

**Residents Task Force Meeting – 27th January 2022**

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| **In attendance:****RTF members** Jean McPetrie (JMc)Robert Alston (RA)Maureen Naughton (MN)Colin Thomson (CT)Betty McAllister (BM)  | **Staff/Observers**Katie Blair ([Performance & Customer Engagement (Scrutiny) Officer](https://qch.interactgo.com/Interact/Pages/Modules/Directory/Entry.aspx?person=512)) (KB) |

**No. Item Action**

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

Members were welcomed to meeting and asked to ensure mobile phones were switched off.

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

No changes were made to previous minutes.

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

No current issues.

**4. Project work: recommendations report**

KB asked the group for feedback on the recommendations report from the close cleaning project. BM advised there is some repetition in the report which may be unnecessary. MN said that the cleaners being the same workers for a different contractor is irrelevant and should not be included. The group agreed. MN advised it should be clear that management need to check closes including spot check by supervisors. JMcP said that HOs also need to be checking standards. MN said that HOs should be more visible in the community overall, people don’t know who their HO is. JMcP said that cleaners at Burnbank were still sweeping dirt and dust through railings and using the same cloth for four floors.

**5. Future projects: Landscaping**

It was agreed that the group will start looking at landscaping in March/April once the grass is starting to get cut again. It was noted that some landscaping is done by the council – not all by QC. The group discussed fly tipping and how people don’t always complain about this as they don’t think it will change. This can be a problem where flats are sublet. The handyperson team are very prompt at dealing with fly tipping.

The group agreed they would like to look at Keep Scotland Beautiful letters at the next meeting. JMcP advised there is an issue with people being asked to remove plants in closes. KB advised this can be looked at as part of KSB letters as it is included in these. JMcP thinks the letters may be too harsh in some cases. MN said that extreme letters should eb kept for issues like ASB.

**6. Board papers**

The group agreed the info they want to be included in the board papers

* Close Cleaning project
* Induction course completed for MN
* TPAS learning sessions coming up
* Working online over Zoom

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

KB – KSB letters to scrutinise at next meeting

KB – Close cleaning report to Executive team for approval

All members – advise what TPAS learning sessions you want to participate in

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

KB confirmed the group were successful and will be participating TIS project.

KB asked if members would like to do online training provided by TPAS in May, to email saying which session they would like to go to.

MN will apply for the volunteer Tenant Advisor role. JMcP will also consider this.

The group scrutinised the Electrical safety check letter following a complaint made about it. The group agreed the letter was appropriately worded.

**9. Meeting Close**

KB thanked everyone for attending the meeting.

**END OF MEETING**