

**Freebridge Tenant Panel Meeting Notes  
Friday 4 October 2019 at 9.45 am in the Barn**

<b>Present</b>	Richard Maun (Tenant Panel Facilitator); Governance Coordinator; Anne Manning, Frances Fox, Sandy Peckover, Charlotte Beck, Zana Balcuiniene, David Harrison and Hazel Raisbury
<b>1</b>	<p><b>Welcome &amp; Introductions and Apologies for absence</b> There were apologies from and Annette McGivern, Mick Harpley and Stephen Lamprell.</p>
<b>2</b>	<p><b>Declarations of Interest</b> There were none.</p>
<b>3</b>	<p><b>Minutes of last meeting</b> – September 2019 – The minutes were read and agreed as a true record. The Tenant Panel thanked the Governance Coordinator for the notes taken at the last meeting regarding the Customer Services Committee.</p> <p><b>Matters arising</b> <b>Sub Contracting and Property Services</b>– The Tenant Panel wished to discuss with the Director of Property when he was due to attend the meeting.</p>
<b>4</b>	<p><b>Work Programme</b> The work programme for 2019 was noted.</p>
<b>5</b>	<p><b>Quarterly Report to the Board</b></p> <p>The Governance Coordinator presented a copy of a draft report to Board within their agenda pack for their approval. The Tenant Panel had no comments and were happy with the report.</p> <p>Following discussion about the revised Complaints Procedure the Governance Coordinator shared that the Communications Business Partner would be attending in December and could provide an update.</p> <p>The Tenant Panel wished to understand more about Property Services to discuss its performance.</p>
<b>6</b>	<p><b>Annual Placeshaping Report and Update (including estate team)</b></p> <p>The Tenant Panel Facilitator welcomed Placeshaping Manager Edwards, Placeshaping Manager to the meeting who was attending to provide an update.</p> <p>Placeshaping Manager shared that it had been around a year ago since he had come to the Panel and shared updates around the following areas:</p> <ul style="list-style-type: none"> <li>- Estates team now being part of the Placeshaping Team.</li> <li>- Café hygiene five star rating.</li> <li>- Providence Street.</li> <li>- Garden Assistance Scheme Review.</li> </ul> <p>The Panel agreed to email the Governance Coordinator with any queries for the Placeshaping Manager on the garden assistance scheme.</p> <p>The Tenant Panel thanked the Placeshaping Manager for his attendance and presentation and he left the meeting.</p>
<b>7</b>	<p><b>Tenancy Manager</b></p>

	<p>The Tenancy Manager attended to provide a presentation to the Panel about the work of the team. A Panel Member complimented the team on their compassion and the really brilliant job that they do. The Tenant Panel thanked the Tenancy Manager for their presentation and they left the meeting.</p>
<b>8</b>	<p><b>Key Messages to the Board</b></p> <p>The Tenant Panel agreed what key messages they would like the Board to consider and provide feedback on:</p> <ul style="list-style-type: none"> <li>• The Tenant Panel would like to know how repairs and maintenance performance has changed in the last 12 months.</li> <li>• The Tenant Panel would like to know what specific actions are being taken to resolve the problems around communications with tenants over repair issues, in particular call backs.</li> <li>• With regards to Contractors and Sub-contractors the Panel would like to know how does Freebridge follow up and police them, so that it knows they are adhering to their agreements with regards to CRB vetting, upholding Freebridge Values and making sure trades people are working within their qualifications and limits as promised within the contracting process, (e.g.</li> </ul>
<b>9</b>	<p><b>Any Other Business</b></p> <p>Love West Norfolk – Workshop themes sheet had been shared, the Tenant Panel Facilitator asked the Panel to consider them in their own time and email the Governance Coordinator directly if they have anything they would like added into their bullet points.</p>
<b>10</b>	<p><b>Meeting Review – What did we do well?</b></p> <ul style="list-style-type: none"> <li>• Interesting</li> <li>• Helpful</li> <li>• Rich content</li> <li>• Always good</li> <li>• Learnt a lot</li> <li>• Lots of information</li> <li>• Very interesting</li> <li>• Moments of discomfort-sure</li> </ul> <p>Thanks to Frances and David for presenting at the AGM, and for Charlotte in providing a presentation.</p>
<b>11</b>	<p><b>Next Meeting Date</b></p> <p>Friday 8 November 2019 from 9.45-1.45 pm in the Barn.</p>