

You are requested to attend a meeting of the Tenant Services Management Board to be held in Ground Floor Conference Room - The Deane House on 17 December 2018 at 6.00 pm.

Agenda

- 1 Apologies.
- 2 Minutes of the previous meeting of the Tenant Services Management Board. (Pages 5 - 10)
- 3 Public Question Time.
- 4 Declaration of Interests.

To receive and record any declarations of disclosable pecuniary interests or personal or prejudicial interests in respect of any matters included on the agenda for consideration at this meeting.
(The personal interests of Councillors and Clerks of Somerset County Council, Town or Parish Councils and other Local Authorities will automatically be recorded in the minutes.)
- 5 Transformation Update (verbal update).
- 6 Accommodation Update (verbal update).
- 7 Housing Scorecard (verbal update).
- 8 Customer Landlord Strategy (verbal update).
- 9 Co-opting TSMB Member and 2019 Meeting Dates (verbal update).

Bruce Lang
Assistant Chief Executive

7 December 2018

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 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman 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 Chairman will normally permit this to occur when that item is reached and before the Councillors begin to debate the item.

This is more usual at meetings of the Council's Planning Committee and details of the "rules" which apply at these meetings can be found in the leaflet "Having Your Say on Planning Applications". A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

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, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



Lift access to the Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates 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 on 01823 356356 or email democraticservices@tauntondeane.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 telephone us on 01823 356356 or email: enquiries@tauntondeane.gov.uk

Tenant Services Management Board Members:

Mr A Akhigbemen (Chairman)

Mr D Galpin (Vice-Chair)

Mrs J Bunn

Mrs D Flavell

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Councillor R Bowrah

Councillor H Prior-Sankey