

## SWT Tenants Operational Group

Thursday, 5th December, 2019,  
11.00 am

Meeting Room C - Flook House



Somerset West  
and Taunton

---

Members: Francesca Smith, Janet Lloyd and Wayne Hobson

### Agenda

1. **Apologies**
2. **Notes from previous meetings**  
Minutes of the meeting held on 21 August and 14 October 2019 (Pages 5 - 10)
3. **Feedback on action highlighted at the last meeting:-  
Roof repairs at Darby Way, Bishops Lydeard, Key codes at meeting halls, Local surgeries including 3 officers attending once a month and concerns about locality officers not attending monthly meetings.**  
(Fiona Davies)
4. **Talk on new I.T. system and tenant portal that is to be installed in the future.**  
(Karen Penfold) (Pages 11 - 16)
5. **Talk about the role of the Tenant Operational Group members in setting up the new VOID group**  
(Louisa Hill for Ollie Walcup)
6. **Performance issues relating to Ground Maintenance**  
(Darren Hill)
7. **Terms of Reference**  
Feedback from the working group

A handwritten signature in black ink, appearing to read "James Hasset". The signature is written in a cursive style with a large initial "J" and a prominent flourish at the end.

**JAMES HASSETT**  
**CHIEF EXECUTIVE**

Please note that this meeting will be recorded. At the start of the meeting the Chair will confirm if all or part of the meeting is being recorded. You should be aware that the Council is a Data Controller under the Data Protection Act 2018. Data collected during the recording will be retained in accordance with the Council's policy. Therefore unless you are advised otherwise, by entering the Council Chamber and speaking during Public Participation you are consenting to being recorded and to the possible use of the sound recording for access via the website or for training purposes. If you have any queries regarding this please contact the officer as detailed above.

Members of the public are welcome to attend the meeting and listen to the discussions. There is time set aside at the beginning of most meetings to allow the public to ask questions. Speaking under "Public Question Time" is limited to 3 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chair will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate. Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chair will normally permit this to occur when that item is reached and before the Councillors begin to debate the item.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group. These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room. Full Council, Executive, and Committee agendas, reports and minutes are available on our website: [www.somersetwestandtaunton.gov.uk](http://www.somersetwestandtaunton.gov.uk)

The meeting room, including the Council Chamber at The Deane House are on the first floor and are fully accessible. Lift access to The John Meikle Room, is available from the main ground floor entrance at The Deane House. The Council Chamber at West Somerset House is on the ground floor and is fully accessible via a public entrance door. Toilet facilities, with wheelchair access, are available across both locations. An induction loop operates at both The Deane House and West Somerset House to enhance sound for anyone wearing a hearing aid or using a transmitter. For further information about the meeting, please contact the Governance and Democracy Team via email: [governance@somersetwestandtaunton.gov.uk](mailto:governance@somersetwestandtaunton.gov.uk)

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please email: [governance@somersetwestandtaunton.gov.uk](mailto:governance@somersetwestandtaunton.gov.uk)