

**Residents Task Force Meeting – 25th November 2021**

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| **In attendance:**  **RTF members**  Jean McPetrie (JMc)  Robert Alston (RA)  Maureen Naughton (MN – joined 11:04am)  Christine Wilson (CW)  Colin Thomson (CT) | **Staff/Observers**  Katie Blair ([Performance & Customer Engagement (Scrutiny) Officer](https://qch.interactgo.com/Interact/Pages/Modules/Directory/Entry.aspx?person=512)) (KB)  Erin Wilson (Business Support Assistant) (EW)  Aimi Kerr (Business Support Assistant) (AK) |

**No. Item Action**

**1.** **Welcome and Apologies**

Members were welcomed to meeting and asked to ensure mobile phones were switched off. Apologies from Betty McAllister (BM) and Marie Anderson (MA).

**2.** **Discussion of previous minutes**

Members advised of changes required to previous minute including; important idea that was raised and not included. CW had discussed working on the RTF Stamp but involving TIS to create guidelines for the stamp.

CT advised Surname was misspelled.

CW raised that there was too much space between paragraphs and coloured logo appeared on both sides of the paper, making it difficult to read.

KB confirmed that she will update previous minute.

**3.** **Discussion of issues/challenges**

Some members said that they don’t think members of the RTF should be involved in the CAG. It was suggested that instead of attending meetings, a briefing note could be sent providing updates on the Association.

KB confirmed that it is the decision of members if they attend CAG meetings or not. She acknowledged that members are volunteers and reassured that there is no pressure to attend the meetings. KB noted that she is not in a position to stop the meetings taking place and some members of the RTF did want to go and could continue if they wanted to.

Members would like groups to remain separate (RTF/CAG) and believe all members should be contacted to confirm if they wish to be a part of the CAG.

KB confirmed that this information can be updated and initials can be removed, apologies will not be put in for members who don’t wish to be a part of the group and no correspondence will be sent to these members.

It was raised that RTF and CIG are separate groups and these names shouldn’t be used in headings.

KB welcomed Maureen to the meeting and provided overview of meeting so far.

Member discussed the difficulties of meeting via Zoom and confirmed that they would like face-to-face meetings to resume. It was also raised that other groups have met face-to-face and members are asking why they have been unable to do this.

KB confirmed that she hopes face to face meetings will resume after Christmas.

**4. Project work: recommendations report**

KB shared table/checklist containing information on close cleaning.

Points that were discussed were if clean water is being used, are the chemicals safe, are contractors being given a realistic timescale to carry out the work.

It was suggested that a checklist/timetable could be completed containing dates and times that each task has been done. CW raised the issue of VFM for tenants. RA said that we need to know how much time is allocated to each close as this needs to be realistic.

KB confirmed that she will include in the report to ask which chemicals are used and that timeframes for tasks have to be considered, as some tasks require to be completed more frequently than others.

It was raised that in order for cleaning to be completed to a high standard, the close has to be well maintained.

Members feel like it would be beneficial to compare contractor costs against employing a member of QCHA staff to complete the tasks.

Members questioned as to why the closes were allowed to get into the state that they are in and why no one is doing checks (Housing Officers, Contractors). It was recommended that regular checks take place by both QCHA and Contractors.

Some members felt as though they were not receiving adequate replies to queries.

KB confirmed the recommendation of employing QCHA staff instead of contractors, to complete the work.

KB confirmed the recommendation of Housing Officers and Contractors putting checks in place.

Members advised that it would be useful to have a discussion around their findings.

It was mentioned that standard of close cleaning dropped due to lockdown, however things have started to pick up again.

Members noted that often new cleaners are “the same people in different uniforms” and that QCHA should be vigilant regarding contractors.

KB confirmed that she will write the recommendations report. A member said that she would consider doing this in future if training is provided.

**5. Future projects: Review of Focus/Comms**

KB discussed how Focus magazine and social media fit in, value for money analysis and communication methods. This may be a good future scrutiny topic.

A member raised that there is a new government charter and spoke about changes to housing applications (bidding rather than points system). Members would like to know how this came about and if there was a consultation. It was also raised that tenants bid for years with no outcome.

KB acknowledged that not everyone has access to the internet/would be able to complete applications/bid online.

CW said that another project she would be interested in would be how CQHA awards contracts.

**6. TIS Project: Engage, Influence, Change**

KB confirmed that the group now have a TIS membership.

Members agreed that it’s a great idea for RTF and QCHA staff and also mentioned that it is good to go back to basics, as this is a reminder of what we’re here to do and how to do things.

KB asked if members are happy for their email addresses to be passed to TIS – members agreed. It was also agreed that RA will be the lead email.

**7. Recap of action points from meeting**

KB - Remove details of members who do not wish to be a part of CAG so they do not receive correspondence.

KB - Check if CAG minutes are going on website.

KB - Possibility of training on report writing and basics of scrutiny.

KB - Write report for Close Cleaning project and send to RTF for feedback.

KB – collate list of possible scrutiny topics for after completion of current project.

**8. A.O.C.B**

Members agreed that the meeting was useful.

A big thank you was awarded to the Handyperson Team for their assistance.

KB confirmed that there is a compliments process that members can follow. Also confirmed that she will pass this to the Handyperson Team Manager.

All members agreed there is no other business to discuss.

**9. Meeting Close**

KB thanked everyone for attending the meeting.

**END OF MEETING**