

Summary of the Moat Resident Forum – Mariner House – Monday 28<sup>th</sup>:  
February 2011.

Present – 12 Residents and 9 Moat Staff – (Hugh Fenn and Marion Burke were introduced). Minutes of the previous meeting (10<sup>th</sup> Jan 2011) were approved.

Matters arising included:- Tony Morgan had not yet added Sheltered Grounds Maintenance reports to the Website. Paul Ingram confirmed that he still had ownership of the Digital Aerial project. RS had had communication with Tim Brooks about access to Ideas Catcher in the East.

Policy & Procedures Working Party – Grants to Resident Groups was deferred for re-draft, and 4 other matters were deferred to 11<sup>th</sup>: April due to late submission

A report by Hugh Fenn on Residents Mileage Expenses was laid on the table, summarising facts previously reported. It was noted that there was no time for consideration. Nevertheless, residents present were unanimous in protesting at the continuity of the 40p. rate in view of the escalation of petrol and diesel prices. In view of this, Moat had offered a final opportunity for a small group to continue discussion on a date to be agreed without delay.

Kim Parkin presented Key Performance Indicators for December 2010 covering 30 pages of the month's activity. A copy is held in the Resource Centre for inspection.

Rebecca Wellard presented her reports on Complaints/Satisfaction, and Service Standards. Again, these reports are very comprehensive, and copies are held for inspection.

Verbal reports followed on Mears Contract update, Contract Procurement, Neighbourhood re-structure, Local Offers, Gardening & Cleaning, & Low cost loans. Claire Walker then made a presentation on Welfare & Benefit Reforms – a detailed and complex subject for expert management.

Shane Whitehead then presented his paper on the Residents Independence Agenda. Some thought this was an attempt by Moat to

shed responsibility – i.e. taking on minor repairs – and both Moat's and Residents' obligations in the Tenancy Agreements were aired. Watch this space!

Recent Minutes of the Group Property Services Forum were presented, and attention was drawn to the decision to delegate the Regional Property Groups down to Regional Associations, and Property Service matters are henceforth to be reported at Regional (MERA) meetings.

Area Chairs submitted Regional Reports.

Under 'Any Other Business' RS reported his surprise that recent Notices on Rent & Service Charges directed Sheltered Residents to refer any queries to their Support Coordinators, with no mention of Customer Services or Neighbourhood Officers, which is a significant change from the past, and adds yet more lines of communication.

After the formal meeting, Rebecca Wellard reported on progress to date on a new I.T. programme – 'Tracker'- which will be used to record Resident Activity added to Resident Involvement.

This is a summary of notes on this long meeting – the Official Minutes will be posted in due course.

R. Shanks 1/2/11