

Resident Panel Quarterly Meeting



Time : 10.30am

Venue Residents Zone

Tuesday 11th April 2017

Present:

Jan Harris (In the Chair)
Lyndon May
Edna Lewis
Christopher Byrne
Toula Pearson
Richard Bird
John Whythe

Apologies:

Mark Gibbons
Rose Matthews

Guests:

Alison Williams
Natalie Gardner

In Attendance:

Paula Kennedy
Caroline Morgan

	Owner	Action
Housekeeping: CM updated everyone on housekeeping		
Minutes of the Last Meeting: The minutes were discussed; Edna proposed and Christopher seconded that the minutes were accurate. All were in agreement.		

<p>Matters arising:</p> <p>Jan notified the Panel that the Growing Spaces project would be continuing for another year; in view of this the Panel agreed that they would not fund applications for bedding plants for Melin's sheltered schemes but would refer the application to Growing Spaces. They would consider application for other gardening items that Growing Spaces will not provide. Letters will be sent to Hammett Court, Roderick Hill Court and Victoria Court confirming this.</p> <p>It was agreed that the next Resident Panel meeting would not be held at Llys Ebwy as originally agreed; the meeting at Llys Ebwy will now be held in July subject to confirmation from the residents at the Scheme.</p> <p>There were no other matters arising not on the agenda</p> <p>Treasurers Report:</p> <p>Jan confirmed that she did not have the full budget report from Melin; she would go through the report in detail at the next meeting.</p>	<p>CM</p>	<p>20/4</p>
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Correspondence:

The Panel received an application from Waterside Court for a garden bench costing £269 as the old one was in a poor condition. This was agreed by the Panel.

The Panel received a letter from Castle Court requesting £131.96 for the cost of foldable tables. The Panel agreed to fund this.

An application had been received from Roderick Hill Court for various garden items; the Panel asked that a new application be made for the items without the cost of bedding plants.

The Panel considered the application that had been made by Age Connect for £986 to support a Film Night in Cwmbran. It was decided that the Panel could not support this particular project but would consider further applications and look forward to working with them in the future.

Aneurin Bevan Court requested funds to purchase stain for their benches; the Panel awarded £30.

The Panel received an application from Income and Inclusion Team for funds to support a new resident moving into a

Melin property with a white goods item and carpet. After considering the report the Panel agreed to fund the application. However they requested that further applications have full costs attached in order for them to consider the application.

The Panel agreed that all grant funding applications from residents in the future should have detailed costs attached to make consideration of the grant funding more transparent.

Chairs Report (a copy of the report was sent to the Panel beforehand)

The report was accepted and approved by the Panel.

CSG Group Report (The Panel was sent a copy of the report beforehand)

The update was accepted and approved by the Panel.

Report from the Board (a copy of the report was sent to the Panel beforehand)

The report was accepted and approved by the Panel.

RDAG (Disability Group) update (The Panel was sent a copy of the report beforehand)

The report was accepted and approved by the Panel.

Any Other Business:

Owain Roberts-Assistant Director of Customer Services

Owain came in to update the Panel. He confirmed that 25 Glanmor staff moved over to Melin on 1st April; the reason for the move was to save money and drive efficiencies.

Asset Management Service Standards will be published shortly. (The Panel have fed into this).

Owain explained some of the work that had been carried out at St Marys Court, Howell Griffiths plus the Melin Office.

The Action Plan from the Cleaning Review is currently being developed; the changes that have come about as a result of the Voids review have made a difference to the length of time the process takes.

The Snap It Sent it application should soon be available to residents; they will be able to send photographs of repairs

directly through to Customer Contact Team/Maintenance to be assessed.

Due to the number of false alarms on the fire alarms (due to smoking in communal lounges for example) Asset Management are in the process of changing smoke alarms to heat sensor alarms.

The Grounds Maintenance Contractor has been appointed; Morris' have won the contract once more

Elgan Rees-Housing Manager

Elgan outlined the work that had taken place through the Voids Review Action Plan. There is now a dedicated Voids team and a Voids supervisor role to maximise efficiency. This role is situated within Customer Contact Team.

Void days have reduced from 80 to 35 as a result of the changes.

Expenses

The amount payable per mile for Volunteers such as Panel members is 45p.

Publicity

The Panel asked if Valentino could come to the meeting on 9th May to discuss the new Panel leaflets.

<p>Growing Spaces</p> <p>The project will be going ahead for another year. The supervisor will be visiting sheltered schemes over the next few weeks to discuss what residents would like to do in the communal areas.</p> <p>Training</p> <p>The following training has been requested:</p> <ul style="list-style-type: none"> ➤ Interview Training ➤ Equality and Diversity ➤ Safeguarding (following Shona’s talk in December) ➤ IT-Louise (Digital Officer) has been asked to come into the Panel meeting on 9th May to discuss what Training could be available. <p>Communities Team Update</p> <p>All Panel members now have regular updates and requests to attend events through emails that are sent from the Team.</p> <p>The Give a Day initiative was explained, outlining how Melin staff can volunteer to support Community events</p> <p>The Community Engagement Strategy (which the Panel fed into) has now been approved by Board. The thirteen</p>	<p>CM</p>	<p>Ongoing</p>
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<p>objectives of the Strategy will be pinned to the board in the Panel office and updates on the progress of the Strategy will be brought into Quarterly meetings in future.</p> <p>CM confirmed to John that her colleague John Lewis would be contacting him in the near future to talk about the possibility of setting up a Leaseholder Group.</p> <p>Date of Next Meeting</p> <p>The next Panel meeting will be held on Tuesday 9th May at 10.30am in the Residents Zone</p>	CM	
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