

**Residents Task Force Meeting – 10th March 2022**

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| **In attendance:**  **RTF members**  Jean McPetrie (JMc)  Robert Alston (RA)  Christine Wilson (CW)  **Apologies**  Maureen Naughton (MN)  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) |

**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**

Close cleaning recommendations have been approved.

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

Discussion of revisiting close cleaning project to check recommendations have made improvements. KB advised this is in schedule. Group agreed the best time to revisit this would be June. KB will update schedule.

**4. Project work: recommendations report**

RTF looked at estate management letters for Keep Scotland Beautiful accreditation. The group made recommendations on format and wording which will be passed on to the Housing Team however they agreed overall tone of the letters is good. Noted that GCC now charge to uplift bulk but Total Homes do this for free. The group discussed options for free uplift of bulk including scrap metal uplifts – this could be a new topic for scrutiny.

**5. TIS Project**

Sharon from TIS discussed the sessions for the groups Capacity building project – ‘’Engage, Influence, Change’’. The group spoke about increasing communication with ET and the Board so that they get feedback on their recommendations. The option of using a project tracker was discussed to keep track of recommendations being implemented. Feedback from ET could include information on whether they agree with each recommendation and a timeline for when they will be implemented. The group could also meet with the board. Some members may want to develop report writing skills.

Discussion on involving other tenants including those who may not be able to go to regular meetings but still want to give their views. The group already have info in Focus and minutes are on website. Discussed option of short survey to include others such as having tenants vote for what scrutiny topic the group work on.

Discussed having info on website that flags up on homepage, on what the group have achieved, how they have made changes for tenants. RTF could write things for website and include more photos. Other options for communication were social media and a newsletter. The group recognised a variety of methods are needed to reach most tenants.

Sharon asked about language used to explain what RTF does and if the name of the group really describes what they do. Some other groups call members Tenant Advisors and have various names for scrutiny groups.

The sessions with be arranged for between RTF meetings and will also cover basics of scrutiny and cover any skills gaps. The group will come up with a list of things they want to see developed.

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

* Update meeting schedule to include revisiting projects
* Book appraisals

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

The group are not interested in doing any online training but are interested in in person training/conferences. TIS conference will take place October/November.

Property at Garscube road which was previously used for rehabilitation is now empty due to lack of funding. Members want to know when this will be filled.

Appraisals to be booked in.

**9. Meeting Close**

KB thanked everyone for attending the meeting.

**END OF MEETING**