

Tenants View Forum Note - Tuesday 8th October 2019 at 11am Summary Note

1.0 Present:

A Hendry
P Maramba
L Billet
M Forster
D Monaghan
S Dove
R McDowall
A Pedder
K Pedder
Grahame Cairns, Director, Forth Housing
Angela Laley, Project and Communications Co-ordinator, Forth Housing
Nicola Scobie, Tenant Services Manager

2.0 Apologies:

M Duncan, L Jones, D Gemmell and R McDowall.

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, Allocations Review and a review of the Pets 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 2.0 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 92.5%

4/Anti-social behaviour resolved in timescale

2017/18 100%
2018/19 97.3%
2018/19 scottish avge 87.8%

5/Tenancies Sustained for 1 Year+

2017/18 92.9%
2018/19 92.9%
2018/19 scottish avge 88.3%

6/Gross Rent Arrears

2017/18 2.7%
2018/19 3.2%
2018/19 scottish avge 5.2%

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 Allocations Policy Under Review

N Scobie confirmed that the existing policy goes to Committee for review in November 2019.

- The Housing (Scotland) Act 2014 introduced a number of changes in relation to the allocation of social housing in Scotland.
- We are in the process of consulting with our tenants, Registered Tenants Organisation and applicants on proposed changes to the policy.
- We have consulted with tenants and applicants via a questionnaire issued out with the tenant newsletter, we have set up an online survey and we are holding 2 drop in sessions at the office.

Consultation questions

- Reasonable Preference
- Incentives to down-size
- Home ownership
- Reasonable offers

Report on Consultation

Survey and questionnaire will end 14/10/19

Prize draw for those taking part

Report on consultation to be prepared and published detailing the consultation process and the results

Most of the group had completed allocations review questionnaire. A discussion took place regarding the difficulty of young persons obtaining their first home. Low cost home ownership schemes were discussed. Details of LIFT scheme (Link Housing) will be provided.

Pet Policy Review

No proposed changes

Feedback to be provided by 15/10/2019

Existing policy goes to Committee to review October 2019

Comments from D Monaghan will be included in E Group consultation feedback. No other tenant had any other comments.

9.0 Director Update –

Staff Changes

- Anne (Dev Co-ordinator) retires at Christmas 2019
- Caroline (Housing Officer) has a new job (recruitment ongoing)
- New arrangements in place “early” 2020

10.0 Any Other Business

Joint Tenants Satisfaction Survey - A Laley highlighted that the Joint Tenants' Satisfaction Survey was complete and that the main results had been included in the Tenants Newsletter. The group confirmed that they had received the Autumn Newsletter and were happy with the results with overall satisfaction remaining at 94%. The main area where satisfaction had decreased was Value For Money and there was a discussion around the reasons that could have contributed to this including Universal Credit. A Laley confirmed that the detailed Results were on the website under: Get Involved/Performance& Scrutiny/Tenants Satisfaction Survey Results. The group confirmed they would have a look and come back if they had any questions.

Annual Report/Calendar – Group had received this year's (2018/19) and were happy with format as they found it user-friendly and liked the Calendar. They wanted this format to continue. A Laley said that if they had any suggestions for future issues to get in touch and these would be taken on board. (D Monaghan suggested a pet theme for next year's Calendar.

Performance Report – A Laley confirmed that this was being prepared and would be available on the website from the end of October 2019 – with a hard copy upon request. Also, that this provided more detailed performance information. The group confirmed that they were happy with the Report in this format and did not require it in paper format.

Freedom Of Information - G Cairns confirmed that the Scottish Government had announced that freedom of information laws (FOI) would apply to Forth from 11 November 2019. FOI laws gives tenants rights to receive more information about how we operate and our functions as a registered social landlord by making a request to us. It was confirmed that we must respond within 20 working days of receiving the request and, unless the information is exempt, we must disclose it. FOI will only apply to information about the housing services that we provide to tenants and certain information about our financial wellbeing and standards of governance, which we supply to the Scottish Housing Regulator.

A Laley confirmed that tenants could refer to About Us/Freedom of Information on the website for more information.

Assurance Statement – G Cairns confirmed that this was currently being prepared for Committee and this would be available on the website when complete.

11.0 Next Meeting - The next meeting will take place Tues 28/1/20 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 also discuss budget/rent setting and an area of tenant's choice.