

TRA Chairs Meeting

*Friday 26 June 2009
Millwall Housing Office*

The meeting concentrated on reviewing the minutes and discussing progress/future action. The structure of the minutes follows the agenda.

1. Board Minutes

CK advised that the board minutes were on the web site. It was agreed that Charlin should send out a full set.

2. Estate Signage

The final versions had been circulated to the TRAs for review and sign off.

3. Repair reporting to CCC

TS agreed to take the issue of a free telephone Number to the Group Board, with a view to a full consultation on costs and options to be carried out with across all 3 RSLs. It was agreed that telephones will be based in Millwall and Castalia Sq for residents to use to contact the CC

4. Newsletters

St Johns provided an article for the next news letter. 3 chairs preferred to produce their own in-house newsletters.

5. Invoices

CK confirmed that she had investigated the unpaid invoices and that this had now been confirmed as paid. Maggie confirmed she had received payment.

6. Resident profile

No further comments were added.

7. Rent Increases & Statements

Concerns was raised regarding inaccurate service charge figures, some examples were given where there is not break down for services on the statement. In addition to this examples were quoted on statements containing inaccurate payment details. I.e. A credit payment is shown as a debit thus placing residents in arrears when they are not.

CK to investigate with the rents team. DL provided a name and address to investigated. A response will be sent directly to DL.

8. Community Chest

A panel was set up to review applications – this consists of a TRA member and Resident Board member.

9. Major Works - Consultation

CK to discuss consultation programme with the major works team and arrange for them to meet with the TRAs.

10. Major Works - Contractors

The Major works team have been asked to send Information to residents prior to contactors in the future assessing works.

11. Conflict of interest

TS explained that there was no conflict of interest. TS to circulate to TRA member's declaration of interests.

12. Castalia Sq

It was agreed that Castalia Sq will remain as a permanent office subject to some internal changes.

17. Staffing

Issues previously raised on attitude and staff have been raised with Michelle Muclare.
