

Notes – Tenant Scrutiny Panel 16/4/21

In attendance:

Staff

Evelyn Mathershaw – Housing Manager

Kiran Akbar – trainee

Mya Drummond – trainee

Duncan Moffat – trainee

Tenants

Malcom Richards – Grangemouth

John Young – Alloa

Shona McIntyre – Stirling

Anne McCombe – Denny

Billy Boyd – Grangemouth

Chris Dalglish - Grangemouth

1. Introductions

EM introduced the three new trainees, and everyone introduced themselves.

EM welcomed Shona to her first tenant scrutiny panel meeting.

2. Covid Update

Advised that office still closed and would remain so whilst the message was work from home if you can. Expecting some relaxation on what reactive repairs could be completed from 26th April and some external programmed contracts looking to resume about the same time.

3. Rent Harmonisation Update

Updated group on progress with Rent Harmonisation, tender brief for consultants expected to be issued late April / Early May.

4. 2020/21 Performance update

EM reminded group of requirement to submit annual return by end of May and confirmed next tenant scrutiny panel meeting would

have opportunity to scrutinise all performance. Headlines were that arrears up on previous year but not by as much as could have been and lowest level for all of 2020/21. Re-let days up but again given Coronavirus position much better than anticipated.

5. SHR letter of engagement

Tenants shown letter of engagement and advised that being found to be compliant was very positive.

6. Owners Update

Advised that next owners meeting on Tuesday 20th April

7. New Tenant Survey report (previously circulated)

There was a very positive discussion about how information could be provided to new tenants (videos on heating controls etc) and over all the report was very well received.

The point was made that physically showing tenants how to use heating etc was always the best option.

8. Repair Satisfaction Surveys update

EM showed the panel the new 'star rated' repairs satisfaction surveys and outlined the other ways in which feedback from tenants was being collected.

9. 'Connecting Scotland Update'

EM outlined the scheme and confirmed although there had been a very positive take up, identifying tenants had been a very time consuming exercise.

Also outlined was the 'Digital Champion' training some staff were undertaking.

10. TIS Events

Members of the panel were advised of the two TIS training events and asked to let EM know if they would like to attend.

11. Tenant's Blog

John told the group how much he had enjoyed the last TIS event and EM told them about the blog John had written which it was hoped would become a regular occurrence. If anyone else wanted to have a go they were welcome and the only thing asked was for an at least 'vaguely' housing related theme.

Time and date of next meeting:

Friday 21st May at 10:30