

Tenants View Forum Note

Tuesday 18th June 2019 at 11am

Summary Note

1.0 Present:

A Hendry
L Lavery
P Maramba
L Billet
M Forster
D Monaghan
L Jones
S Dove
R McDowall
Grahame Cairns, Director, Forth Housing
Angela Laley, Project and Communications Co-ordinator, Forth Housing

2.0 Apologies:

M Duncan and D Gemmell.

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, Rent Setting and a review of the Tenant Participation Policy. The group confirmed that they were happy with an informal format with questions being asked during the presentation.

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 2017/18 performance was noted and then it was compared to the results for 2018/19 and the Scottish average. 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 faces and 0 sad faces which gave Forth an overall pass. So 8 passes overall. .

6.0 G Cairns confirmed the following and the group discussed the results:

1/Avg Time for Emergency Repairs

2017/18 2.0 hours

2018/19 1.9 hours

2018/19 scottish average 3.7 hours

2/Non-Emergency Repairs

2017/18 3.7 days
2018/19 3.9 days
2018/19 scottish avge 6.6 days

3/Repairs Completed Right First Time

2017/18 99.1%
2018/19 98.8%
2018/19 scottish avge 92.3%

4/Anti-social behaviour resolved in timescale

2017/18 100%
2018/19 97%
2018/19 scottish avge 93%

5/Tenancies Sustained for 1 Year+

2017/18 92.86%
2018/19 97%
2018/19 scottish avge 88.58%

6/Gross Rent Arrears

2017/18 2.7%
2018/19 3.2%
2018/19 scottish avge 5.9%

7/Rent Lost Through Empty Homes

2017/18 0.1 days
2018/19 0.1 days
2018/19 scottish avge 0.9 days

8/Average Time to Relet Homes

2017/18 3.4 days
2018/19 4.2 days
2018/19 scottish avge 32.7 days

7.0 Tenant Participation Policy Under Review

A Laley confirmed that policies are reviewed every 3 years to keep current and that staff will look at good practice and guidance. The policy 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 A Laley by 15/7/19. The Policy will go to the August Committee meeting. The minor changes on the Policy were highlighted including the inclusion of data protection and freedom of information. In particular, ALaley asked if the group could consider the timescales noted for the Tenant Participation Standards and asked if these worked for tenants. Also, anyone interested in becoming a member of the E Group, to let A Laley know. After

discussing each section of the Policy it was agreed that the Scottish Housing Regulators (SHR) website address would be added to the Policy.

<https://www.scottishhousingregulator.gov.uk/>

The Regulators website has a tool to enable comparison of social landlords results. A Laley advised that this could be presented to the group at a future meeting.

8.0 Rent Setting

G Cairns discussed the Rent Setting principles with the group.

- **Basic principles**

- We need to keep our tenants, our committee and our Regulator happy
- We need to protect the organisation for today and **tomorrow**

- **Our starting point**

- We must cover all our costs (including planned maintenance)
- We don't charge more than we need
- Our rents should not vary due to location of scheme
- Bigger home = higher rent
- Better home (amenities) = higher rent

- **Specific issues**

- Detached or semi = more than terrace
- Cottage flat = more than close
- Each extra bedroom = more rent
- Electric heating = less rent than gas
- Extra rooms/facilities = more rent

- **How it works**

- Calculate points for each property
- Calculate the total rent we need
- Divide total rent by total points & then allocate rent to each home
- Those getting services pay the cost

9.0 Director Update – The following are being progressed by G Cairns:

- **ARC returns**
- **Committee considering Development options**
- **Annual Report/AGM**

10.0 Any Other Business

A Laley highlighted that the Joint Tenants Satisfaction Survey was complete and that the results would be reported back to Committee and the results would be examined at the Forum's next meeting.

A Laley confirmed that she had attended the TPAS scrutiny event on 29/4 at Bathgate. Our 2 tenants P Maramba and L Billet confirmed that it had been useful to hear what other organisations were doing in terms of tenant scrutiny.

11.0 Next Meeting - The next meeting will take place Tues 8/10/19 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. The next meeting will discuss the Allocations Review and the results of the Joint Tenants Satisfaction Survey as well as performance.