

Minutes

Homes 4 Us
Monday 9th March 2009 2 – 4 p.m.
Tenant Resource Centre, Hounds Gate



PRESENT:

Clive Thorpe, Sue Stevenson, Linford Stevens, Jenny Grant, Alan Darby, Valerie Schneider, Lynn Mitchell, Elaine Graham

Officers: Sue O' Connor NCH,

Guest Speaker: Juliet Trout – Places for People

Apologies:

Catherine Shenton, Loveleen Labana, Alison Thorpe,

| ACTION

1.0 Welcome & Apologies

2.0 Minutes of the Last Meeting and Matters Arising

- Alison Thorpe was omitted from the apologies of the last meeting
- Page 2 SO reported that she has no e-mail address for LINK .
- Page 3 – CT has spoken to the Contractors who will see what they can provide and will be supporting the conference.
- Page 3 - Both Catherine Shenton and Robin Johnson will be unavailable for the Conference on 25th April – LM to speak to Tony to see what he can offer.
- Page 3 – SO has provided the conference plan
- Page 4 – Letters have been sent out as requested so far their have been 4 responses plus CT. There needs to be 7/8 people in the group and a couple of the contractors will be sending their Tenant Liaison Officers.

LM

The minutes were agreed as a true record

3.0 Support for Vulnerable Tenants

- CT welcomed Juliet Trout who is a NCH tenant but also works for Places for People and outlined the background to the Conference and how the forum was started.
- Juliet Trout explained her role with Places for People and how her work

Overlaps and includes some NCH tenants.

- VS stressed that Homes 4 Us is also for Carers
- JT her role is help people be more independent they may begin by completing forms for them and help them to find the support they need but after 12 months they hope to have given them enough support and then sign post them to external agencies.
- LS stated that NCH needed reminding that all procedures for people with disabilities need to be followed up.
- JG reported that the issues faced by those tenants with learning disabilities and Mental health issues need to be addressed as they may not understand letters that are sent out to them so the letters need to be followed up with a visit if they do not acknowledge them.
- SS went on to state that a letter about Annual Gas servicing which outlines a follow up procedure is about to be proof read. This works on a green amber and red basis so that is the second letter Amber is not responded to then a problem is flagged up and a visit arranged.
- EG asked if people can still have an input into Homes 4 Us even if they are unable to attend the meetings?
- CT responded that they can and they are happy to have their issues brought to Homes 4 Us but what is needed is a booklet to explain the forum.
- JT excused herself and CT thanked for attending.

4.0 **Homes 4 Us Conference Update and further planning**

CT reported that Martin Valentine is supposed to attend the next conference meeting to look at publicity material. It was decided that this meeting will take place on Wednesday 25th March.

It was confirmed that all the people on the mailing list will be invited and then CT took the group through the plan for the Conference and updates and amendments were made.

5.0 **Forward Planning review for 2009/2010**

This item was carried over to the next meeting

6.0 **Dates of 2009/10 Meetings**

The group set the dates for the meetings from April 2009 to April 2010 (inclusive) these are to be sent out with the next lot of paperwork.

SO

7.0 **Any Other Business**

- It was asked if the group could be provided with plastic folders to hold the paperwork for the group, SO to look into this.
- There was a discussion on what to do with old copies of minutes and SS stated that NCH do allow her to bring paperwork in to be shredded.
- JG reported that she is going to London on behalf of NCH and asked if she should tell people about the Homes 4 Us Conference. It was agreed by the group that this was a good idea.

SO

- It was asked if the Conference was going on the website.
The meeting then closed.

The next meeting is to be held on Monday 6th April 2009
12.00 p.m. and 2.00 p.m.

Tenants Resource Centre at Hounds Gate