

# TENANT SCRUTINY 29/07/2022



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 2521R (S)  
and with The Scottish Housing Regulator NO HAL 298.

Despite initial issues with technology the meeting was well attended with 4 attending via zoom and 5 tenants attending in person. The meeting was led by Evelyn Mathershaw (Housing Manager) supported by Pamela Easton (Housing Trainee). Also in attendance was Robert Wilson and Rab McFarlane from new reactive repairs contractor Everwarm.

# AGENDA

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**Welcome and  
introductions**



**Change of Reactive  
Repairs Contractor**



**Policy Reviews**



**Rent Increase /  
Rent  
Harmonisation  
update**



**Management  
Committee  
Recruitment**



**Moving Forward**



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and with the Housing Regulator (HRT) 2018.

Evelyn outlined the agenda and plan for the meeting.

# WELCOME & INTRODUCTIONS



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- Welcome one and all
  - First 'Hybrid' meeting so bear with us



Evelyn noted that we had tenants at the meeting who had not previously attended so asked everyone to go round the room introducing themselves.

## CHANGE OF REACTIVE REPAIRS CONTRACTOR

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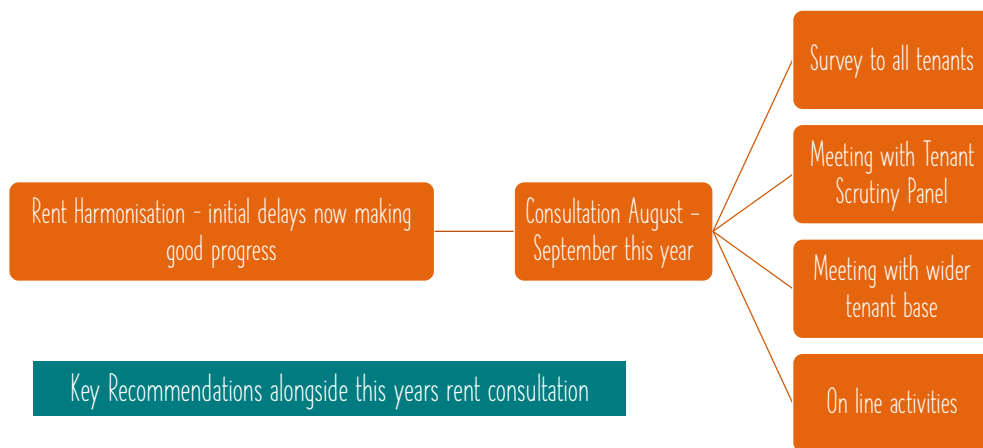


- Change of contractor happened somewhat quicker than anticipated
- Tried to give tenants as much notice and information as possible
- No gap in emergencies / right to repairs
- Repair Satisfaction Surveys still being issued



Evelyn gave some background information on the appointment of the new reactive repairs contractor. Robert Wilson introduced himself and Rab giving a little background to their appointment from a contractor perspective. This was followed by quite a lively debate with several tenants emphasising the importance of honesty when dealing with repairs. Essentially the importance of turning when say will turn up and doing what say will do. Robert gave assurances of Everwarm's commitment to getting it right and offered to come back to a future meeting to be held to account.

# RENTS - UPDATE



Evelyn gave a brief update on the Rent Harmonisation exercise currently being undertaken.



## POLICY REVIEWS

Arrears Management

Allocations

# RENT ARREARS PREVENTION AND RECOVERY POLICY

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UNDERLYING PRINCIPALS: TO HELP TENANTS AVOID ACCRUING ARREARS ON THEIR RENT ACCOUNT, AND ENSURE THAT TENANTS IN ARREARS ARE SUPPORTED AND DEALT WITH IN A FAIR AND EFFECTIVE MANNER

- **Monitor Levels of rent arrears & have early intervention mechanisms in place which prevent arrears arising**
- **Offer early appropriate support and guidance to tenants to reduce rent arrears**
- **Respond quickly to non-payment of rent and attempt to make direct contact as soon as possible**
- **Adopt an approach to arrears management which is firm but also focuses on preventing homelessness and taking account of individuals circumstances**



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The meeting was invited to consider the draft Rent Arrears Prevention and Recovery Policy and all were broadly in agreement with the underlying principals and objectives of the policy. All tenants felt that a supportive approach was the correct one to take but all also appreciated that with rent being the principal source of income it was important to maximise collection and occasionally this would lead to enforcement action and ultimately could lead to eviction.

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- **Ensure that actions taken are compliant with legislation and good practice**
- **Take appropriate action in accordance with level of rent arrears**
- **Where appropriate work with relevant external agencies**



There was a discussion around potential conflict in terms of the friction between tenancy support / sustainment and enforcement. There were several references to the current 'cost of living crisis' and fact that people were increasingly likely to be facing tough decisions with either (rent) or ( food / utilities). Evelyn outlined the work of the Tenancy Sustainment Officer and HoME and also discussed the creation of a tenancy sustainment strategy.

It was also agreed that continual monitoring and early intervention was important. The example was given that where someone who had always paid their rent on time and in full, missed or short paid a payment it might not seem like a 'big deal' but it was important to make contact at the earliest opportunity as when it became two of three missed months rent it would be far harder to turn it around.





## ALLOCATIONS

FOCUS GROUP 4/8/22

IS POINTS (Needs) approach correct one?

What priorities should points be awarded for?



As earlier items had taken so long to cover it was agreed that Evelyn would send out a [brief] questionnaire on the Allocations Policy. Three tenants additionally agreed to attend the Focus Group on the 4th August

# STRATEGY AND POLICY DEVELOPMENT

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Tenant Sustainability  
Strategy

Tenant Participation  
Strategy & Policy

Reactive Repairs

Estate Management  
Strategy & Policy

Evelyn briefly outlined some of the policy development that would be happening over the next 12 – 18 months.

## MANAGEMENT COMMITTEE RECRUITMENT

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Evelyn reminded members that with the AGM coming up in September there was the option for anyone interested in the Management Committee to stand for election. However given that one tenant was already on both Management Committee and the Tenant Scrutiny Panel it was added that in general there was an anticipation that involvement would be on an either or basis.



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# MOVING FORWARD



Timings & Frequency of meetings?



What would you like to look at?



Focus Group – Rent Harmonisation in Sept



Garden Competition

It was agreed that the next meeting would be an evening virtual meeting (zoom) to acknowledge fact that several tenants had expressed an interest in getting involved but were unable to commit to day time meetings. It was also agreed that moving forward meeting would be help alternately In person afternoon / virtual evening.

A couple of tenants expressed concern about connecting virtually and Evelyn suggested she arrange a coffee morning in the office where tenants could bring in tablets etc and she would help them to get set up for zoom meetings.

Dates for the diary:

Allocations Focus Group – 10:30 4<sup>th</sup> August – PHA Offices

Coffee morning: - Thursday 25<sup>th</sup> August – 10:30am PHA Offices

TS Panel Meeting – Tuesday 30<sup>th</sup> August – 6pm on line