



The Housing Manager welcomed everyone to the meeting and advised there were a number of apologies from tenants unable to make the meeting.

Welcome

- Introductions
- Review of the Business Plan
- Tenant Participation Strategy Consultation
- Rent Consultation / Harmonisation Update
- Cost of Living Crisis = what can / should the Association be doing to help tenants
- Complaints – proposed next tenant scrutiny review



The Housing Manager outlined the Agenda for the evening and introduced Margaret Thomson, the Association's Finance Manager and Wullie Baxter, the Programme and Regeneration Manager. Both then gave presentations on the Mid Year Review & the Business Plan and these are included with these notes.

TENANT PARTICIPATION STRATEGY UPDATE



The Housing Manager briefly outlined that a Draft Tenant Participation Strategy has been approved for consultation.

AIMS AND OBJECTIVES

Equality We are committed to being inclusive, free from discrimination and prejudice, and treating everyone equally. Wherever possible, we will remove barriers that prevent people from taking part. We will develop ways of encouraging everyone in our communities to become involved. We will take account of equal opportunities and good practice.

Culture of community participation We will actively encourage community participation by building mutual trust, respect and partnership between us, tenants, tenant groups and the community. We will provide an environment of openness and honesty, where differences of opinion can be used positively in a culture of mutual respect.

Information, communication and feedback: We will make sure that we communicate with tenants and the community effectively by providing good quality, easy-to-understand information, listening to what we are told, and providing feedback on how we have used the views we've gathered.



She then went through the 6 aims and objectives of the draft strategy



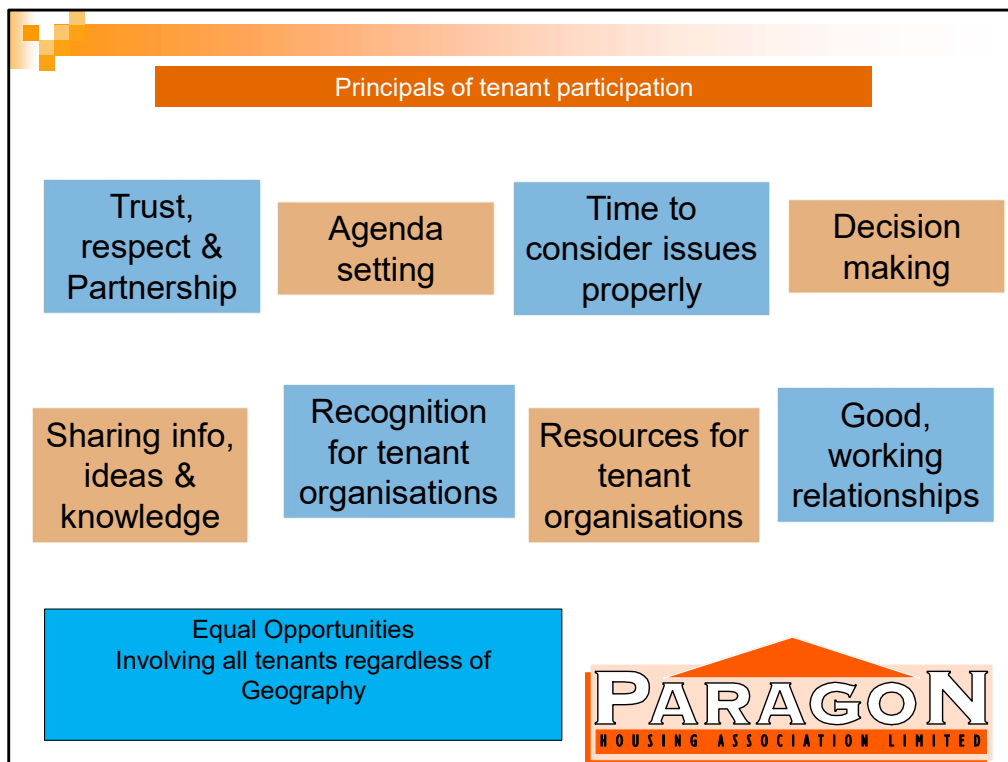
AIMS AND OBJECTIVES

Involvement We will offer tenants different options for getting involved, so they can choose the level and type of involvement that suits them best. This allows tenants to be involved individually or as part of a tenants' group. We will recognise the independence and autonomy of tenant groups and actively encourage and support new groups or individuals to get involved. We will promote and increase tenant and customer awareness of their rights to participate and to get involved in housing issues.

Decision-making We will make sure that tenants have the opportunity to influence our main housing services taking their views into account before decisions are made. We will encourage tenants to have an input into local and community issues, as well as providing opportunities to shape our services and housing policies that provide good value for money.

Continuous improvement We will continually review our strategy to make sure it meets the changing needs and circumstances of all our tenants. We will meet the standards set out in the Scottish Social Housing Charter. We will involve tenants and service users in the self-assessment of housing services.





This graphic demonstrates the principals of tenant participation as laid down in the draft strategy.

9 Consultation Questions

- On Website – form to complete
- Via email
- Posted out on request
- In Winter Newsletter



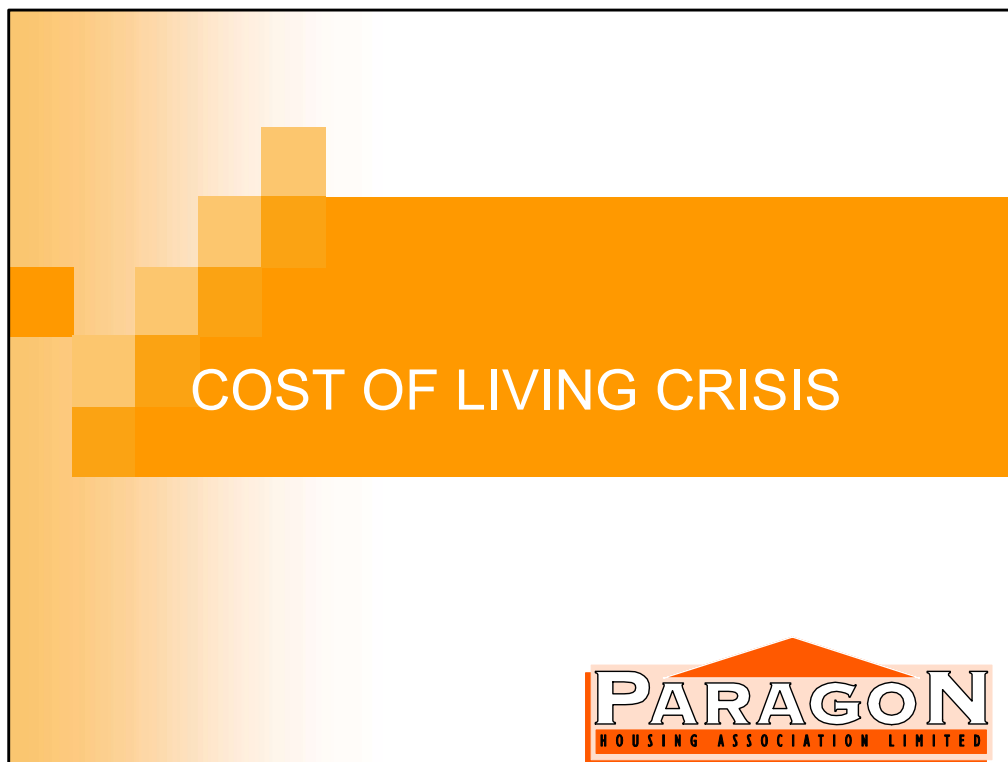
There are 9 consultation question and these are contained within the body of the draft strategy. There will be a number of ways in which tenants can get involved in the consultation exercise.



RENT CONSULTATION / HARMONISATION UPDATE

Update at December meeting – all slightly up
in the air, depending on what announcement
Scottish Government make on the 14th
January.

The Housing Manager outlined how complicated this years consultation exercise would be.



In an acknowledgement of the increasing pressures tenants find themselves under there was a general discussion around how the Association could help.



HOW CAN WE HELP?

Front line staff encouraged to attend 'Stay Well, Stay Warm' Training
(Energy Savings Trust)

Warm Welcome Home Project

Articles in Newsletter

Monthly (from January) online newsletter tackling specific issues.
January – Damp & Condensation & Help with Energy Costs

Signposting to sources of support
FC Household Support Fund – 15 households assisted to access over
£3,500 of help.





WARM WELCOME HOME

Aims to provide a basic 'Warm Welcome Pack for all new tenancies

'Warm Welcome Plus' pack for the most vulnerable tenants

Funding of £20,000 secured from Energy Savings Trust

Additional money agreed by management committee so we can roll out to the most vulnerable existing tenants.



The Association has been offered funding to help launch a new project, aimed initially at new tenants the hope is that further funding will allow this to be rolled out to existing tenants.

Warm Welcome Pack

- Energy Efficient lightbulbs
- Curtain poles and thermal curtains in living room and bedrooms
- Energy Saver Powerdown Surge Protectors
- 2 Room Thermometers
- Easy to read instructions for heating
- A welcome home (basic cleaning supplies, coffee, tea, long life milk and a packet of biscuits)
- A 'have you done...' new home checklist

Warm Welcome Plus

- Warm Welcome Pack
- Heavy Tog duvets / winter weight baby sleeping bags
- Air Fryer, Microwave, Slow Cooker or Halogen Oven
- Energy Efficient Kettle
- Free Sim Card
- Draught excluders





COMPLAINTS – YOUR NEXT REVIEW?



it was agreed that a review of the complaints policy and process would be the next review for the TS Panel and that the Housing Manager would bring a suggested timetable to the next meeting.





Review of Complaints Policy

- January to March 2023
 - Facilitated completion of QA Tool
 - Consideration of CI Framework
 - Review of complaints past 12 months
 - Meeting with staff
 - Focus Group with complainants



Originally planned for 17th December – BUT I'm off to Latvia on the 12th and not back in Scotland until the 19th.

Options:

Go ahead without me
Reschedule for Tuesday 20th or Thursday 21st



Next meeting to be held on Tuesday 20th December from 12:30 in the Paragon Offices and will be a Christmas gathering with an open invitation to be extended to all tenants.