



Residents Task Force Meeting – 18th March 2021

In attendance:

RTF members

Colin Thomson (CT)
Jean McPetrie (JMcP)
Robert Alston (RA)
Betty McAllister (BM)
Marie Anderson (MA)

Staff/Observers

Sophie Morrison (Performance & Customer Engagement Assistant) (SM)
Lindsay Roches (Performance & Service Improvement Officer) (LR)
Amanda Wotherspoon (Housing Officer) (AW)
Catherine McIntosh (Observer) (CM)

No.	Item	Action
1.	Welcome and Apologies SM welcomed everyone to meeting, introduced CM who was here to observe the group with a view to join as a member. Apologies were heard for Christine Wilson, Sally O'Donnell and Anne McCurley.	
2.	Notes and actions from previous meeting Corrections to minute from the meeting of the 4 th February: <ul style="list-style-type: none">• Date of meeting was corrected• Apologies should have been recorded for Christine Wilson• One member asked for a comment that was misinterpreted to be removed• Item 7 – Rent Increase: “LR mentioned it was pleasing that over half of tenants responded and agreed to this increase (63%)”. This was recorded incorrectly and should say over half of QCHA tenants that had replied to the consultation agreed with the 0.7% rent increase.	
	All corrections will be made, and the rest of the minutes were agreed.	SM/LR

3. SWOT Analysis

SM recapped the exercise that took place at the last meeting, where the group looked at their Strengths, Weaknesses, Opportunities and Threats (SWOT). She offered those who were not in attendance the opportunity to reflect on the findings and add comment.

One member commented that the activity was comprehensive and that the record was a true reflection of what was discussed.

2 members who were not at the meeting said that they were happy with what was recorded and that they were interested by the findings.

SM concluded that the next step was to combine this with the appraisal work that has recently been undertaken and agree a development plan moving forward.

ACTION: SM to develop plan for next meeting

SM

4. Q3 Performance

Following feedback at the last meeting, the group advised that going through presentations in detail at meetings was not a good use of time.

Q3 performance figures which covered the period October- December 2020, were sent out ahead of the meeting. LR covered the key areas and ask the group for feedback.

Discussion took place and members highlighted:

- QCHA is doing their best despite restrictions
- It is not ordinary times, so there cannot be an ordinary service
- Acknowledgement that customer expectations vary

ACTION: The performance was noted, and RTF will be updated on the KPI performance following the end of Q4.

SM/LR

5. Tenant Satisfaction Survey (TSS)

LR covered the key points of the presentation that was provided to the group ahead of the meeting and asked whether there were any areas for clarification.

LR asked for comment on 3 specific areas:

- **The RTF's thoughts on the findings and whether they were reflective of their experience.**

Members highlighted that due to the pandemic people were suffering and were experiencing increased mental health problems. Other members noted that customers may be unaware that QCHA staff are continuing to work from home and

services may be limited, but that overall, there was a good response from staff. Members agreed that COVID-19 is a significant factor affecting satisfaction results for 20/21.

- **The RTF were asked whether the actions under the ‘we will’ section of the report will help QCHA to improve satisfaction?**

Members discussed the issue that many customers are unaware of what QCHA responsibility is and there is often a mix up with GCC, particularly around estate management which will ultimately affect satisfaction. Members discussed their experience of being approached by customers about issues and having to explain what QCHA responsibilities are.

- **The RTF were asked about any other steps QCHA should be taking to improve satisfaction**

Members noted that fly tipping continues to be a problem and that people who dump things are aware of CCTV and are purposely just out of shot. QCHA could be clearer with people about their responsibilities and work with GCC to address issues.

One member shared their recent experience of items being dumped and praised the quick response from QCHA to clear it.

Action: LR to give feedback to LT

LR

6. Review of recent appraisal process

SM took the group through the findings from the recent appraisal interviews that had been undertaken with 7 RTF members.

Overall, the group felt the report was comprehensive and reflective of member views.

SM addressed an issue that was brought up regarding some members who felt that their contributions were not being taken forward by QCHA. The group acknowledged this, but one member said that they feel that there is always opportunity to speak and be heard.

SM reminded the group that all contributions are welcome, and members should not hesitate to bring things up that challenge QCHA. The association is committed to the scrutiny group and are keen to hear their views on how it can improve.

SM explored the feedback and asked the group for further clarification. A detailed discussion took place, but the minute reflects areas for noting only. The findings overall findings are detailed in the ‘RTF appraisal report’.

The areas for noting are:

- **Meetings:** It was suggested that meetings should be monthly, however overall, the group said it would prefer to keep to 6 weekly at present. SM reminded the group that they can meet up out with scheduled meetings, without QCHA staff if they would like and that we are more than happy to set up zoom calls or provide a room in the office (once restrictions are lifted).
- **Agenda items:** SM reminded the group that they are entitled to suggest agenda items. This will become a standard item at every meeting in preparation for the next. The group agreed they would be more proactive in making suggestions
- **Consultation:** SM agreed that Business Strategy are committed to working more closely with QCHA staff to ensure RTF members are consulted in a more timely manner
- **Training:** SM agreed to work on training for the RTF and will suggest courses/activities when they came up
- **Technology:** Most members said they prefer paper communications, however online/tablet use can be provided to those who would like it.
- **Minutes:** Minutes would be published on the website on a quarterly basis following RTF approval. This will increase transparency of the group and ensure accurate recording.

Action: SM to finalise the scrutiny report to include information from the SWOT analysis and agreed actions from this meeting.

SM

7. Areas for Scrutiny

Ahead of the meeting SM asked the group to discuss areas for the next scrutiny topic. The areas discussed were:

- Older properties
- Landscaping/close cleaning: Reviewing contracts, looking at value for money and examining effectiveness
- Gas servicing letters

Overall, the group were unclear on specific areas they would like to scrutinise in relation to older properties. It was agreed that they would consider this further and provide feedback at the next meeting.

Actions:

- **RTF members to consider and agree scrutiny topic at next meet.**
- **SM and LR will have preliminary discussions with Property Services about close cleaning and landscaping services and report back to RTF at the next meeting.**

RTF

- **SM will send RTF members gas servicing letters out to review in the coming days**
- **The RTF agreed that they would consider the tone of the letters and give feedback at the next meeting.**

8. AOCB

Members provided updates to the group about ongoing work and funding in relation to the Clay pit development.

AW introduced herself to group and explained that she would be reviewing the QCHA tenant participation strategy this year and would look for the RTF support on this.

CM, an observer of the meeting shared her interests and why she was interested in joining the group. SM would engage with CM after the meeting to discuss further.

End of meeting

Date of next meeting: 29th April 2021

Minutes agreed by RTF members on 29th April 2021.