

## Tenants View Forum Note

Thursday 27<sup>th</sup> September 2018 at 11am

### Summary Note

#### 1.0 Present:

D Gemmell

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:

M Foster, L Jones and M Duncan.

**3.0 Welcome and Introductions** - A Laley carried out introductions and welcomed everyone to the meeting and outlined the agenda which was an update on performance for year, Anti-social Behaviour Policy and an update on the Director leaving, and the options available.

#### 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 8 smiley faces, 0 middle face and 0 sad face which gave Forth an overall pass. So 8 passes overall. So performance improved compared to last year.

**6.0** There was a discussion regarding rent arrears. The gross rent arrears had increased from 2.2% (16/17) to 2.7% (17/18). This was due to the introduction of Universal Credit in May 17 and was still well below the Scottish average of 5.2%. There was a general discussion regarding the expected increase in rent arrears as more tenants move to UC. Although Forth will continue to lobby the government, there is no sign of UC changing in foreseeable future. Forth is proposing to increase no of Income Max staff to help with this issue.

**7.0** There was a discussion regarding the time to relet homes. The average time had increased from 1.1 days to 3.4 days. This was due to one property that Forth

had to keep empty due to legal arbitration. However, this was well below the national average which is 30.7 days.

Tenants attending confirmed that their experience matched the figures reported. Also although not complacent Forth does not have major challenges as a result of the figures presented.

There was a question regarding a property being leased to Stirling Council. J Cameron confirmed that there was a range of properties leased to Stirling Council to help with homeless provision. The lease lasts for 3 years and then changes, to avoid stigmatisation. Also, just because you are homeless does not mean that there is a problem. In 10 years only one lease has been ended due to a problem with tenant.

### **8.0 Anti-Social Behaviour Policy Under Review**

It was confirmed that policies are reviewed every 3 years so kept current. Staff will look at good practice and guidance.

The existing policy will go to Committee in October and if anyone had any comments regarding the proposed changes, these should be forwarded to Elaine Shepherd. The meaning of anti-social behaviour was explained.

- Acting in a manner that causes or is likely to cause alarm, distress, nuisance or annoyance
- Pursuing a course of action that causes or is likely to cause alarm, distress, nuisance or annoyance, to a person residing in, visiting or otherwise engaging in lawful activity at, or in the locality of, a relevant house.

The proposed changes were discussed and no issues were raised.

- **9.0 Director Update**

- John retires at Christmas 2018
  - Committee undertaking options appraisal
    - Continue independent with own Director
    - Continue independent with shared Director
    - Look to merge or join an existing group of Associations
  - Decision October recruitment etc to follow
  - New arrangements in place “early” 2019
  - Those attending wished John a happy retirement and thanked him for his hard work over the last 10 years.

**7.0 Next Meeting** - The next meeting will be in Jan or Feb 2019, depending on the timing of the appointment of the new Director, so that they can carry out the next performance update. The meeting will discuss an update on performance for the year, budget/rent plans and an area of tenant’s choice.

