

LTF TARA Panel: Andrea Purdy (LTF Chair & Queenswood TARA), Pearl McCardle – Saxton Gardens TARA, Madeline Hunter – Button Hill TARA, Wendi Carson – Queenswood TARA, Kim Frangos – New Wortley TARA, Maureen Ingham – New Wortley Community Association, Susan Kerrigan – St Augustine’s Court TARA, 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, Jeff Gantschuk – Westfield TARA, Ann Maughan – Sandringham TARA, Neruka White – Gipton Area Representative Co-optee: Mick Dodds, Chair VOLT & St Augustine’s Court TARA

LEEDS TENANTS FEDERATION TARA PANEL

Friday 11th November, 2016

Unit O, Westminster Buildings between 4.30-6pm

Name	Initials	Position
Andrea Purdy	AP	Chair of Leeds Tenants Federation
Margaret Foster	MF	Vice Chair of Leeds Tenants Federation
Jan Cleverley	JC	Housing Officer – Tenant Involvement Team
Sarah Lockwood	SL	Housing Manager – Tenant Involvement Team
Sue Kerrigan	SK	St Augustine’s Court TARA
Maddie Hunter	MH	Button Hill TARA
Raymond Laing	RL	Thorpe TARA
Mick Dodds	MD	St Augustine’s Court TARA
Sheila Horne	SH	Area Representative – Whincover Grange
Wendi Carson	WC	Queenswood TARA and Treasurer of LTF
Ann Maughan	AM	Sandringham TARA
Sue Clifford	SC	Lakeland TARA
Tracey McGarry	TM	Housing Assistant – Tenant Involvement Team
John McPherson	JM	Communications and Marketing Partner with LCC
Rob Curtis	RC	Guest Speaker - White Rose Energy
Katrine Madsen	KM	Guest Speaker - The Green Doctor
Apologies		
Sarah Webster	SW	Rothwell TARA
Jeff Gantschuk	JG	Westfield TARA
Jackie Worthington	JW	Secretary of LTF
Rose Hodgkinson	RH	Rosedale Patch (BITMO)
Kim Frangos	KF	New Wortley TARA
Yvonne Crowther	YC	White Rose TARA

Item No		Owner
1.0	Introductions and Apologies	
1.1	AP opened the meeting and introductions and apologies were given.	
2.0	Conflicts of Interest	
2.1	No conflicts of interest were raised.	
3.0	Matters Arising	
3.1	TM to amend the previous minutes with Raymond Laing attendance.	TM
3.2	MH confirmed that she had received the website copy of the TARA panel guide.	
3.3	JC confirmed that Phase 1 – Creating a Facebook page training has been arranged for Tuesday 29 November, 2016. JC will give details of Phase 2 once interest and availability is confirmed.	

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3.3.1	AP mentioned interest in similar training about Twitter. SL clarified that the social media training is part of the digital communication part of the tenant training plan and courses can be added.	
3.4	The panel agreed the minutes were a true record.	
4.0	White Rose Energy – how it could save you money on your fuel bills	
4.1	Rob Curtis gave a presentation on the new Leeds City Council scheme White Rose Energy (WRE).	
4.1.1	WRE offers : <ul style="list-style-type: none"> ▪ Consistently competitive prices, regardless of tariff type ▪ Transparent tariff structures with no unwelcome surprises ▪ Fairer deal for low volume and pre-payment customers who have been poorly served by the energy market ▪ Bespoke switching service for Council voids. 	
4.2	RC provided information on the 3 tariff types available : <ul style="list-style-type: none"> ▪ Fluid – standard variable rate ▪ Flat Capped – fixed rate ▪ Freedom – pay as you go 	
4.2.1	RC stated that although WRE will not always be the cheapest option the company promote fairness and transparency. WRE will talk through with customers and tell them the best option on an individual basis.	
4.2.2	WRE tariffs will appear on all price comparison websites, but the customer can only switch by contacting the company directly.	
4.3	Unfortunately, due to WRE being a small company it is unable to offer the annual warm homes discount.	
4.3.1	At present the company has approximately 450 customers and they aim to increase this to 10,000 over the next 2 years. WRE is funded by the Council now but will eventually be self-funded when a sustainable customer base is achieved.	
4.4	Pre-payment meters in void properties are to be switched to smart meters. These will mean tenants will be more aware of the amount of energy they are using. The smart meters can be switched remotely to credit mode with no additional charge.	
4.5	Contact details and leaflets were provided to panel members for distribution to their areas. Further information can be found on the website www.whiteroseenergy.co.uk .	
5.0	The Green Doctor	
5.1	Katrine Madsen gave a presentation on the Green Doctor energy saving service. The Green Doctor is funded by the charity Groundwork. Green Doctor delivers a free service to help households use less energy, keep warm and save money.	
5.2	Katrine Madsen gave information on the support offered to households : <ul style="list-style-type: none"> ▪ Advice on energy bills / energy debt ▪ Assisting with complaints and resolutions ▪ Understanding temperature thermostat controls ▪ Switching energy providers 	

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	<ul style="list-style-type: none"> ▪ Appliance costs ▪ Changes on energy use to reduce costs. 	
5.3	<p>KM stressed the importance of the home being comfortably heated to 18+ degrees and the dangers that can occur when temperature remains lower for a long period.</p>	
5.4	<p>On average people could save £234 a year by switching supplier. The panel discussed a number of examples that make people feel hesitant about switching from the ‘Big 6’ companies, included were:</p> <ul style="list-style-type: none"> ▪ Loyalty and being a long term customer ▪ Good management of current prices ▪ Confidence in more established companies ▪ No problems arisen, no reason to switch 	
5.5	<p>The smart meter roll-out is supplier led and the completion of the installation of smart meters to all households is estimated to be completed by 2020. Benefits of the new smart meter are –</p> <ul style="list-style-type: none"> ▪ It puts householders in control of their energy use ▪ No more estimated meter readings ▪ Less erroneous billing- pay for what you use ▪ Switching will become easier ▪ No upfront costs for installation 	
5.6	<p>Customers who choose to remain on pre-pay option can potentially benefit from:</p> <ul style="list-style-type: none"> ▪ Interchangeable mode between prepay and credit ▪ Removing stigma of pre-pay, same meter ▪ Overcome accessibility issues for top-up ▪ Increased variety of payment methods (Direct Debit, online, pay-point, text) 	
5.7	<p>Referrals often come through the Citizens Advice Bureau and other agencies. KM mentioned that vouchers for food banks can also be issued through the Green Doctor service.</p>	
5.8	<p>JC mentioned the Charis Trust Group who have a charitable energy section. JC will circulate an information flyer to share with TARAs and a feedback form to complete.</p>	JC
5.9	<p>KM offered to visit individual groups to give further presentations if required. For more information visit www.thegreendoctors.org.</p>	
6.0	Communication with other groups and suggestions for meetings in 17/18	
6.1	<p>AP asked the panel about the most successful way to communicate the information to other TARAs. JC committed to scanning documents and requesting that they are uploaded onto the LCC website through the LTF pages.</p>	JC
6.2	<p>Members mentioned sharing information and links through their Facebook groups to inform other TARAs.</p>	
6.3	<p>AP asked for suggestions for topics for the TARA panel to discuss from April 2017. The panel mentioned that they felt a need to learn more about the following topics:-</p> <ul style="list-style-type: none"> ▪ Personal Independence Payment (PIP) and Disability Benefits. ▪ Wi-Fi access ▪ Tenancy Fraud and Benefit Fraud ▪ Sheltered Service charge and the 6 extra care models. 	

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	<ul style="list-style-type: none"> ▪ Housing and Planning Act ▪ Recycling and Waste Management 	
7.0	Any other business	
7.1	SL advised the panel that JC will no longer be supporting LTF and this role is now being taken over by Simon Jordan. JC will be pursuing her tenant involvement role as officer to part of Inner North East area – Gipton / Harehills.	
7.2	JC thanked the panel for their support and urged that members attend the next meeting to help them stay vigilant against scams and told of a case in East Leeds of a money buddy impersonator who took advantage of a vulnerable person with dementia.	
7.3	AP and the panel thanked JC for all her work and commitment to LTF and wished her well in her new role.	
8.0	Date / Time of next meeting	
8.1	Please Note - The next meeting will be held at Westminster Buildings on <u>Thursday 15th December, 2016 at 4.30pm - 6.00pm.</u>	

Item No.	Summary of Actions	Owner
3.1	TM to amend attendance on the previous minutes before uploading to website.	TM
5.8	JC to arrange for info flyer to be sent with details of Charis Trust Group.	JC
5.8	JC to arrange to send a feedback form for completion for The Green Doctor.	JC
6.1	Presentation slideshows to be uploaded to the LCC website, LTF meeting page.	JC