

Tenants View Forum

Tuesday 2nd April 2015 at 10.30am

Summary Note

1.0 Present:

Dougie Monaghan, St Ninians, Stirling

Shona Dove, Bannockburn

Jean Hamill, Bannockburn

Colleen Sharp, Cornton

Keith Drysdale, Cambusbarron

John Cameron, Director, Forth Housing

Angela Laley, Project & Communications Co-ordinator, Forth Housing

2.0 Apologies:

Apologies were received from M Fatemi, C McBride, R Duff, L Neilson, D Carrington and R Allan.

3.0 Welcome and Introductions – J Cameron carried out introductions and outlined the agenda which was a focus on performance regarding the Charter to December 2014 and the website. The previous note of meeting was approved.

4.0 Charter Reporting – Performance Update

4.1 Scottish Housing Regulator (SHR)

J Cameron confirmed that the performance results regarding the Charter Reporting had been returned to the Housing Regulator in May 2014. The results were published by the SHR at the end of August 2014 and an individual report issued to Forth. As the last quarter results (Jan – March 2015) were not yet available the performance presentation would focus on results from April 2014 to December 2014. (a 9 month period) .

4.2 Forth's Performance

J Cameron carried out a powerpoint presentation on the results of the key areas of performance (a hard copy of the presentation is available upon request). For each category the 2013/14 performance was noted and compared to the 2014/15 target and the actual 2014/15 performance. A key of faces was given to denote performance: a smiley face was given for exceeding the target. The middle face was for meeting target and the unhappy red face if Forth had not met target. At the end of the presentation it was noted that Forth had been awarded 5 smiley faces, 2 middle

faces and one red unhappy face. The one unhappy face had been for average time to relet empty homes. Performance in 13/14 had been 0.8 days and this had increased to 2.4 days.

5.0 Website

5.1 Website Background

A Laley confirmed that the website was designed by Kiswebs in 2007. Also, that further to the Joint Tenant Satisfaction Survey carried out last year: in 2013 90% of our tenants had found the website useful. This compared to 95% in 2010. As there had been a small reduction in satisfaction in this survey, the Tenants View Forum had looked at any areas that could be improved. However, A Laley highlighted that the website was only one method of communicating with Forth. At the previous meeting A Laley had gone through the website explaining the main menus and the functionality. The group had liked the Home Page with the short-cut menus and the News Section being updated weekly. No changes were requested. All said that they did not want a website that was over-complicated. Those attending the Forum for the first time agreed with the aforementioned. This was subsequent to a further presentation on the website and after discussing the website and the functionality.

A Laley concluded by asking if the group could again look at the website over the next month and if they required any amendments or suggestions to let A Laley know.

5.2 Next Steps – Website

It was had been agreed previously that a contributory factor of the website satisfaction rating reducing slightly, was it not being able to respond in size to all mobile devices such as smart phones and tablets. (Most tenants now use their smart phones or tablets to go on-line). It was therefore agreed that as tenant feedback was complete Kiswebs would be asked to upgrade the website to a responsive design. However, any amendments requested prior to then could be included in the design. It was planned that the new website would go live by the end of May 2015. A further presentation of the new website would therefore be carried out at the next meeting.

6.0 Tenant's area of choice

Estate Management:

C Sharp advised that she had noted at De Moray Court the maintenance of communal fencing and edging etc looked as if the wood required treatment. However, J Cameron confirmed that the wood had been pressure treated and this was the appearance of weathering.

Anti-social Behaviour:

J Cameron advised of the process of obtaining evidence when there is an allegation regarding drug dealing. It was noted that eviction cannot be carried out for drug dealing until a criminal conviction is obtained.

Universal Credit:

D Monaghan said that it would be useful to have T Doran's role as Income Maximisation Officer highlighted due to the problems that could be encountered by tenants with Universal Credit. A Laley confirmed that this had been featured in the Spring Newsletter and on the website under Money News.

IT:

S Dove confirmed that it would be useful to have some computer skills training. J Cameron advised that a lottery application was being submitted to enable a person to be recruited to work with tenants direct to develop computer skills. J Cameron would report back at the next meeting if this application was successful. However, given the problems that could be encountered by tenants with Universal Credit (see above) it was hoped that the application would be considered favourably. Tenants who then had the training could then explain to their neighbours, as required.

Action: J Cameron

Response Times:

On receipt of e mail generated by website C Sharp said it would be useful if the response time was noted. J Cameron said that he would discuss with Managers and report back at the next meeting.

Action: J Cameron

7.0 Next Meeting

7.1 The Group agreed to have their next meeting in August. At this meeting there would be a review of performance in line with Social Housing Charter, an update on the website and an area of tenant's choice.

