

Tenants View Forum Note - Tuesday 14th July 2020 at 11am – By Zoom Summary Note

1.0 Present:

L Lawrence
L Lavery

Grahame Cairns, Director, Forth Housing
Angela Laley, Project and Communications Co-ordinator, Forth Housing
Nicola Stobie, Tenant Services Manager, Forth Housing

2.0 Apologies:

A Scott, E Lindsay, L Southcott

3.0 Welcome and Introductions - G Cairns welcomed everyone to the meeting and outlined the agenda which was services during Covid-19, performance scrutiny and a review of the Rent Arrears policy.

4.0 Services During Covid-19 –

● Basic principles

- We need to keep our tenants and our staff safe
- Office closed 18 March 2020
- Initial staff rota system
- Working from home introduced

● Our starting point

- This was new to everyone; no business continuity plan covered this issue
- Took guidance from Government(s) and our Governing Bodies (SFHA and EVH)

Specific issues

- Repairs, what could be done?
- Allocating Homes
- Rent payments
- Housing Scotland Act 2020
- Planned/Cyclical Maintenance
- Developments
- Staff consultation

● Next Step

- Furloughed Staff
- Staff returned back to the office
- New measures put in place- screens etc.
- From 18th May 2020, unfurloughed staff
- New Norm
- We are still learning

5.0 Performance Update

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 2018/19 performance was noted and then it was compared to the results for 2019/20 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 overall passes.

G Cairns confirmed the following and the results were discussed:

1/Avg Time for Emergency Repairs

- 2018/19 performance 1.9hrs
- 2019/20 performance 2.2hrs
- 2018/19 Scot. average 3.7hrs

2/Avg time for non-emergency repair

- 2018/19 performance 3.9 days
- 2019/20 performance 4.2 days
- 2018/19 Scot. Average 6.6 days

3/ Repairs completed right first time

- 2018/19 performance 98.8%
- 2019/20 performance 98.9%
- 2018/19 Scot. Average 92.3%

4/ Antisocial behaviour “resolved” in timescale

- 2018/19 performance 97%
- 2019/20 performance 100%
- 2018/19 Scot. Average 93%

5/Tenancies Sustained for 1 Year+

- 2018/19 performance 97%
- 2019/20 performance 95%
- 2018/19 Scot. Average 88.58%

6/Gross Rent Arrears

- 2018/19 performance 3.2%
- 2019/20 performance 3.0%
- 2018/19 Scot. Average 5.9%

7/Rent Lost Through Empty Homes

- 2018/19 performance 0.1%
- 2019/20 performance 0.1%
- 2018/19 Scot. Average 0.9%

8/Average Time to Relet Homes

- 2018/19 performance 4.2 days
- 2019/20 performance 3.8 days
- 2018/19 Scot. Average 32.7 days

9/Rent lost through empty homes

- 2018/19 performance 0.1%
- 2019/20 performance 0.1%
- 2018/19 Scot. average 0.9%

10/Average time to relet empty homes

- 2018/19 performance 4.2 days
- 2019/20 performance 3.8 days
- 2018/19 Scot. average 32.7 days

8.0 Rent Arrears Policy Under Review

N Stobie presented the revised policy and confirmed the proposed changes. L Lawrence and L Lavery confirmed that they agreed with the proposed changes.

L Lavery asked about the ability to arrest wages. G Cairns advised that you can go to Court to request a wage arrestment but that it is not an easy route to recover wages. Also, that this was more frequently a route to recover former tenant arrears.

L Lavery also asked if Universal Credit was paid direct to us. N Stobie confirmed that if tenant is vulnerable or are in arrears then can apply for the housing element to be paid direct.

9.0 Any Other Business

A Laley asked if it would be convenient to hold zoom meetings and in the morning. It was confirmed that this was suitable.

A Laley also asked if there were any specific topics that could be discussed at the next meeting. L Lawrence confirmed that she would like to know more about the window/boiler replacement and the general planned maintenance programme. Also, if there are eco friendly grants available.

L Lawrence also asked about the changes to the bin collection by Stirling Council and the issues this may cause. A Laley confirmed that this had been highlighted on the website under Estate Management and will also be highlighted in the Tenants Newsletter.

10.0 Next Meeting - The next meeting will take place on **Weds 28/10/20 at 11am by zoom**. 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, as well as a tenant choice topic.