



## Residents Task Force Meeting – 29<sup>th</sup> April 2021

### In attendance:

#### RTF members

Colin Thomson (CT)  
Jean McPetrie (JMcP)  
Robert Alston (RA)  
Betty McAllister (BM)  
Marie Anderson (MA)  
Catherine McIntosh (CM)  
Christine Lawson (CL)

#### Staff/Observers

Sophie Morrison (Performance & Customer Engagement Assistant) (SM)  
Aimi Kerr (Business Support General Assistant) (AK)  
Gillian Grimason (Business Support Assistant) (GM)  
Maureen Naughton (Observer) (MN)

No.	Item	Action
1.	<b>Welcome and Apologies</b> SM welcomed everyone to meeting, introduced MN who was here to observe the group with a view to join as a member.  Apologies were heard for Sally O'Donnell and Anne McCurley.	
2.	<b>Notes and actions from previous meeting</b> <ul style="list-style-type: none"><li>SM discussed with members the new format for meeting minutes and explained that these would now be posted online.</li><li>It was brought to the attention of the group on previous correspondence, item 5, there may have been some spelling mistakes, i.e. effecting and effects where it should have been affecting and affects.</li></ul> SM thanked member for pointing this out and that it will be looked into & rectified.  All members agreed no further issues from previous meeting.	
3.	<b>SWOT Analysis &amp; Development Plan</b> SM recapped the discussion that took place at the last meeting and advised of a plan of action going forward, some of which can be taken just now. They are: <ul style="list-style-type: none"><li>At the end of every meeting there will be an opportunity to discuss any potential areas for scrutiny and this could then build up a bank of ideas. No objections.</li></ul>	

- Ensure that the RTF is being considered across the whole Association. This will allow for promotion of the RTF, ensure that communication between the Association and RTF remains strong and that the opinion of the RTF matters and will always be considered.
- To be more environmentally friendly, this is to encourage RTF members to go digital, but it is not compulsory. Members would be offered a free digital device and all help would be offered to facilitate this. This would mean that the RTF would be more efficient and sustainable.
- Ensure the autonomy of the RTF is maintained. This allows members to have as much of a say or more and that the group is lead as they see fit.
- SM suggested Introductory Training Sessions for new members which would cover the group itself, scrutiny and what's expected. This could potentially be rolled out next month and is open to everyone if existing members would like refresher sessions. It was noted that this would be discussed more at the next meeting but members have to keep an eye out for any courses that may be useful.
- SM also suggested that they could have regular check-ins rather than 6 weekly meetings. They could phone SM at any time for zoom to be set up and this would allow any comments or actions to be implemented quicker.

**All members agreed to the action plan and there was interest from members of Sharon attending an RTF to discuss the training and this could happen in future depending on the RTF budget.**

#### **4. Gas Letters**

SM asked if members were happy with the Gas Letters that were sent out. Members agreed that there was a great improvement on the letters and that they were very good and very helpful. The only point brought up on the letter was the wording surrounding the £40 charge, it was pointed out that this is a bit harsh as people may be struggling and could the wording be changed.

SM advised that this could be passed on but it does state on the letter that the Association can offer help if people are struggling. Members also noted that the importance of the Gas Safety could be emphasised more as it is an essential service that has to get carried out for everyone's safety.

#### **5. Interpretation and Inclusion Policy**

All members agreed that this was a good policy but points that were noted on this were:

- 3 year review may be too long as things change all the time and it would be better if the policy was reviewed every 2 years.
- Clarifying the wording on Page 3, 5:1.
- Appendix 1, page 10 – could Children and young people, if given the choice, translate. In response to this SM advised that if children are relied on for this it could cause child anxiety, especially if it is a sensitive issue. SM also advised

that they only use a child to translate at a last resort but all other avenues would be explored first.

- There was also discussion on how many different languages that would need to be translated and the cost of this. SM advised that will be a budget for the policy and she would put this forward.
- The question of whether there was a legal obligation to cover languages and if so what is the minimum amount of languages? What are the legal requirements?
- It was also suggested that other tenants/members of the community could provide translation services. SM agreed this was a good idea as it would increase tenant participation and this could be looked into.
- Another point raised was that some tenants may not be able to read or write and that may be why tenant participation isn't as high as it could be.

**Action: SM advised that she was unsure of any legal obligations but would research it and clarify of this at the next meeting.**

## 6. Scrutiny Projects

SM asked the group to discuss areas for the next scrutiny topic. The areas discussed and agreed were:

- Project 1 - Internal and external conditions of older buildings to see how they are fit for purpose in modern day life.
- Project 2 – Landscaping and cleaning contracts to see if the service is satisfactory and if they value for money.

The timescale for Project 1 is 6-12 weeks and the timescale for Project 2 is still to be confirmed.

It was also discussed how this could be carried out with current COVID restrictions, suggestions were:

- To restart walkabouts as long as it relates to the scrutiny project.
- If there was any way they could get information about the condition of buildings without entering people's homes.
- A member advised they attended a presentation given by Jim Williams which was very helpful and gave a lot of useful information. It was then suggested that copies of the presentation could be sent to members of Jim Williams could possibly attend an RTF for a Q&A session.
- If members could be sent out a rota for planned works for older buildings, i.e., New Kitchen and Bathroom programmes etc.
- If they could be given a list of regular problems/issues that have been reported regarding the older buildings and what suggestions the RTF could make to improve this.
- The possibility that members could meet up independently without anyone from QCHA attending to discuss the project but this would only be possible if all members were able to participate.

**Action: SM to send out toolkit and plan of action by middle of next week.**

## **7. AOCB**

There was clarification on why there are now some joint meetings with CIG and RTF. It was clarified that these meetings are just to share information and any organisational activities but emphasised that the RTF is still an independent group away from the CIG.

**All members agreed that if it was just to share information then it is a good idea.**

## **8. Close**

SM updated members that repair works can now take place although emergency and urgent repairs would still take priority. The maintenance team are now working through to catch up on any follow up works and non-essential repairs with the aim of having these done by August. Any new non-essential repairs have a 28 day turnaround.

SM also advised members on:

- The walking group that has started up and how they could participate.
- Café Conversations and how this could benefit members.
- The Courtyard Pantry and how members could join and the benefits of this.

**END OF MEETING.**

**Date of Next Meeting: Thursday 10<sup>th</sup> June 2021.**

**Minutes agreed on 10<sup>th</sup> June 2021.**