



**Tenant & Site Development Committee  
Friday 22 March, 2013 at 12.30 pm, Bishop's Parlour, Convent Building**

**Minutes**

**1. Welcome and Apologies**

*Attendees:* Charlotte Allen (ACF Board/TSDC Chair); Vic Marles (ACF Chair); Mike Smith (ACF); Patricia O'Donnell (ACF); Maggie MacGuire (ACF); John Di Natale, (ACF); Ilona Topolcsanyi (Cone 11); Jennifer West (Steiner School).

*Apologies:* Niki Pidd, Yvonne Patten.

**2. Minutes from 16 November 2012 meeting**

No tenants who were at the November meeting were present. However, the minutes were accepted as final given no comments had been received on the draft minutes when they were circulated in November.

**3. ACF Chair**

The meeting was informed that Hayden Raysmith has resigned as Chair as part of the Board renewal process. Victoria Marles is the new Chair as of 22 March.

**4. Feedback and Complaints Management Framework and Complaints Handling Principles.**

No comments were received from tenants on the Feedback and Complaints Management Framework and Complaints Handling Principles that was discussed at the last meeting. The Feedback and Complaints documents have since been approved by the ACF Board.

Vic Marles outlined the next steps and said the complaints process will be put in place at the beginning of the next financial year (July 1, 2013). Prior to this management will organise an information session for tenants about the process and to discuss the establishment of the consultative forum which is included in the process.

There was some discussion about the crossover of the function of the TSDC and the consultative forum. It was agreed that there should be one group and this should be the forum.

It will be open to anyone who wants to attend (including Board members) and it will consider broad issues identified through the complaints process with specific complaints being handled through the complaints process.

A copy of the complaints handling process will be provided to new tenants in their induction packs. It is also on the ACF website.

**5. Other business**

The issue of the last remaining untenanted space in Mercator was raised. Maggie explained that the revenue from the recent film shoot could not be used to upgrade this due to unexpected costs. These relate to its lack of windows/doors for air flow and the expense to provide adequate air flow.

There was also a brief discussion about the challenges of future fundraising and the need to address issues such traffic and parking.

**Meeting closed at 1.05pm**