

## Resident Panel Meeting



**Time:** 10.30am

**Venue:** Conservatory, Ty'r Efail

Tuesday 12<sup>th</sup> June 2018

**Present:**

Lyndon May  
Christopher Byrne  
Edna Lewis  
Clive Jenkins  
David Watkins  
Allison Williams

**Apologies:**

Natalie Gardner  
Mark Gibbons  
John Whythe

**In Attendance:**

Owain Roberts  
Matthew Clarke  
Louise Kingdon  
Caroline Morgan

**Guests:**

Julie Thomas (Vice Chair of Melin Board)  
Justin Wigmore (Director of Housing)

	Owner	Action
As both Chair and Vice Chair had given their apologies members were asked if they would like to take the Chair. None offered but asked if CM would lead the agenda.		



<p>schedules and also how residents are charged when their Scheme Managers or cleaners are away on holiday. He felt that they were not receiving a service that had been paid for. Julie explained that as employees, scheme managers and cleaners were entitled to time away which would be paid as per their employment contract. If extra cover was drafted in to cover holidays and sickness this would need to be paid for by residents to cover the costs. Lyndon requested that this information be told clearly to residents so that they are fully aware of what they were paying for.</p>	<p>CM</p>	<p>10/7</p>
<p>Julie asked for a copy of the draft service charge schedule for information.</p>	<p>CM</p>	<p>19/6</p>
<p>Lyndon asked about progress on the gazebo; CM informed him that she had spoken to the contractor and he would be ready to do the groundwork the week after next.</p>		
<p><b>Treasurers Report:</b></p> <p>CM went through the Panel budget and the payments that had been made and accrued. She informed the Panel that the current budget position was available should they wish to have a look at the detail.</p>		

<p><b>Correspondence:</b></p> <p>The Panel received correspondence from Roderick Hill Court, asking for the Panel to pay £190 for an outside socket installed in the communal area so that they could have plug in lighting to socialise in the summer evenings. The Panel approved the request.</p> <p>The Panel also received an application from Llys Ebwy for a 100ft expanding garden water hose pipe with a spray gun for use in the communal gardens. This was approved by the Panel.</p>	<p>CM</p> <p>CM</p>	<p>19/6</p> <p>19/6</p>
<p><b>Any Other Business:</b></p> <p><b>Owain Roberts, Director of Asset Management-Review of the Maintenance Service</b></p> <p>Owain talked to the Panel about a Value for Money review of the Maintenance service that has been proposed.</p> <p>He explained why this review had been proposed and what the benefits would be. He said that he wanted all residents involved in the consultation and discussed with the Panel ways of achieving this. They discussed looking at the best approach, what residents may want and</p>		

how decisions around investment may be made in the future.

This is a project that the Customer Service Group may want to be involved with pending further discussion.

The Panel thanked Owain for coming in to speak to the Panel. Owain confirmed that he would keep the Panel up to date with developments.

**Matthew Clarke, Communications Consultant**

Matthew explained to the Panel that he had been brought to Melin to help develop the Communications Strategy and wanted to get feedback from the Panel to assist him with this.

Matthew asked each member of the Panel to introduce themselves and explain whether they had any issues around communication from Melin. Christopher stated that he had concerns about residents being able to understand messages from Melin, not everyone is telephone or computer literate, plain English should be paramount and individual needs should be taken account of. Alison expressed similar concerns.

The Panel thanked Matthew for coming in to the meeting,

**Louise Kingdon, Digital Development Officer-Digital Engagement with Residents**

Louise explained to the Panel that she had recently been to a conference and had seen a presentation from another association on the way that they engage with residents digitally.

The association had a website which allowed residents to log in to in order to complete short surveys, feedback on proposed policies and service changes etc. She brought some slides in to explain how this is done.

If this was something that the Panel would be interested in it would take engagement to another level as it would allow residents who cannot/do not want to attend meetings to have a say and feed back to the Panel.

CM Confirmed that Natalie had seen the website and was impressed with the idea and would fully support it. Panel members then confirmed their support.

Panel members thanked Louise for coming in to talk to them.

<p>Lyndon also reminded Panel members that the Walking Football Tournament in aid of Prostate Cancer would be going ahead at the end of June. He asked whether the Panel would consider supporting this tournament; all proceeds would go directly to the Velindre Prostate Cancer Fund. He offered to leave the meeting so that members could discuss the request.</p> <p>Following discussion, the Panel agreed to award the Fund £200.</p> <p>Julie thanked the Panel for allowing her to attend the meeting. She confirmed that Christine Edmundson, Chair of the Board would attend the next meeting.</p> <p><b>Date of Next Meeting:</b></p> <p>Tuesday 10<sup>th</sup> July</p>	<p>CM</p>	<p>19/6</p>
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