

Tai Ceredigion Monitoring Group Annual Report 2018-2019

2018 was yet another busy year for the group and I would like to extend my gratitude to the members for their support and unwavering dedication. On behalf of the group I would also like to extend our gratitude to Tai Ceredigion for its continued support and our inclusion in both strategic and operational matters.

We began the year with our own Business Planning day at which the members identified training needs, the need to use Community Transport, improvements to our governance material and further efficiencies. Arising from the Business Planning day, the members have received training in General Data Protection Regulations and Equality and Diversity. We have reduced our expenditure on transport by at least 30-40% along with negotiating reductions in venue costs for our monthly meetings. Our governance material has also been revised to become more inclusive and fit for purpose.



As with previous years our members have:

- Conducted Estate Inspections.
- Reviewed Service Standards.
- Reviewed policies.
- Conducted Welsh Housing Quality Standards (WHQS) inspections on void properties.
- Conducted inspections of void properties prior to being re-let.
- Conducted telephone surveys in relation to Medra.
- Attended monthly meetings with Tai Ceredigion's Executive Officers and Senior Managers.
- Attended Tai Ceredigion's Business Planning day and Strategic Reviews with the Board.
- Attended Tenant networking and Housing Regulation update meetings with tenants from neighbouring counties.
- Revised the format of the Tenant Liaison Forum to provide our fellow tenants with an opportunity to engage with staff from Housing, Maintenance and Tenancy Sustainability.



- Set the themes for the Tenants Conference and Tenant Liaison Forums.
- Invited neighbouring tenant groups, the Housing Regulator and the Director of the Care Society to our monthly meetings.
- Made our own submissions to Welsh Government and Ceredigion County Council consultations.



- Formed a joint tenants group with Mid Wales Housing Association tenants to ensure the tenants voice is present during the feasibility study into collaborative working between Tai Ceredigion and Mid Wales Housing Association.

- Maintained representation at the Ceredigion Disability Forum.
- Continued to ensure that our tenants remain at the heart of Tai Ceredigion's current and future operations.
- Retained our high level of autonomy and the recognition by Tai Ceredigion and Welsh Government as an independent tenants group.

I truly cannot imagine how many hours our members have volunteered freely to fulfil our duties but I am confident that our commitment to you, our fellow tenants can be clearly demonstrated.

The coming year will prove to be as busy and we are always looking for new members. If any of the listed activities appeals to you and you have some spare time, please consider joining us.

If you are interested, please contact Sue Thomas (Tenant Participation Advisor) on 0345 606 7654.

**Paul Clasby, Chairperson
Tai Ceredigion Monitoring Group
February 2019**