

## Resident Panel Meeting



**Time:** 10.30am

**Venue** Conservatory

Tuesday 15<sup>th</sup> May 2018

**Present:**

Natalie Gardner (Chair)

Mark Gibbons

Lyndon May

Christopher Byrne

John Whythe

Edna Lewis

Clive Jenkins

David Watkins

**Apologies:**

Alison Williams

**In Attendance:**

Gerrard Williams

John Lewis

Caroline Morgan

**Guests:**

Christine Edmundson (Chair of Melin Board)

Lorraine Morgan (Board member)

Justin Wigmore (Director of Housing)

	<b>Owner</b>	<b>Action</b>
Before the meeting Natalie took some time out to speak to Panel members without Guests and Melin staff		
<b>Housekeeping:</b> CM updated everyone on housekeeping and welcomed everyone to the meeting.	All	

<p><b>Welcome and Introductions</b>  Natalie welcomed everyone to the meeting and invited everyone to introduce themselves</p> <p><b>Minutes of the last meeting (papers sent):</b>  Panel members read through the minutes. The minutes were agreed as a true record, proposed by Natalie and seconded by Mark.</p> <p><b>Matters arising from the Minutes:</b></p> <p>CM confirmed that all clothing had been ordered.</p> <p>CM confirmed that a final meeting had taken place with Growing Space. Clear objectives had been agreed in terms of the outcomes that Melin wanted to achieve and how they would be recorded. The project would still run in Melin’s sheltered schemes but would also incorporate sensory garden projects in selected schemes.</p> <p>Edna notified the Panel that St Marys Court had purchased the table that the Panel funded. On behalf of the residents at St Marys Court she thanked Panel members for their funding.</p>	<p>All</p>	

<p>Christopher asked whether the proposed Service Charge Schedules that had been brought to the last meeting had been updated. CM explained that she had spoken to Mike Watkins and he confirmed that the comments were taken on board and where possible changes were made. Where not possible the terms were explained in more detail. When the new draft is ready it will be sent to Panel members.</p> <p>Following the grant funding award for the gazebo and then subsequently the patio for Waterside Court Christopher asked for clarification on how the proposed figures came about. A discussion on the figures followed with an agreement that if a high quote is received for similar work Panel members will request three quotes.</p> <p><b>Treasurers Report:</b></p> <p>CM went through the Panel budget and the payments that had been agreed. 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>There was no correspondence received.</p> <p><b>Disability Group update (papers sent before the meeting):</b></p>	<p>CM</p>	<p>12/6</p>
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<p>JL updated the Panel on the current position of the Group, confirming that a meeting had been held in March with another being arranged for June. All members will be attending a Disability Network meeting at the end of May.</p>		
<p><b>CSG Update (Draft report on ASB sent)</b></p> <p>JL went through the main points of the report; confirming the work of the Group and some of the recommendations that have been drafted. He asked for feedback from the Panel on the document; any comments should be sent to him as soon as possible. The report will then go to Melin’s Leadership Team and an Action Plan drafted to go to Board, outlining what Melin will do to implement the Groups’ recommendations.</p>	<p>JL</p>	<p>21/5</p>
<p>JL asked Panel members to think about what the next project for Customer Service Group should be; they mentioned Maintenance so CM confirmed that she would ask Owain Roberts, Director of Asset Management to come to the next meeting to talk about Melin’s Maintenance Service.</p> <p><b>Gerrard Williams, Director of Development-Development update</b></p>	<p>CM</p>	<p>12/6</p>

Gerrard explained that following the recent Visioning exercise the Development Team were now part of the Growth and Business Development Directorate. He explained that his team is split into three sections as follows:

Pre-Contract  
Post Contract  
Sales

He explained the work that each section carried out.

As part of its Visioning exercise Melin has agreed to build one thousand homes over the next 5 years with a commitment to build 207 properties this year.

There is also a commitment to build 30 specialist homes this year.

Gerrard ran through a list of schemes that were on site at the moment and those that were in the pipeline over the next year or so.

Natalie thanked Gerrard for coming in to speak to the Panel; all found the discussion to be really informative.

### **Report from the Board (papers sent)**

CM explained that the information within the report had been taken from the last 3 Board reports.

CM informed the Panel that as Board Chair Christine currently writes a report

<p>for Melin staff on Board meetings. Panel members were offered the same report which they said they would be happy with. This will replace the current Report from the Board.</p> <p><b>Any Other Business:</b></p> <p>Lyndon wanted to take the opportunity to thank Alan and Helen from Communities Team on the recent event they arranged at Waterside Court, all residents really enjoyed it. He asked that a Thank You card be given to the Team.</p> <p>He also raised the question of service charges and how they are charged when a Scheme Manager or Cleaner is not available on a particular site. Lorraine confirmed that she would be meeting with Joanne Kirrane, Director of Living Well on a monthly basis and would speak to her and report back.</p> <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 would come to the next meeting with more information on the event.</p> <p>A discussion took place during the meeting on Melin's Out of Hours service and the issues that residents ring for.</p>	<p>CM</p> <p>CM</p>	<p>12/6</p> <p>12/6</p>
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It was suggested that more information is provided to residents on what exactly the service covers. Also it was recommended that more information is given to residents about how to access the Residents' Portal.

Christine thanked the Panel for allowing both herself and Lorraine to attend the meeting. Christine asked whether they would be happy of either she or the Board Vice Chair attend future meetings so that the Board and Panel may have a closer working relationship. The Panel agreed that they would be happy with this. Christine also said that she would confirm with the Panel about attendance at future Board meetings.

**Date of Next Meeting:**

Tuesday 12<sup>th</sup> June