

Residents Task Force Meeting – 10th June 2021

In attendance:

RTF members

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

Staff/Observers

Sophie Morrison (Performance &
Customer Engagement Assistant) (SM)
Aimi Kerr (Business Support Assistant)
(AK)
Margaret Gunn (Business Support
Assistant) (MG)
Marilyn Clewes (Chair of the Board) (MC)

No.	Item	Action
1.	Welcome and Apologies <p>Members were welcomed to meeting, reminded of the agenda and advised to leave any questions until the end of the meeting.</p> <p>SM introduced MC who was here to observe the group and answer any questions the RTF may have.</p> <p>Apologies were heard for Sally O'Donnell, Maureen Naughton and Christine Wilson – Note: Christine attended towards the end of the meeting.</p> <p>SM also advised that Catherine McIntosh would not be continuing as an RTF member.</p>	
2.	Introduction of Marilyn Clewes <p>MC introduced herself to the group and discussed her role as Chair of the Board. MC advised that, sadly, this will be her last year as Chair and would be leaving the board completely in September.</p>	
3.	Discussion of previous minutes <p>SM reminded members of the new format for the minutes and as they are being published on the website they will be completely anonymous. SM also advised members on how they could access minutes on the website and that minutes from last meeting (29/4/2021) will be published on the website this week.</p>	

SM asked members if they were happy with the minutes from last meeting, all members advised they were.

All members agreed no further issues from previous meeting.

4. CIG/RTF discussion

SM reminded members that the aim of the joint meetings is purely an exchange information and that it is not compulsory to attend. It was also reiterated that if members did choose to go they are attending as an individual, not as a representative for the RTF.

Members stated that they felt the communication and the name of the meetings wasn't good and in turn was causing confusion. SM advised group of upcoming meetings and suggested that it may be beneficial for members to attend as this would help clear any confusion caused. Some members agreed to attend and gave preferred dates, SM advised she would pass this on.

SM also advised of the agenda for the next meeting and topics being discussed were agreement for a new name for the group, review of Tenant Participation, estate management, Café Conversations and a review of RTF meeting held on 10th June 2021. SM stated the benefit of these discussions as it could help with current and future scrutiny projects that members could feedback.

5. Q4 Performance – (Jan-Mar 2021)

All members agreed that they were happy with the introduction and summary, however, some points raised were:

- Staff Sickness was higher.
- Average property let was affected.
- Drop in Satisfaction levels regarding repairs.
- Some repair issues with windows were highlighted that suggested this may be a bigger problem affecting tenants as a whole and not just a few.

SM advised the group that COVID has had a huge impact on the above points but the Association is continuing to adapt to the ongoing pandemic so that service can continue.

Other points of discussion were:

- The KPI for gas servicing was in amber and that the feedback from the RTF regarding the gas servicing letters was passed on.
- Complaints are down from last quarter and the majority of complaints that have been received are regarding repairs which was to be expected under the current circumstances.
- Top three areas for complaint are service, contractors and staff but the Association is learning from this and looking to improve on these specific areas via staff training, policy reviews and various other methods.

6. Toolkits for Scrutiny Projects

SM confirmed the two scrutiny projects agreed at the last meeting, they are:

- 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.

SM advised members that the Maintenance Team and they have requested for Project 1 to be delayed until July/August time as they are working through a backlog of repairs at the moment. This would allow the team to fix any outstanding repairs and ensures duplicate repairs aren't being reported.

Members agreed to the delay of Project 1 and are happy to commence with Project 2 just now.

Toolkit for Project 2 – Is the current Close Cleaning and Landscaping Services value for money?

Inspection Area	Close cleaning & landscaping services
Who is involved?	RTF members who attend meetings, QCHA staff and tenants.
When will the project start?	TBC
How long will the project last?	TBC
Why is the project taking place?	<ul style="list-style-type: none"> • To ensure that the current services are value for money. • To establish that what is being asked to be done, as set out in the contracts and service agreement, is actually what is being carried out. • To establish if contractors have a reasonable timeframe to guarantee that work is completed to a high standard.
Where would be inspected?	Multiple closes and gardens
How would this be achieved?	Walkabouts, resident surveys, face to face resident discussions, meetings with relevant staff members and desktop audits of contracts and policies.
Expectations	<ul style="list-style-type: none"> • The work carried out matches work outlined in contracts and service agreements. • More estate inspections from Housing Officer.

<p>Result from Scrutiny Project</p>	<ul style="list-style-type: none"> • Jobs are being done properly and to a high standard. • The Association is getting value for money.
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Members agreed that the 1st task to be done is to read the Association's Value for Money Policy so that they have a better understanding of this.

Action: SM to send out policy to members by 17th June 2021.

Members agreed that the 2nd task to be done is to read over contracts and service agreements to have a better understanding of these and why the specific contractors were chosen for tenure.

Action: SM to gather this information and send to members by 17th June 2021.

Members suggested that looking into complaints specifically about the close cleaning and landscaping services would be greatly beneficial to the project and give a better overall view of any issues.

Action: SM agreed this was a good idea and would look into getting this information for group.

Members agreed that all information would be read by 1st July 2021 and meeting is to be held on Thursday 8th July 2021 at 1pm to discuss initial findings from reading before moving onto the next stage of the project.

Other tasks discussed by members relating to the next stage of the project are:

- Walkabouts to inspect close conditions, grass cutting, weeding, tree pruning and guttering.
- Anecdotal Evidence from residents.
- Resident Surveys.
- Ask relevant staff to meet with members. (FP & JW)
- It was also mentioned that members could potentially meet with the contractors themselves.

Action: SM to clarify with Executive Team if walkabouts can take place whilst adhering to COVID guidelines and relay decision back to members.

Action: SM to look into RTF budget to see if this would cover the cost of tenant surveys.

Members agreed that they would analyse their findings, draw comparisons and put together a report to show their workings and pitch their recommendations.

Members also agreed that the report would be presented in a prioritised matter so that the RTF's opinion would be considered when contracts are up for tender and RTF members could potentially be involved in these meetings.

7. AOCB

SM advised members of the Scottish Social Housing Charter review and that meetings would be held 21st June-25th July to discuss the charter document. SM promoted the benefits of this.

SM promoted the walking group run by the Association's Social Regeneration. These take place on Wednesdays between 11am-1pm.

SM advised that she is planning to run introduction sessions for new members, focusing on scrutiny but existing members can also come along for a refresher course. There will also be question and answer sessions.

SM advised members that all IT issues are now resolved and promoted members going fully digital.

All members agreed there was no other business to discuss.

8. Close

SM reiterated upcoming tasks for scrutiny project and thanked everyone for attending the meeting. SM also thanked MC for coming along and answering any questions that RTF members had.

END OF MEETING.

Date of Next Meeting: Thursday 22nd July 2021.

Minutes agreed at meeting on Thursday 22nd July 2021.