

Tenants View Forum Note – Wednesday 20th October 2021 at 11am

Summary Note

1.0 Present:

A Henry Fallin
G McGurk Cornton
L Neilson Cowie

Jacqueline Norwood, Interim Director, Forth Housing
Angela Laley, Project and Communications Co-ordinator, Forth Housing

2.0 Apologies:

L Lavery, Cornton

3.0 Welcome and Introductions

A Laley welcomed everyone to the meeting and introduced Jacqueline Norwood as Forth's Interim Director as Grahame Cairns had retired. The agenda was outlined which was performance report, repairs service, Anti-social Behaviour Policy review, rent increases and the Annual Assurance Statement.

4.0 Performance Report

A Laley provided a hard copy of the report and advised that this was a more detailed account of Forth's performance to 31/3/21 following on from Annual Report. It was agreed that the group liked the format of the Annual Report/Calendar that was posted to each individual tenant.

The group also discussed the format of the Performance Report. L Neilson advised that she liked the format of the Report as a continuation of the Annual Report and the layout. A Laley advised that the Performance Report gave tenants more information on how we felt about our performance and what we planned to change.

The group also confirmed that they liked that this was available on our website and a hard copy upon request. The group said felt that it was unlikely that the detail of performance reporting would be of interest to most tenants. However, they said it was good that it was available and could be referred to as required.

5.0 Repairs Service

J Norwood asked the group their opinion on the Repairs Service: what worked well, what could be improved and generally how they rated the service. Generally, the group felt that the general repairs service worked well. There had been an issue with the McDougall group with an emergency repair at the week-end, who were not as helpful as the contractors that were used for non-emergencies. However, generally the group liked the way the service worked. There was a discussion regarding planned maintenance and windows at Cowie. A Laley advised that the Senior Property Services Officer could be invited to attend the next meeting and discuss priorities etc. The group advised that this would be of benefit.

6.0 Anti-social Policy Review

A Laley issued a copy of the Policy and advised that this was under review. Comments and feedback were welcomed. A Laley advised if there were any comments or changes if these could be fed back to Elaine Shepherd at the office who was dealing with the review.

There was a discussion regarding general protocol when dealing with complaints re drug dealing. It was explained that this is a Police matter, however the policy would explain what we can and can't do.

G McGurk asked if it would be possible for Forth to have their own sound recording equipment. It was explained that this equipment was expensive and there would be staff who are trained specifically to ensure that this is used properly. J Norwood advised that it would be investigated however it was unlikely that Forth would have the resources to use.

Finally, the policy was also being circulated to the E Group who are asked questions on the policy and feedback via e mail.

7.0 Rent Increases

The group confirmed that they liked the way tenants were consulted on rent increases and that the options confirmed what works could be done with each specific choice regarding the level of increase. A Laley advised that historically it was not necessarily the lowest increase tenants voted for. The group advised that they liked the detail of the consultation process.

8.0 Annual Assurance Statement

J Norwood explained that annually landlords advise the Scottish Housing Regulator (SHR) if they meet the regulatory standards and requirements. They do this by submitting an Annual Assurance Statement (AAS).

J Norwood went on to explain that the AAS is submitted by Forth's Management Committee and:

- ❖ We confirm in our Statement our level of compliance with all of the relevant requirements of the regulatory framework. Where we do not not fully comply, we set out in the Statement how and when we will make the necessary improvements to ensure compliance
- ❖ SHR assesses each Statement as part of our regulatory risk assessment and publishes an engagement plan. RSLs' engagement plans include a "regulatory status" which is SHR's judgment on whether the RSL complies with regulatory standard and requirements

It was advised that the Management Committee have responsibility for the Annual Assurance Statement.

10.0 Any Other Business

J Norwood advised that the Tenant Participation strategy will be reviewed by January 2022. Joint working with Ochil View was being considered. Also, the setting up of a scrutiny panel and mystery shopping was discussed. Also the benefits of tenants being involved in reviewing level of service. The group agreed they would consider joining if set up.

10.0 Next Meeting - The next meeting will take place in March 2021 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 Senior Property Services Officer advising on the planned maintenance programme.