

**Freebridge Tenant Panel Meeting Notes**  
**Friday 6 September 2019 at 9.45 am in the Barn**

<b>Present</b>	Richard Maun (Tenant Panel Facilitator); Governance Coordinator; Anne Manning, Frances Fox, Annette McGivern, Stephen Lamprell, Sandy Peckover, Charlotte Beck, Mick Harpley, David Harrison and Zana Balcuineiene.
<b>1</b>	<p><b>Welcome &amp; Introductions and Apologies for absence</b>  There were apologies from Hazel Raisbury and Annette McGivern.</p>
<b>2</b>	<p><b>Declarations of Interest</b>  The Tenant Panel Facilitator advised that in light of discussions regarding the Customer Services Committee that Stephen's wife was a Board Member.</p>
<b>3</b>	<p><b>Minutes of last meeting</b> – July 2019 – The minutes were read and agreed as a true record.</p> <p><b>Matters arising</b></p> <ul style="list-style-type: none"> <li>• The Tenant Panel questioned how much work Freebridge contracted out, whether those contractors were allowed to in turn sub-contract to others and whether the standards expected of Freebridge operatives were matched by the contractors. The Governance Coordinator agreed to liaise with the Director of Property on a response.</li> <li>• The Tenant Panel questioned how long empty properties were taking to turn around.</li> <li>• Charlotte Beck agreed to join Frances as a representative of the Tenant Panel at the Annual General Meeting.</li> </ul>
<b>4</b>	<p><b>Work Programme</b>  The work programme for 2019 was noted.</p>
<b>5</b>	<p><b>Quarterly Update from Vice Chair of the Board</b></p> <p>Simon Smith Vice Chair of the Board attended to provide the Tenant Panel with an update on the following areas:</p> <ul style="list-style-type: none"> <li>• Finance at Freebridge</li> <li>• Development</li> <li>• Customer Satisfaction</li> <li>• Shareholders</li> <li>• Hillington Square, and</li> <li>• Homelessness</li> </ul>
<b>6</b>	<p><b>Customer Service Committee</b></p> <p>The Company Secretary Ian Hill shared that at the June Board meeting there were discussions around how Freebridge could strengthen tenant engagement, and a Customer Service Committee was suggested to compliment the services of the Tenant Panel. The Company Secretary shared slides from the presentation. He shared that he wished the Panel's views on the role and recruitment to the Committee.</p> <p>The Tenant Panel Facilitator summarised that the Tenant Panel wished to have more detail and a further session if possible, in October to share information</p>

	<p>around working examples of the Committee and recruitment processes. The Governance Coordinator agreed to discuss with the Chief Executive as there was a timescale for a start in January and the Tenant Panel needed to be completely satisfied.</p> <p>The Company Secretary left the meeting at this point and the Tenant Panel thanked him for this attendance.</p>
<p><b>7</b></p>	<p><b>Tenant Panel Reflection Time and Development</b></p> <p>The Tenant Panel Facilitator shared that there was a timescale for discussions on the Customer Service Committee and there was a need to understand more of how it would work in practice and more about the recruitment process. The Tenant Panel suggested that the Chief Executive is invited to listen into the further discussion as it would be valuable having him listening to the Panel, the Panel further agreed.</p>
<p><b>8</b></p>	<p><b>Tenant Panel Development – Support Manager</b></p> <p>Sammy Doak the Support Manager attended the meeting as part of the Tenant Panel’s Development Plan to provide an overview of his service area.</p>
<p><b>9</b></p>	<p><b>Any Other Business</b></p> <p>Mick was to attend the Community Fund Judging Lunch.</p> <p>Thank you was given to Frances and Charlotte for agreeing to present to the Annual General Meeting.</p>
<p><b>10</b></p>	<p><b>Meeting Review – What did we do well?</b></p> <p>The Tenant Panel Facilitator thanked the Tenant Panel for their energy and collective questions during the meeting, and the questions did open up the debate on the subject of the Customer Service Committee. The Tenant Panel thanked Sandy in particular for her questions.</p> <p>Panel members advised the following of the meeting:</p> <ul style="list-style-type: none"> <li>• Very interesting and very informative.</li> <li>• Leaves more questions than answers, but enjoyed it and always enjoy the meetings.</li> <li>• Last part of the meeting was informative and learnt things they had not heard before from the Support Manager.</li> <li>• Interesting.</li> <li>• Changed, the meeting has changed there is more people giving input compared to 12 months ago. Nice to hear more voices.</li> <li>• Surprised, as they hadn’t known about the support services that Freebridge’s offered.</li> </ul>

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**Next Meeting Date**

Friday 4 October 2019 from 9.45-1.45 pm in the Barn.