

Tenants View Forum Note

Tuesday 12th March 2019 at 11am

Summary Note

1.0 Present:

D Gemmell
L Lavery
P Maramba
L Billet
M Forster
D Monaghan
L Jones
Grahame Cairns, Director, Forth Housing
Angela Laley, Project and Communications Co-ordinator, Forth Housing

2.0 Apologies:

M Duncan, S Dove and L MacNair.

3.0 Welcome and Introductions - G Cairns carried out introductions and welcomed everyone to the meeting and outlined the agenda which was an update on performance for year and Budget Setting. The group confirmed that they were happy with an informal format with questions being asked during the presentation. The Repairs & Maintenance and Alterations & Improvements Policies were also discussed. It was agreed that the format would remain when performance discussed first, followed by a policy and an area of tenant's choice.

4.0 Performance Update

5.0 Forth's Performance- G Cairns 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 6 smiley faces, 0 middle face and 2 sad faces which gave Forth an overall pass. So 6 passes overall. .

6.0 There was a discussion regarding Average Time to complete Emergency Repair. Grahame confirmed that if an emergency repair went beyond a day then he would ask that the tenant phoned in to the office, so that this can be resolved. (Tenant highlighted an issue with radiator that had not been resolved within timescale).

7.0 The gross rent arrears had increased from 1.9% (17/18) to 3% in (18/19), Forth's target was 2.%. This was due to the introduction of Universal Credit 2017. There was a general discussion regarding the expected increase in rent arrears as more tenants move to UC. Forth is proposing to appoint an Income Max Assistance to help with this issue during 19/20 and also to help with support of maintenance admin.

8.0 There was a discussion regarding the anti-social behaviour cases. It was highlighted that Forth had not met target of 100% due to 2 cases which had resulted in performance off 88%. This was due to exceptional circumstances in both cases when one tenant had been in prison and one on holiday, resulting in both cases not being able to be progressed.

9.0 Repairs & Maintenance/Alterations & Improvements Under Review

It was confirmed that policies are reviewed every 3 years to kept current and that staff will look at good practice and guidance. The policies had been issued to the E Group and no changes had been requested. A paper copy was given to each member of the Forum. and if anyone had any comments regarding the proposed changes, these were to be forwarded to Grahame by the end of the week. The minor changes on the Policies were highlighted. A tenant asked for clarification on the rechargeable repair admin fee. Grahame advised he would clarify for next meeting.

10.0 Customer Care Policy Under Review

Angela issued a copy and asked the Forum to let her know by the end of March if there were any comments. In particular, Angela asked if the group could consider the timescales noted and if these worked for tenants The Policy will go to the May Committee and will be issued to the E Group in April. Also, anyone interested in becoming a member of the E Group, to let Angela know.

11.0 Any Other Business

Angela highlighted that the Joint Tenants Satisfaction Survey will be taking place in April/May 2019 and urged tenants to take part in this independent survey.

Angela asked the Forum if they would like to attend the TPAS scrutiny event on 29/4 at Bathgate. Priscilla and Liz both said they would attend. Angela asked if anyone else want to attend to let her know by 28/3.

12.0 Next Meeting - The next meeting will take place Tues 18/6/19 at 11am. The group confirmed that they were happy with the format of the Director providing an update on performance and relevant staff highlighting changes to policies. An area of tenant's choice could also be included after the policy discussion. The next meeting will discuss rent setting.