

**Minutes of the CHAIR of Residents Associations held on  
Thursday 16<sup>th</sup> June, 2011 at the Board Room, Ferris House**

**Present:** Kelvin Lightfoot, Claire Arymar, Sue Shepherd, Alan Healey, Gerry Lee, Barbara Sturgess, Joan Mead & Linda Scott. Jackie Thomson (CHL)

<b><u>Apologies</u></b>
Lynn Curnow, Tim Pryke, Barbara Eustace, Paul Kemp, Maggie Mullen, Bev Salisbury, David Bolitho, David Hoyle, Joe Ferguson, Peter Eddy, Bill Campbell, Anne Spearman, Angie Trewin, Jan James and Joyce Morris

<b><u>Item</u></b>		<b><u>Action</u></b>
<b>1.</b>	<p><u>Welcome</u></p> <p>Jackie welcomed the group and thanked them all for attending. Introductions</p>	
<b>2.</b>	<p><u>Fire Drill</u></p> <p>The fire procedures were presented to the group.</p>	
<b>3.</b>	<p><u>Minutes</u></p> <p>Minutes were read and approved</p>	
<b>4.</b>	<p><u>Matters Arising</u></p> <p>It was felt that all matters would be addressed by each representative .</p>	
<b>5.</b>	<p><u>Around the Room</u></p> <p><u>Miners Court</u> – Barbara Sturgess &amp; Joan Mead</p> <p>Actively trying to encourage more onto the RA. 64 flats and usually about 12-15 at meetings, but can be up to 20. Recent events are bi-weekly coffee mornings / tea and cakes on Sundays/ games and quiz afternoons / Royal Wedding Day an Indoor Street Party from 1000 until 7 in the evening with lots of champagne and food! Entertainments by David &amp; Rosie (two local singers) BBQ on the 22<sup>nd</sup> June but need someone with a Food &amp; Hygiene Certificate plus the Lizard Shanty Men. (Jackie Thomson and Linda Scott to support re Food Hygiene Certificate)</p> <p>Sue Shepherd and Kelvin Lightfoot proposed that these two ladies are working very hard with their committee to make events at Miners successful – a round of applause!</p> <p><u>Trenant, St.Day</u> – David Gilbert</p> <p>Trenant is 38 dwellings of houses and flats (flats share communal hallways/landings). Recently the blocks have had new flooring, walls painted and pictures purchased through RA funding for the walls – all is looking very nice. Crème Eggs given out to the children over Easter. Pictures taken for Coastlines! AGM on May 12<sup>th</sup> did not have a quorum so re-scheduled for June 29<sup>th</sup>. Flyer / questionnaire to all properties and to date – 3 replies with negative result.</p>	

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	<p>Thanks to the outgoing Treasurer – Wendy Kirkpatrick who has moved from Trenant. Flowers presented to her.</p> <p><u>Cury</u> – Kelvin Lightfoot</p> <p>This RA was re- started in July 2010 with a new Committee and lots of enthusiasm and ideas. Since then, there have been dis-agreements amongst Committee members and some of the Community over parking and land for gardens / development. An AGM has been set for July 19<sup>th</sup>; we wait the outcome. Kelvin has been seeking planning permission for a seat at the entrance to the estate, but expressed his frustration with planning department who were not very easy to liase with / talk to.</p> <p><u>Redannack, Mullion</u></p> <p>No representative but update –</p> <p>Refurbishment of the Community Room situated at the entrance to the estate with new windows / door / garden area and fencing. An ‘Opening’ Event was held in May and was very successful. The Chair – Ron Curnow, works very hard for the Estate with little support of a Committee.</p> <p><u>JPT – Redruth</u></p> <p>Folded in November 2010 due to lack of Committee and support</p> <p><u>Strawberry Lane, Redruth –</u></p> <p>No representative but update –</p> <p>The Committee works very hard with Coffee mornings/ Fish &amp; Chip suppers / Wine &amp; Cheese Evening / Christmas Party for Residents / Coach Trips / Easter / Summer and Christmas Bazaars al with very successful raffles.</p> <p><u>Trengrouse Area – Gerry Lee</u></p> <p>Gerry informed the group of a small but dedicated Committee – usually 10-15 at meetings. Clr Haycock attends and supports on issues of the Council nature. Notice Board replaced by the Trengrouse Community Room and another soon to be erected in Trelawney Road. Recent Newsletter has been circulated (attached) and the group looking for new ideas for it. The group meet the 1<sup>st</sup> Tuesday of every month.</p> <p><u>Helping Hands, Redruth</u> – no representative</p> <p><u>Euny Close, Redruth</u> – no representative</p> <p>This RA had a dormant winter due to lack of interest from the community. They had achieved play area / fencing / landscaping and flower beds. However, AGM in April with a new Committee looking to move forward for the Community.</p>	

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	<p><u>Trelawney &amp; Tolcarne</u> – Brian Aggett</p> <p>RA meeting held every 2 months/ Tuesday afternoon is bingo / 2<sup>nd</sup> Thursday is Coffee morning / Friday afternoon is fish &amp; chips / Beetle drive afternoon / St.Piran's day celebrations / Film Shows / Table Top Sales / Easter Bonnet / Royal Wedding Tea Party / Coach Trip. Regularly team up with Camborne West RA for events and fundraising.</p> <p><u>Camborne West</u> – Sue Shepherd</p> <p>Recent changes on the Committee with the resignation of Babs Evesona nd the sudden death of Tony Burden. This area is hosting Street Games through the LEAP project within Health Promotions. This group shares the facilities at Trelawney Court. Trips planned for Bodmin &amp; Wenford Railway (Family Day) and Paradise Park / Lelant Garden Centre. Air Ambulance talk on the 18<sup>th</sup> July meeting.</p> <p><u>Veor House</u> – John Gessey</p> <p>Unwell, so unable to attend. Veor AGM due on the 21<sup>st</sup> June.</p> <p><u>Nancegollan</u> – folded January 2011 due to lack of Community support</p> <p><u>JPT, Redruth</u> – folded November 2010 due to lack of Community support</p> <p><u>Troon Village Association</u> – no representative</p> <p>This group is working hard with the forthcoming mid-summer festival in the village. Lots of work with the children at the local school, many of them residents on Grenville Gardens / Magor Avenue / Lacey Close. Ongoing partnership with Cornwall Council to complete the play equipment on the playing field at Grenville. 3 young lads from the estate came to last meeting offering to litter pick / table top sale etc., to make money for some equipment on the Treslothan site.</p> <p><u>Trenoweth Estate – North Country</u> – no representative</p> <p>This is part of the cohesion for 2010/11. Consultation was carried out in October 2010 – they wanted a community – meeting arranged but only 3 turned up!</p> <p><u>Trenance Road, Camborne</u> – no representative</p> <p>NIT staff working within this estate – lots of improvements with recycling facilities / street games / Notice board / partnership with Hanover Housing association (maybe!).</p> <p><u>Weeth Park, Camborne</u> – folded</p>	

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	<p><u>Pengegon Area Collective</u> – Claire Arymar</p> <p>Claire is the Neighbourhood Manager for Pengegon and has helped to support an RA which comprises of 3 Housing providers. They now work on their own with support from Claire – East Egg Hunts / Royal Wedding Party / Christmas Party / Building of Community Hall etc.,</p> <p><u>Constantine</u> – Linda Scott</p> <p>Linda is saddened that the group is struggling to stay afloat as illness / house moves and operations have not helped the struggle within a very busy community. Constantine has a lot for everyone, so it seems that although not all lost, will be dormant for a few months to see how things progress. However, a few of the Committee have been able to sort out some highway issues and a Notice Board will be erected very soon.</p> <p><u>Porthleven</u> – no representative</p> <p>This has been set up for 12 months and although struggled to keep all the committee in post, they are now planning a ‘big breakfast’ in September to encourage new members and involve agencies. Parking spaces in Gibson Way anticipated very soon (CHL partnership with the Council) as this group has support from Cllr Andrew Wallis. Improved bins to the play area in Bickford Crescent. New play equipment in Matela Close. Currently looking into seagull issues!</p> <p><u>The Spinnakers, Falmouth</u> – no representative</p> <p>New in October 2010 – a group of young people who rent / leasehold their flat. Lots of issues being discussed / addressed with sound proofing / grassed areas / maintenance.</p> <p><u>Harpers Meadow, Lewannick, Launceston</u> – no representative</p> <p>A very new scheme with only the 2<sup>nd</sup> meeting at the end of June 2011. These are keen to address some local issues within their small community of 16 dwellings</p> <p><u>Local Communities (Redruth)</u> – no representative</p> <p>A group around Pond Lane have a full committee and are now looking for trips and fund raising in a Table Top Sale on June 28<sup>th</sup>.</p> <p>Kelvin asked that the group congratulate Jackie Thomson for the work she does to support the groups – all agreed and applauded.</p> <p style="text-align: center;"><b>COFFEE BREAK</b></p> <p><u>Notice Boards</u></p> <p>Jackie confirmed 10 notice boards had received planning permission and were now being sited at various locations –</p>	

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	<p>North country (2) / Penbothidno Estate / Grenville Gardens / Coronation Road, illogan, Parc An Manns, Mawnan Smith, Kennedy Close ,Illogan and Trelawney Road, Helston</p> <p><u>Cohesion Areas</u></p> <p>Jackie explained to the group the 'Golden Triangle' and how this meant that various departments within the company were all involved in working in all 90 areas. Jackie further mentioned the corporate plan 2011-14 and the 'menu of choice'. She further commented that these 90 areas would be addressed within this time. Jackie advised that the consultation process is right and proper but does take up a lot of time if it is to be done effectively with the best outcomes for all customers.</p> <p>Parking and Service Charges forming apart of the matrix system used with status survey information. Jackie advised the group that consultation through this process is very important but often our customers are reluctant to tell us what they feel and also of their needs so we can ensure every customer has their needs taken care of.</p> <p><u>Customer Representatives</u></p> <p>Jackie advised that lots of replies coming back from the recently posted forms. It would be good to have more customer reps to work within the communities and also useful where not enough support for the resident association. Kelvin advised that when a 'get together' is arranged then he and Lynn Curnow would be a pivotal part of that process as they were the initial reps and have learnt of the pitfalls and invasions on private life that this can bring. A code of conduct has been circulated about this.</p> <p><u>Any Other Business</u></p> <p>Linda Scott mentioned the IT training she has received through CHL and how good it was – a big thank you to Gavin Bolton and CHL for this.</p> <p>Ongoing Training programme</p> <p>Date of next meeting</p> <p>FRIDAY 9<sup>th</sup> DECEMBER 2011 10am -12pm Board Room, Ferris House</p>	