

MDHA Residents Association  
Minutes of Meeting 21<sup>st</sup> July 2008

Attendees:	Janet Thompson
(JT)	
Rachel Bonner (Chair)	Maureen Woods
(MW)	
Len Smith (Vice Chair)	Frank Ranscombe
(FR)	
Mike Denne (Treasurer)	Angela New (AN)
Laura Bisset (Secretary)	Martin Coker (MC)
Ken Hodgson (KH)	Jackie Corriette
(JC)	

Apologies: Joan Fusco

Not Present: Zoe Masters, Mark Bramble

MDHA Staff: Johanna Barrett, Debbie Denyer, Nigel Bailey

RB explained that some members of the committee are concerned that we are not getting enough time to discuss our own matters due to MDHA items on the agenda taking up to much time in the meetings. It was suggested that the sub group should be used for these matters.

1. Service Improvement Plan

JB ran through the outcome/action plan for the strategy. And we will be given quarterly updates.

Arborfield clean up April 2008

Any member of the committee who would like to see this review plan can contact JB and this will be sent to them.

The strategy has been approved and JB is working on the action plan to achieve the goals.

2. Community Website Update

The website has now gone live, but there are still a few things which need editing.

3. Minutes of the Last Meeting

Minutes agreed

4. Matters Arising from Minutes

Len Smith was missed off of the minutes of the last meeting on 16/6/08 but has confirmed that he did attend this meeting.

5. Update from Board

19 items on the agenda.

Board members not excepting payment. This was finally agreed and everyone's comments were listened to. The Residents Association Board members were the ones who were against this non payment. Lots of other policies were gone through.

6. Update Sub Committees

AGM: we had an initial meeting on this and need to arrange the next meeting. Invites etc will need to be sorted asap.

7. Complaints Report

DD gave an update on how this was going. Please refer to the report given out to answer any questions you may have.

8. Service Standards

A report for this was sent out but was in very small print. DD and NB were going to get this printed larger. Please see Service Standard sheet to answer any questions you may have.

KH has the report on Aids and Adaptations.

9. Performance Update Apr/Jun 08

NB asked if we would like copies of this document. It was decided that this document will be sent to LB to put in the file and bring to meetings for referral when needed.

10. Financial Report

Please refer to Budget report given out at the meeting.

11. Date of Next Meeting

15/09/08