

Tenants View Forum Note – Wednesday 11th March 2021 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

2.0 Apologies:

E Lindsay and D Gemmell.

3.0 Welcome and Introductions - G Cairns welcomed everyone to the meeting and outlined the agenda which was performance scrutiny, budget review, Complaints Policy review and a proposal regarding a change of office hours.

4.0 Budget Setting

- Timetable for budget
- Start in October 2020
- Draft to Committee 21/12/20
- Tenant consultation 11/1/21
- Final budget to Committee 25/1/21
- Notify rent to tenants by 28/2/21
- New budget takes effect 1/4/21

Basic principles

- Possible changes to core staffing
- No areas of major new spend
- New homes in 21/22
- Capital improvement programme
- Keep increase in line with inflation

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%
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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 Complaints Policy Under Review

A Laley presented the main changes to the Complaints Policy. It was confirmed that this had had been reviewed as the Complaints Policy ensures that Forth has a clear system of principles regarding how the association aims to deal fairly and effectively with anyone complaining about any of our decisions or activities, in line with good practice recommended by the Scottish Public Services Ombudsman.

A Laley explained that the SPSO Act 2002 provides the legislative basis for SPSO to publish the Model Complaints Handling Procedure (MCHP) for bodies under the SPSO's jurisdiction. The SPSO has updated the MCHP which becomes effective from the 1st April 2021.

The Policy has been reviewed due to these changes recommended by the SPSO. Staff training was recently undertaken by SPSO to highlight the main changes to staff.

The policy had also been circulated to our tenants E group. No changes were requested by the Tenants View or the E Group.

9.0 Any Other Business

G Cairns asked if in terms of level of service if there would be any objection from tenants to opening office at 8.30am daily and closing on a Friday at lunch time. L Lawrence said that she was happy that this would not impact on service delivery.

A Laley also asked if there were any specific topics that could be discussed at the next meeting. L Lavery confirmed that she would like to know more about developments on site and in pipeline.

10.0 Next Meeting - The next meeting will take place on **Weds 7/7/21 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 the Development Co-ordinator providing an update on developments on site and in pipeline.