consider and agree a strategic priority for the forthcoming year, eg. welfare reform impacts, customer care, supporting families, etc.

Strategic priority 2015:

GYCH Tenant Forum Co-option form

Date of nomination:

Name of Tenant to be nominated for co-option

Print

sign

Name of Tenant proposer

Print

sign

Name of Tenant seconder

Print

sign

<p>The nominated tenant will be given the opportunity to speak to the forum regarding their interest in being co-opted.</p>
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GREAT YARMOUTH COMMUNITY HOUSING

TENANT FORUM BOARD NOMINATIONS

The AGM will be held on **3 December 2014 at 5.30pm** and nominations are required for the position of Vice-Chair for 2015.

Please submit completed nomination forms to Christina Webb, Member Services Officer, by the end of the Forum meeting on 5 November 2014 and remember that they **must be signed by the nominated person in order to be valid.**

Vice-Chair

Nominee	Signature of Nominee	Proposer's Name	Seconder's Name