

MINUTES OF THE ANNUAL GENERAL MEETING OF THE TENANTS' & LEASEHOLDERS' FORUM

4TH APRIL 2019

FERNEHAM HALL

In attendance: Tracy Thomas (Chair); Eileen Bailey; Carla Banks; Liz Bartlett; Jo Cobb; Pam Corbin; Allan Davies; Diane Davies; Dorothy Dicks; Ann Fells; Yvonne Goddard; Mr Hatfield; Mr Johnstone; Myra Lee; Doreen Mallows; Sheila Maltby; Mr Martienssen; Mrs Martienssen; Cliff Murray; Ruth Payne; Mrs Perry; Sonia Prescott; Phil Taylor; David Town; Paula Weaver; Janine Hensman; Andrea Kingston & Jennie Larkin.

Apologies for absence: Mr & Mrs Buxey; Joan Chapman; Mr & Mrs Chandler; Mr & Mrs Coad; Marie Condon; Mrs Davenport; Glen Doubleday; Dorothy Dicks; Sally Eeles; Debbie Gibbs; Roy Gibbs; Anne Haddow; Jim Hennessy; Sheila Hewes; Dave Hurden; Mr Johnston; Liz Leach; Phil Leach; Mrs MacFarlane; Mrs Marsh; Maureen McIntosh; Colin Ponteaux; Bill Prescott; Jeanette Rigden-Murphy; Sandy Shearman; Ken Tomlinson; Mrs Weir; Derek Whitear.

1. Welcome & introduction:

Tracy introduced herself as the Chair of the Tenants' & Leaseholders' Forum and welcomed everyone to the meeting. Liz Bartlett stood in as Vice-Chair for the meeting.

2. Presentation by Andy Brown (Employer & Partnership Manager for the Department of Work & Pensions) & Zoey Hillary (Benefits Assessment Manager for FBC) on Universal Credit Questions & Answers'

Andy Brown talked about the impact of Universal Credit and gave an overall picture of the welfare changes taking place. Details of his presentation are attached.

Andy explained that Universal Credit is about transforming the welfare system. Currently there are six different benefits, all are being rolled into one payment and claimants will only have to deal with one organisation.

The new system is digital and so there are no claim forms. For those who cannot access the system in this way due to ill health or lack of access to the internet, there are other ways to claim.

Benefits are paid monthly under the new system, directly to the claimant. If necessary, the DWP will make payments to landlords directly.

The new system will be live in Fareham from November 2019.

The new system rewards those who work and approximately 30% of claimants are working.

Carla Banks asked if Citizens Advice could help with claims? They are available to help and make claims on behalf of people. Staff at the DWP can also help.

3. Minutes of the last meeting:

The minutes were approved and proposed by Adrian Martiensson and Diane Davies.

4. Matters Arising:

An action sheet from the last meeting was circulated giving details of actions taken.

5. Election of Vice-Chair:

Cliff Murray was elected as the Vice-Chair of the Tenants' & Leaseholders' Forum. Yvonne Goddard and Liz Bartlett, will help if ever Cliff is unavailable.

Congratulations Cliff!

6. Review of the Forum's constitution; code of conduct & election of officers:

All three documents have recently been reviewed and all at the meeting were invited to take the documents away to read and comment on. All three documents will be approved at the next meeting in July subject to any changes. Any comments need to be passed to Jennie Larkin before the next meeting.

7. Review of the present structure of tenant involvement:

Those attending split into groups to consider several questions about the focus of tenant involvement for the coming year.

Tenant/leaseholder representation at meetings with contractors:

There are several tenants who attend meetings with our gas; voids; grounds maintenance and cleaning contractors.

The newsletter & annual report (what information would you like to see printed):

- Information about assisted decorating & gardening
- Universal credit
- Who does what at the Council
- Local news such as the gardening work at Downing Court
- Information about staff changes
- Transfer and exchanges of property
- What do you find most interesting in the newsletter and why?
- News items such as changes in contractors and details of how to contact them.
- Features about gardening
- All the content is interesting.

Is there anything that you can suggest that would improve the newsletter?

More information about what is going on in housing areas.

What is going on in the Borough (this information is included in Fareham Today).

Have you any suggestions for speakers for future Forum meetings?

- Safety about anti-social behaviour and scams
- General question and answer sessions with various housing staff
- Gardening
- Police & Fire Service
- Local Councillors and local MP
- First Aid
- Universal Credit and general advice on benefits
- Wills & funeral advice (we could not offer this, but, would suggest contacting Citizens Advice)
- Assisted decorating
- Car parking issues (anti-social behaviour?)
- Neighbourhood Officers outlining what they do

What time of day would you like Forum meetings to be held?

Afternoons in the winter months and evenings in the summer (as now)

Afternoons only

Most people wanted the meetings to be held as they are now, so, we will continue with this.

How often would you like Forum meetings to be held?

Four times a year as now was the general opinion.

As Ferneham Hall is closing later this year, where would you suggest that we could meet?

- Wallington Hall or Titchfield
- Victory Hall, Warsash or Locks Heath
- Stubbington Community Centre or use the sheltered housing schemes.
- Council Offices
- Leisure Centre; Ashcroft Centre; Wallington; Masonic Hall or the British Legion in Fareham.
- Community Church in West Street or Genesis Centre, Locks Heath.

Jennie will look at these options and let the Forum know at the next meeting. We must make sure that there is parking and easy access in terms of public transport.

What would you like to know about and have a say in as a tenant of FBC?

- Scrutiny of Performance Information – would like a tabled report
- Any improvements to housing and communication

- Carers and communication
- Assisted decorating

Would you be interested in representing other tenants at meetings with contractors? If yes, please tick what you would be interested in and give your name:

Five people put their names forward.

8. Any other matters:

Residents at King George Road are still not happy with the white lining work. The matter will be referred to Gemma Barton who is the Neighbourhood Officer.

9. Date of next meeting:

The next meeting of the Tenants' & Leaseholders' Forum will be held on Thursday 25th July 2019 at 6:30pm at Ferneham Hall.