

Freebridge Tenant Panel Meeting Notes
Friday 8 November 2019 at 9.45 am in the Barn

Present	Richard Maun (Tenant Panel Facilitator); Governance Coordinator; Anne Manning, Frances Fox, Sandy Peckover and Charlotte Beck,
1	<p>Welcome & Introductions and Apologies for absence There were apologies received from Annette McGivern, Mick Harpley, David Harrison and Stephen Lamprell.</p> <p>Richard Spilsbury and Brian Long Board Members were in attendance to observe.</p>
2	<p>Declarations of Interest There were none.</p>
3	<p>Minutes of last meeting – October 2019 – The minutes were read and agreed as a true record.</p>
4	<p>Work Programme The work programme for 2019 was noted.</p>
5	<p>Review Agenda Format Was deferred to December meeting.</p>
6	<p>General Update from the Chief Executive including the Business Plan</p> <p>The Chief Executive attended the Panel as his half-yearly update on the Business Plan. The Chief Executive wished to share the main projects in the business plan, issues of concern and key performance indicators. He was pleased with the overall direction of the business plan and the strategy around supporting a Better West Norfolk worked well with key partners in the Borough. Freebridge were doing this by developing homes and creating opportunities for people in West Norfolk.</p> <p>The Tenant Panel thanked the Chief Executive for his attendance and he left the meeting.</p>
7	<p>Update from the Director of Property</p> <p>The Director of Property attended the meeting to provide updates on the following areas:</p> <ul style="list-style-type: none"> • Health and Safety • Hillington Square. • Sub Contracting • Quality of Repairs • Performance of Repairs over the past 12 months • Painting <p>The Panel thanked the Director of Property for his attendance and he left the meeting.</p>
8	<p>Tenant Panel Reflection Time There was no discussion time due to other sessions taking it place.</p>
9	<p>Lettings Team Presentation</p> <p>The Lettings Managers Haley Minns and Jen Tann attended to provide the Tenant Panel with a presentation on their team area as part of the Tenant Panel development. The Tenant Panel Facilitator shared that the presentation was very good and exactly what had been required and thanked the team for their attendance.</p>
10	<p>Any Other Business The Governance Coordinator agreed to find out how the Support Team and Estates Team were working together on schemes to repair repairs.</p>

11	Meeting Review – What did we do well? <ul style="list-style-type: none">• Rush but very useful• Encouraging that the issues are going to be resolved.• More comfortable that last time.• Absolutely fabulous• There is always more time needed and did work exceptionally hard with a panel of five.
12	Next Meeting Date <p>Friday 6 December 2019 from 9.45-1.45 pm in the Barn.</p>