

## Tenant Scrutiny Panel meeting 11/11/2024

**Tenants:** John Young  
Malcolm Richards  
Billy Boyd  
Susan Gilbert  
Tracy Jack

**Staff:** Evelyn Mathershaw  
Karen Strathie

**Apologies:** Marcin Borowski

**Tenant Health & Safety Handbook** – The recently launched handbook was circulated to members. EM confirmed that the handbook was primarily an online resource but copies were being given to new tenants at sign up.

**2023/24 Annual Report on Charter** – members were given copies of the report and EM confirmed that this was now available on the website.

**Structure of TS Panel** – EM led a general discussion on the structure of the panel and format of meetings. Members were told of another RSL who had recently disbanded their TS Panel with little or no notice. She outlined the ways in which the group or individual tenants could highlight concerns:

- To Housing Manager
- To Director
- To HMI Sub Committee – SG & MR are both tenant members of the Management Committee. Additionally the TS Panel was invited to attend meetings with HMI Sub committee throughout the year.

EM also reminded the panel that if they had serious concerns about the Association they could go directly to the Scottish Housing Regulator.

EM suggested the panel might want to consider an annual meeting with [for example] Clacks Tenants & Residents Fed facilitating rather than PHA staff. The consensus was that at present the panel was happy with things staying as were.

**TIS Conference** – SG, BB, JY and EM had all attended the TIS conference (7<sup>th</sup> & 8<sup>th</sup> November) and discussed with the group some of the sessions they had found most useful. The group was reminded that JY had been a finalist for the 'Outstanding Contribution in Tenant Participation Award.' EM agreed to circulate presentations from the conference when they became available.

**2024/25 Performance to end of October 2024** - EM shared with the group the Housing Management Reports being taken to the management committee on 13<sup>th</sup> November.

**Reactive Repairs** -There was a general discussion about reactive repairs, and especially complaints about repairs and it was suggested that tenants might appreciate the opportunity to raise their concerns with members of the TS Panel. KS suggested that the panel might like to review a couple of complaints and potentially even – with the relevant permissions – discuss the complaint with the tenant. EM agreed to look at how this might work in practice and bring a proposal back to the group.

**Remembrance Day** – This group chose to observe the 11 O’Clock silence.

**AICO – Presentation on Damp Mould & Condensation** The group joined a staff training session on the monitors the Association is looking to pilot in the tackling of damp mould and condensation.

**Future Meetings** – EM explained that KS had recently been promoted to role of Housing Operations and Support Team (HOST) Team Leader and was going to assist with the TS Panel meetings. The next meeting is scheduled for 9<sup>th</sup> December at 11:00 am and will be a joint one with HMI Sub. However EM asked the group if they would be willing to attend an additional meeting week beginning 25<sup>th</sup> November to look at the Tenant Participation Action Plan and future planning.