

ANDREA PURDY – CHAIR LTF & QUEENSWOOD TARA, PHIL METCALFE – VICE CHAIR LTF & ADEL CRAG TARA, PEARL MCARDLE – SAXTON GARDENS TARA, MADDY HUNTER – BUTTON HILL TARA, KIM FRANGOS – NEW WORTLEY TARA, MAUREEN INGHAM – NEW WORTLEY COMMUNITY ASSOCIATION, SUSAN KERRIGAN – ST AUGUSTINE’S COURT TARA, SANDRA OGDEN – GAMBLE HILL, DAWN COLES – JOHN O’GAUNTS TARA, PATRICIA JACKSON – HUNSLET TARA, SUE CLIFFORD – LAKELAND COURT, MARGARET FOSTER – THORPE TARA, YVONNE CROWTHER – WHITE ROSE TARA, ROSE HODGKINSON – ROSEDALE PATCH (BITMO), SARAH WEBSTER – ROTHWELL TARA

LEEDS TENANTS FEDERATION
TARA Panel Meeting
Friday 10th June 2016 between 4.30 – 6.00pm
Westminster Building, New York St, Leeds LS2 7DT

| Name | Initials | Position |
|------------------|----------|---|
| Andrea Purdy | AP | Chair LTF |
| Phil Metcalfe | PM | Vice Chair LTF |
| Maddie Hunter | MH | Button Hill TARA |
| Susan Kerrigan | SK | St Augustine’s Court TARA |
| Susan Clifford | SC | Lakeland Court Community Champion |
| Neruka White | NW | Brander Drive / Gipton Area Rep. |
| Sarah Lockwood | SL | Housing Manager – Tenant Involvement Team |
| Jan Cleverly | TM | Tenant Involvement Officer(Minutes) |
| Janet Miller | JM | Leaseholder Team |
| Apologies | | |
| Rose Hodgkinson | RH | Rosedale Patch (BITMO) |
| Sandra Ogden | SO | Gamble Hill TARA |
| Kim Frangos | KF | New Wortley TARA |
| Sarah Webster | SW | Rothwell TARA |
| Patricia Jackson | PJ | Hunslet TARA |
| Maureen Ingham | MI | New Wortley TARA |
| Tracey McGarry | TMG | Admin Assistant - Tenant Involvement Team |

| Item No. | | Owner |
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| 1.0 | Introductions and Apologies | |
| 1.1 | There were general introductions. GN has resigned and Norman Forsyth – whilst having recently had a major operation and still receiving information about the panel and invites to panel meeting - may resign due to ill health. Janet Miller (JM) introduced herself as part of Housing Leeds’ Leaseholders’ Team along with Kirsty Heald. | |
| 1.2 | Apologies were given for RH, SO, KF, SW, PJ, TMG and MI. | |
| 2.0 | Minutes of Last Meeting | |
| 5.2. | JC referred to paper copies of the Lettings consultation / FAQ sheet on the tables. Additional copies were provided after the meeting. Completed forms to be sent to the given address by 19 th June. | JC |
| 5.3.1. | SL has dealt (as far as possible at this time) with the issue raised by Margaret Foster at the last meeting regarding Thorpe TARA. | SL |
| 5.4 | Commitment for Carers Leeds has been invited to the August panel meeting | AP |

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| 5.6 | JC referred to a Men’s mental health poster she will share under AOB later. | JC |
| | The minutes of the meeting were accepted as a true record | All |
| 3.0 | Matters Arising | |
| 3.1 | JC to share a copy of the skills matrix via email before the next meeting. SK mentioned she and Mick Dodds had attended training for Chairs at LTF the previous week and her feedback of the training was very good. Those who attended were given certificates | JC/SK |
| 5.7 | JC will invite local tenants federations to the TARA Conference and continue to share emails from these Federations with LTF Directors | JC |
| 6.1 | SL explained that following the Communication Consultation at the last meeting the issues raised by the panel had been shared with the Involvement Team who will now share the issues with local Housing Offices and Housing Officers via their weekly team meetings. | SL |
| 4.0 | Health, Safety and Wellbeing | |
| 4.1 | PM reported that a building inspection had taken place and no issues were found. | PM |
| 5.0 | Leaseholder Consultation | |
| 5.1 | JM gave a presentation of the Leaseholder and TARA consultation requirements. | JM |
| 5.2 | JM explained that Leaseholders do not own the property they buy – the building and land is owned by LCC. Leaseholders buy a 125 year lease at 70% of the property’s market value. Leaseholders can pass on the lease or sell it. There are 2,000 Leaseholders in Leeds and they are still LCC tenants. | |
| 5.3 | Leaseholders pay a contribution towards any work needed to their property, proportionate to the number of tenants in the building. | |
| 5.3.1 | Consultation with Leaseholders, and the TARAs that represent them, is a legal requirement where tenders to contractors are sought due to the Service Charges (Consultation Requirement)(England) Regulations 2003 and the Landlords and Tenants Act 1985. | |
| 5.3.2 | Consultation via Notices (letters) are sent out linked to various tendering issues e.g. when LCC is seeking tenders for a new asbestos contract. Responses/ comments are logged and acted upon. Notices/ letters are not sent to other tenants other than Leaseholders / TARAs. | |
| 5.4 | TARAs can be involved in various ways e.g. by nominating contractors to be considered in the tendering process by passing their contact details to JM. The Procurement Team will then contact the contractor and invite them to submit their bid. TARAs can also take part in the tendering process at each stage also. | |
| 5.5 | JM – or her colleague Kirsty Heald – will contact TARAs / Leaseholders of the successful company selected to carry out the work; explaining why they were chosen. | |
| 5.6 | JM explained that when a leasehold property is sold part way through the tendering process, then the new Leaseholder will be sent a pack containing all the relevant information. | |
| 5.7 | PMcA explained about Leaseholders in Saxton Gardens who are without heating because | PMcA |

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| | they could not afford the £800 needed to install this into their property. JM signposted the help available. JC to share the contact details of Patrick Edward – part of the East Repairs Forum to PMcA to help address the lack of heating issues for Leaseholders at Saxton Gardens. | |
| 5.7.1 | PMcA also described the case of a vulnerable tenant who had difficulty getting her locks changed – even with PMcA’s help. SL suggested the call centre be contacted and if the matter was not resolved then the complaints process could be followed: Stage 1, followed by stage 2 if no resolution followed by involving the Designated Complaints Person. | |
| 5.8 | WC asked about compensation when she shared the experience of Leaseholders in the Claytons. Work carried out there was done incorrectly due to inaccurate measurements taken before work. JM explained that the lease agreement does not make allowance for the payment of compensation when essential structural work to the building is being carried out and that, unfortunately, there will always be some level of disruption when structural work is being undertaken. | WC / JM |
| 5.9 | AP suggested that as the Notice letters are causing confusion a sentence be added to the beginning of each for clarification. This was agreed and wording chosen was: <ul style="list-style-type: none"> i. To a TARA “This letter is being sent to you because you are in a TARA and have Leaseholders in the area you represent.” ii. To a Leaseholder “This letter is being sent to you because we want to consult with you about planned work to be carried out. A copy of this letter will be sent to your local TARA because you live in the area they represent.” | |
| 6.0 | TARA Guide – progress and timeline | |
| 6.1 | AP referred to the TARAs working groups’ scoping meeting which resulted in the organisation of the TARAs guide – called Tenants and Residents Action Guide. This will have the strap line: By tenants for tenants”. This document is being drafted for its launch at the TARA Conference on the evening of Wed. 27 th July 2016 at St George’s Conference Centre. The contents section was circulated prior to the meeting. | AP |
| 6.2 | AP shared chapter 5, the draft finances /expenses section of the TARA guidance booklet – which was recently well received by VITAL. | AP |
| 6.3 | Everyone thought good progress is being made. | All |
| 6.4 | AP hopes to have a first full draft of the booklet to share with the panel / Housing Leeds by the end of June. JC will circulate this draft to panel members and Housing Leeds for panel members / Housing Leeds to give their comments by Friday 8 th July so any changes can be made in time for the booklet’s launch on 27 th July. | AP/JC All |
| 6.5 | JC mentioned that stalls at the TARA Conference were requested by: <ul style="list-style-type: none"> • Vic Berry - Digital Inclusion / Citizens on line / IT for beginners | JC |

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| | <ul style="list-style-type: none"> • Katrine Marsden – Greendoctor • Rob Curtis - to launch the new local energy tariff re. new energy: • Saleem Shafi - Money Buddies (Ebor Gardens Advice Centre project) | |
| 6.6 | TARA Conference invitation flyers will be posted by 17th June. | JC |
| 6.7 | The panel were happy with the progress made towards the organisation of this event | All |
| AOB | | |
| 7.1 | None shared. | All |
| 8.0 Date of Next Meeting | | |
| 8.1 | The next meeting will be held on Friday 15 th July 2016 at Westminster Buildings. Time : 4.30– 6.00pm | |

| Item No. | Summary of Actions | Owner |
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| 3.1 | JC to circulate the Training and Skills matrix to be circulated at the June Meeting. | JC |
| 5.7 | JC will invite local tenants federations to the TARA Conference (Matters Arising) | JC |
| 5.7 | JC to share the contact details of Patrick Edward – part of the East Repairs Forum to PMcA | JC |
| 6.4 | JC will circulate this first TARA guidance draft to panel members and Housing Leeds | JC |
| | All to provide thoughts, comments, responses (Deadline 8 July) | All |
| 6.6 | TARA Conference invitation flyers will be posted by 17th June | JC |