

St Georges Court Resident Panel - Minutes

Chair – Andrew Bateson

Date – 24/7/2025

ATTENDEES	
Name	Title
Laura Street	Lead Tenant Liaison Officer (Tai Calon)
Andrew Bateson	Interim Head of assets
Mike Jones	Safeguarding Officer (Tai Calon)
Jean Hamer	94 SGC
Andrea Weed	88 SGC
Ashleigh	111 SGC
Paula Robbins	74 SGC
Dianne	66 SGC
Graham Smith	66 SGC
Georgina Reeves	31 SGC
Christine	130 SGC
Wendy Jones	83 SGC
Linda	128 SGC
David Bolton	Director of Assets and Property (Tai Calon)
Andrea Smart	Executive Assistant (Tai Calon)

No.	Title	Appointed	Due Date
1	Welcome and Introductions		
	Andrew welcomed all residents to meeting. Went through the agenda for meeting. Introduced all Tai Calon staff to the residents.		
2	<p>Purpose of the group/terms of reference</p> <p>Purpose – To have a group of people (approx. 10) to work with us, so that we can work with residents and give them choices. No intention to replace resident association. Only to focus on the work we want to do at St Georges Court. Start with a core group of 10.</p> <p>Frequency of meetings – Initially once every couple of months, may increase as work starts and continues.</p> <p>Links with St Georges Court Residents - To feedback to residents through group. How are we going to do that is important. Important to set ground rules and talk about what we all want to achieve.</p> <p>Terms of reference – Not done yet, putting draft together ready for next meeting, will be shared and agreed and next meeting.</p>	AB	18/9/25
	What's in a name? – Discussed that residents can come up with a name for the resident's feedback panel. Wendy suggested St Georges Court warriors. Residents expressed that they don't mind the name if something gets done with the group in place. Tai Calon to propose name at next meeting	A.B	18/9/25
3	Communication plan – Recognised communication has been poor up until now between Tai Calon and		

	<p>residents. Andrew went through PowerPoint presentation of the new communication plan. Came up with this in June 25 but wanted to speak to residents before launching. Andrew recognised that timely and consistent communication is critical. Build trust due to history. We want to support and manage expectations. Discussed that we now have planning approval. Looking at a resident's newsletter to be sent out every two months or quarterly. Will include any upcoming options for engagement. We will be looking at having a webpage dedicated to this group and meetings for notes from meeting etc. Andrew asked if everyone would be comfortable with their names being included within these meeting notes. No objections to this at the time of the meeting. Email and phone support will be available to residents, we will also hold drop-in surgeries, these will be tied into key milestones. Option for noticeboard to be put in the church. Residents think these may be stolen or get vandalised if placed around the estate. Mike suggested to try putting one above the defib machine.</p> <p>Residents suggested that communication will need to be boards and newsletters as not everyone has access to the internet.</p> <p>Meet the team section will be included within the first newsletter, also a timeline and key dates.</p> <p>Communication plan to be finalised shared at next meeting</p>	A.B	18/9/25
5	<p>Overview of proposals</p> <p>Andrew gave a brief update of where we are currently with the project via power point presentation.</p> <p>Two proposals – base project roofs, windows, ewi (planning in place for these) ventilation upgrades.</p>	N/A	

	<p>Options for new roof shapes. Possible triple glazing on new windows. Stairwells enclosed. Visuals shown of some designs.</p> <p>enhanced project – These are extra things we could consider - private balconies, improvements to undercroft space, soft landscape improvement, hard landscape improvement works. Lighting improvement works. Renewable energy sources such as PV Panels. Refuse strategy improvement. New heating/hot water system (ground source heat pump) Visuals shown of some of these designs and ideas.</p> <p>David advises there has been some false starts and stops within the past and projects. A lot of work has been looked at to see what we can do for St Georges Court. Funding gaps identified, we are now looking at various things to close this gap, such as part grant from Welsh Government, low interest loan funding or Tai Calon self-funding. We will give residents the very best homes we can afford to and have Tai Calon's commitment.</p> <p>Core works are estimated to be £13M + VAT Enhanced works are estimated to be £21M + VAT</p> <p>Andrea Weed says every meeting she has been to has always mentioned funding as an issue, and this meeting seems to be the same. Andrew advises that we need to wait for Welsh Government to be able to advise us on funding options after the Autumn statement.</p>		
6	<p>Current position/next steps</p> <p>Planning consent in place, for basic project. We are looking at funding options. We want to make a start on window installations. Looking to do some windows</p>	N/A	

	this year and possibly have a show flat to show residents finalised products. Looking at ground floor only now due to limitation with scaffolding going up and back down. Not all ground floor flats will be done at this time, and we need a way to decide who has them done now. Residents suggested that we could do a raffle to pull names out of residents to decide this.		
7	AOB Residents raised some individual issues which were noted.	N/A LS	 31/7/2025
8	Date of next meeting – 18th September 2025		