

## Tenants View Forum Note

Tuesday 24<sup>th</sup> April 2018 at 11am

### Summary Note

#### 1.0 Present:

E Rooney

L Lavery

S Dove

J Lyon

L Billet

John Cameron, Director, Forth Housing

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

#### 2.0 Apologies:

L Jones and M Duncan.

**3.0 Welcome and Introductions** - A Laley carried out introductions and outlined the agenda which was an update on performance for year, priorities for 2018/19 and the Transfer process.

#### 4.0 Performance Update

**5.0 Forth's Performance-** J Cameron carried out a power point presentation on the results of the key areas of performance (a hard copy of the presentation is available upon request). For each section the 2016/17 performance was noted and then it was compared to the results for 2017/18 and the target. Categories such as: average time for emergency repair, average time for non-emergency repair, repairs completed first time, anti-social behaviour resolved in timescale and tenancies sustained for more than a year – were discussed. A key of faces was given to denote performance: a smiley face was given for exceeding the target. By the end of this section it was shown that Forth had received 7 smiley faces, 0 middle face and 1 sad face which gave Forth an overall pass. The unhappy face was for average time to relet empty homes. The target was 1.0 days and Forth had exceeded this with a performance of 3.2 days. This was due to one property being void whilst Forth pursued a legal case on the allocation. J Cameron then asked if the results reflected tenants experience. Two tenants confirmed that they had experienced problems with their new build properties with Repairs. However, this was when the properties were under the Defect Liability Period and not Forth's Repair Contractors.

#### 6.0 Priorities for 2018/19

##### **Complete 47 homes**

24 at Raploch, due April/May 18

23 at Cornton, due May/June 18

**Start 87 homes**

35 at Cultenhove, start June 18

52 at Raploch, start date to be confirmed

### **Planned Maintenance**

- **£650,000 To Be Spent On:**

- Bathrooms £94,600
- Boilers £61,200
- Electric checks £46,500
- Kitchens £352,300
- Windows £67,200
- Painting £55,200

- **Bathrooms £94,600**

- Barn Road
- Barnsdale Road
- Colquhoun Street
- 45 homes
- Potential to include over bath showers (currently being surveyed)

- **Boilers £61,200**

- Monument View
- King Robert Court
- 30 homes
- More efficient "A rated" boilers

- **Electric checks £46,500**

- Monument View, King Robert Court, Cordiner Close, Walker Avenue, Huntly Crescent, Cordiner Close, Milton Brae, Bruce View, Auld School Wynd,
- Old Doune Road, Clement Loan, Barnsdale Road, Baker Street, Morris Terrace, Crosbies Court
- Approx. 193 homes
- Tenant access is always an issue.

- **Kitchens £352,300**

- Monument View
- King Robert Court
- Baker Street
- Morris Terrace
- Crosbies Court
- 64 homes
- We'll tie in boiler replacement and/or electric check where appropriate

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- **Windows £67,200**
  - Bruce View
  - 22 homes
  - Early replacement of windows which are now obsolete and in an exposed location
- <sup>th</sup>
  - Be ready for GDPR, 25 May 2018
  - Move to new office at Kildean, July 2018
  - Seek ongoing funds for Digital Inclusion work
  - Implement Housing First programme
  - Keep doing what we do

The Transfer process was discussed:

- **Tenant transfers**
- We currently have 62 tenant wanting a move (6.4% of list)
- 4 transfers in 2017/18 (7.0% of allocations)
- **Transfer process**
- On receipt tenancy check is completed
- If there are arrears and/or condition issues application is suspended
- When a transfer opportunity arises tenancy is inspected
- Tenant advised of works required to bring home to lettable standard
- If fail to do works no transfer
- If transfer proceeds two rents are charged for overlap
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- John confirmed that we are unable to favour our own tenants. That properties will go to tenants who want to downsize first. Forth aims for a quota, but could be less if can't find a tenant for a Transfer. This was in line with Allocations process.
- One tenant confirmed that although she was unhappy that it could take a long time she now appreciated what was involved in the process.

**7.0 Next Meeting** - The next meeting will be Tuesday 4<sup>th</sup> Sept at 11am. The meeting will discuss an update on performance for the year, performance comparison and an area of tenant's choice.