



Tai Ceredigion Monitoring Group Annual Report - 2013-2014

During the last 12 months members have been kept very busy. In January they responded to the Welsh Governments consultation paper on its Strategy for Older People in Wales. In February the disaggregation of services for rent was presented at the Tenant Liaison Forum in Aberystwyth and 4 potential Tenant Board members also attended our meeting in Aberaeron.

In April we had a look at the first draft of the Leaseholder handbook and also made suggestion regarding the questions for the forthcoming STAR, tenant satisfaction survey. The following month we reviewed both the Asbestos policy and the Asset management policy for Tai Ceredigion. The Disabled People Together Forum was established, with our own Paul Clasby as joint Chair, and Peter Deakin as secretary. It was also agreed to publish the Groups annual reports on Tai Ceredigion`s website.

In June we heard the results of Tai Ceredigion`s first Tenant Board election, with Marilyn Farmer and Jeremy Fysh duly elected. We also attended the opening of Tai Ceredigion`s first new build, an adapted bungalow at Talybont, as well as a Seminar on the Renting White paper. July saw the benefits cap being introduced with 3 families from Tai Ceredigion affected, although they were not told who, due to the DATA Protection Act, leaving staff to guess who!

As there were no meetings in August we took the opportunity to have a get together at my home for a Bar b q and informal catch up.

In September I was invited to join the Tenant Advisory Panel (TAP), where members and fellow tenants discuss tenant views and consider the key issues before presenting them to the Regulatory Board Wales for assessment. The Disabled People Together Forum had their formal launch in Aberaeron, and the Group had the first Self assessment meeting with Tai Ceredigion Board and Executive team. We also reviewed the Welsh Governments Housing for All Bill and the Councils Common allocation and Local letting policies. Members also attended a Tenant Scrutiny training day in Lampeter, facilitated by David Lloyd from the Tenant Participation Advisory Service (TPAS).

Tai Ceredigion staff helped tenants to apply for Discretionary Housing payments from the Council, if they had been affected by the Bedroom tax. Members also met with Welsh Finance minister Jane Hutt and made her aware of local and national views that affected tenants. Four members attended the Welsh Tenants Conference in Llandrindod Wells and Claire Russell Griffiths from the Welsh Tenants also attended our own meeting at the end of the month.

We hosted our own Annual Conference at the National Library in Aberystwyth in October, with guest speaker local MP, Mark Williams. Steve Jones also announced the results of the STAR Tenant satisfaction survey. with a 53% response from tenants, and 82% happy with the overall services they receive from Tai Ceredigion. Members also attended the second Self assessment day in Lampeter.

In November, Bill Irving and myself attended the TPAS Conference in Cardiff and I was also asked to give a talk at one of the Welsh Tenants Attain meetings in Aberystwyth, regarding the work of the Monitoring Group.

We only had 2 meetings in December, which gave us all a chance to re-charge our batteries, ready for the new year.

Throughout the year members have met up with tenants from other Housing Associations and Local Authority landlords at various meetings and events including the TPAS Tenant network meetings in Haverfordwest, Newcastle Emlyn and our own Tai Ceredigion Offices. We have also been on Scrutiny tours with the Executive team and Board, looking at how the Welsh Housing Quality Standard (WHQS) improvement works are progressing throughout the county as well as the External wall installation work.

We have recently held our Annual election of officers, and the following people have been elected:

Chair - Jim Scanlan

Vice Chair - Peter Deakin

Secretary - Mervyn Tucker

Minute secretary - Catherine Shaw

Treasurer - Bill Irving

As well as continuing our monthly meetings, members have been busy carrying out regular inspections of Void properties prior to being re-let, they have been involved in Estate inspection across the county and setting Service standards. Telephone surveys have been continuing throughout the year, with members contacting tenants who have had WHQS work completed, and asking them questions about the whole process. Members have also been representing tenants on the Welfare Reform Working Group, whilst officers of the Group have continued to meet monthly with either the Executive team or Managers to discuss any issues or concerns that have come to our attention.

Over the last 12 months we have had a few changes to our membership. Catherine Shaw has re joined us, and we also welcomed Doug Williams, Aberaeron, Jenny Appleby, Llandysul and Anne Hutchinson from Talsarn. Our leaseholder David Frith had to stand down from the Group, but has been replaced by Andrew Cotterill from Aberaeron.

We have said goodbye to Louise Hill, who was our secretary, but has now been co-opted on to Tai Ceredigion's Board of management, thank you to her for her hard work, and best wishes. Also Nick Heneghan, who has had to stand down, due to work commitment.

Finally Brian Hunter, one of our longest serving and original members has stood down from the Group. I would like to thank Brian, who has worked tirelessly, assessing void properties, conducting phone surveys and supporting the Group and its members, and wish him well for the future.

May I thank all my fellow members for all their hard work and time given in helping me over the past year.

Jim Scanlan, Chair, Tai Ceredigion Monitoring Group
20th February 2014