

TENANT SCRUTINY 30/08/2022



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

NOTES FROM ONLINE TENANT SCRUTINY MEETING 30/8/2022 @6pm

The meeting was taken by Evelyn Mathershaw – Housing Manager with 5 tenants in attendance. Apologies received from a number of other tenants.

AGENDA



**Welcome and
introductions**



**Background to
engagement,
participation and
scrutiny**



**PHA Performance –
Annual Charter
Report**



**Business Plan –
identifying
Priorities**



**Rent
Harmonisation**



**Cost of living crisis
update / Future
meetings**



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Evelyn talked the meeting through the agenda

WELCOME & INTRODUCTIONS



-
- Welcome to everyone old faces and new.

Evelyn Mathershaw – Housing Manager



Evelyn explained that this was the first evening meeting of the panel and encouraged everyone present to give their name and general location.

BACKGROUND TO PARTICIPATION



Consultation - usually on a specific policy or matter, opportunity given to all tenants to make their views known.



Engagement – join in but no specific output or option sought – Bus Trip, Garden Competition



Participation - Consultation plus, contribute to the development of policies, procedures and service delivery.



As there were some new faces at the meeting Evelyn gave a brief background to Tenant Participation and ways in which tenants could get involved.



- More than Consultation & Participation

Scrutiny is about being able to ask landlords questions based on clear information and data, such as: why is a service delivered in a particular way; why are particular timescales in place; how much is this costing; can costs be reduced while still providing a good level of service; could we do this better or differently? The answers to these and similar questions should lead to recommendations that result in change and improvement.



Evelyn went on to outline the role of the Tenant Scrutiny Panel in supporting the Association to look critically at all aspects of its service and consider where and how improvements could be implemented. Malcolm Richards a member of both the scrutiny panel and Management Committee said how much he had enjoyed getting involved with the Association.

WHAT IS THE SCOTTISH SOCIAL HOUSING CHARTER?

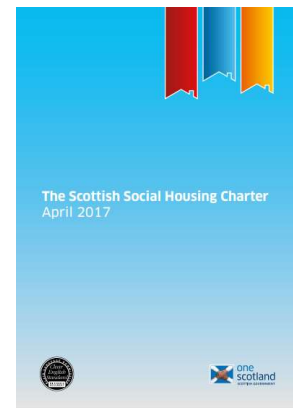


2 Purpose of the Charter

2.1 The Charter helps to improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland. It does so by:

- stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account
- focusing the efforts of social landlords on achieving outcomes that matter to their customers
- providing the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This assessment enables the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

2.2 The Regulator's reports also help the Scottish Government to ensure that public investment in new social housing goes only to landlords assessed as performing well.



[The Charter.pdf](#)

Evelyn reminded everyone of the Social Housing Charter and the need to prepare a report on performance for the end of October. She then went on to show some of the performance figures and some of the different ways this might be presented.

ARC - ALLOCATIONS & VOIDS



2021/2022 PERFORMANCE

2019/20 Average relet days
57.8 days



2019/20 Percentage of offers refused
19.44%



2019/20 Percentage of Section 5's
resulting in a tenancy
100%



2019/20 Percentage of tenancies
sustained for more than 12 months



In general terms allocations and voids (empty properties) performance was good.

There was a general discussion on why sustainability levels had dropped and HM confirmed that we were looking into this in more detail and had changed how we interacted with tenants in the first few weeks of their tenancy.

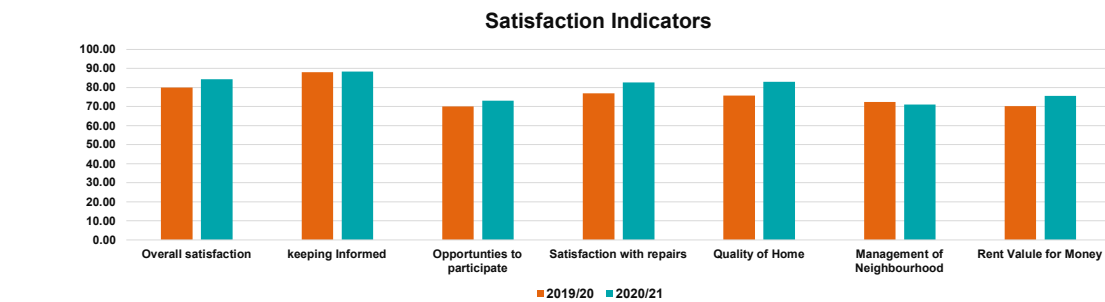
ARC - RENT



INDICATOR	2019/20	2021/22
Arrears levels	6.64%	5.50%
Percentage of rent collected	98.58%	100.44%
Void Rent Loss	0.81%	0.85%

Whilst performance against rent indicators was positive the HM confirmed that the Association was not complacent and appreciated that the current economic landscape could see the situation worsen very quickly.

SATISFACTION LEVELS (NEW DATA AND NEW WAY OF COLLECTING)



One area where satisfaction levels had fallen was around neighbourhood management and the HM confirmed this was something the Association was looking closely at. In most other areas satisfaction levels were pretty stable.

HOW WE
PRESENT DATA/
ANYTHING ELSE
YOU WANT TO
KNOW?



Repairs



Complaints



Scottish Housing Quality Standard



? Anything else



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2021/22 saw an increase in the number of both frontline and investigative complaints. Although frontline complaints had not returned to pre covid levels the number of investigative complaints was even higher and work was being done to explore trends.

The group was invited to give their views on the format and content of the report and all agreed that a mixture of different types of graphs and charts would keep peoples attention and that it was good to compare with Scottish average and other local landlords.

BUSINESS PLAN - IDENTIFYING PRIORITIES FOR INVESTMENT

- SURVEY OUT TO ALL TENANTS ASKING THEM TO IDENTIFY THEIR PRIORITIES

Within Property

Central Heating
Bathroom Upgrade
New External Doors
Roughcasting
Gardens
Kitchen Upgrades
Double Glazing
Roofing
Safety and Security measures
Fencing
Energy Efficiency Measures



Anything we
should add to the
lists?

Outwith Property

Employment & Training initiatives
Cleaner, Safer Neighbourhoods
Ways to improve income levels
Debt / Money Advice
Promoting Health & Wellbeing
Reducing fuel poverty
Activities & opportunities for young people
Environmental Improvements – open spaces



Evelyn outline the process for reviewing and updating the Business Plan and asked if anyone felt anything has been missed off the list we were planning to consult tenants on. No additions were suggested at the meeting but Evelyn said if anyone thought of anything they could phone or email in.

RENT HARMONISATION UPDATE

- Affordability study complete
- Working up scenarios
- Survey to all tenants in September
- Focus groups tenants and committee late September / early October
- Hoping to carry out consultation alongside rent consultation





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COST OF LIVING CRISIS



LOOKING AT POSSIBLE FUNDING SOURCES



PULLING TOGETHER COMPREHENSIVE DIRECTORY OF SUPPORT



REVIEWING ARREARS POLICY



CREATION OF TENANCY SUSTAINMENT STRATEGY



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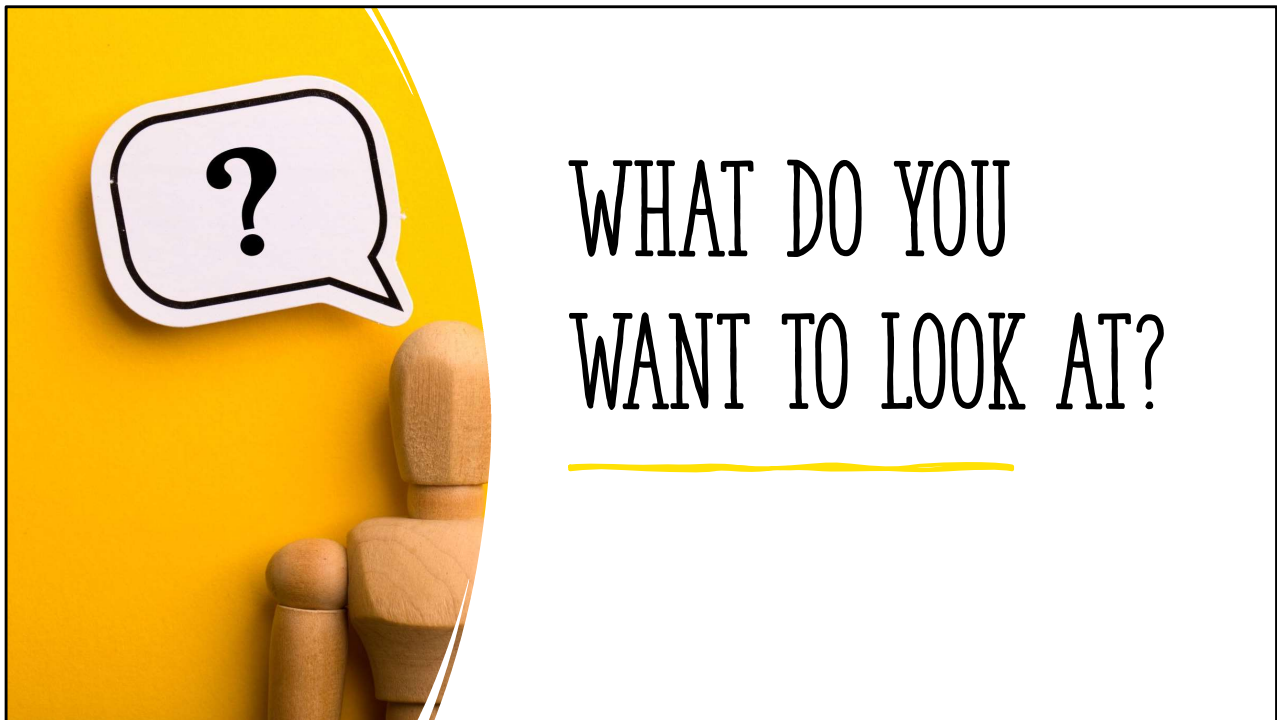
Evelyn encouraged a general discussion on the Association's response to the current cost of living crisis.

FUTURE MEETINGS

- AGM 21st SEPTEMBER
- Alternate monthly meetings (from October)
 - Morning meetings in the office 3rd Thursday of the month (can also join online)
 - 21st October (joint with HMI Sub Committee)
 - 15th December
 - Evening meetings on-line 3rd Tuesday of the month
 - 15th November
 - 17th January



It was agreed that evening meetings were a good idea but there was a general consensus that they should be alternated with day time meetings in the office.



The group as asked to have a think about what they would like to look at in detail over the next couple of meetings. It was suggested by one member of the group that possibly they could get together in smaller groups (2 or three tenants) and each group look in depth at something that really interested them. Others seemed to this was a good idea and it was agreed that we would explore further at the next meeting with members being encouraged to contact Evelyn meantime if there was anything they really wanted to look at.