

**Residents Task Force Meeting – 21st April 2022**

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| **In attendance:**  **RTF members**  Jean McPetrie (JMc)  Robert Alston (RA)  Maureen Naughton (MN)  Colin Thomson (CT)  Betty McAllister (BM)  Christine Wilson (CW) | **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. Jean signed off minutes, Going forward 2 people will sign off minutes each time.

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

There have been some issues with dates for RTF and CIG meetings. **KB** will resolve this by putting all meetings into centralised calendar. KB will update schedule and send out new dates. KB apologised for changes to dates.

The group would like someone from business support to take minutes again. **KB** will keep asking for someone to take minutes.

Betty raised that it is taking a long time to get through on phones. The group are going to review their communications project. Christine said that there don’t seem to be any changes to close cleaning and her close is still unclean following the CC project. Christine asked if the contractors that QCHA use have the same directors or just same staff doing cleaning. **KB** will gather info on this. Colin asked how we know what cleaning products are used and if water is clean. KB suggested we would need to look at outcome of cleanliness. This project will also be reviewed and updates requested for each recommendation from relevant teams.

**KB** will ask teams to review projects and complete table saying what has been implemented. Deadline will be for June meeting. We previously discussed project tracker with TIS.

**4. Walkabouts**

The group agreed that they want walkabouts to be more part of their scrutiny work and separate from work done by CIGs. Christine explained the difference between CIGs and RTFs work. Bob then explained what the CAG do.

KB suggested we use walkabouts as a chance to continually review the close cleaning project and also start scrutinising landscaping work. KB has gathered list of complaints about landscaping and RTF agreed to look at these on walkabout. The group agreed they will inspect addresses where there have been close cleaning or landscaping complaints ongoing (every 6 weeks). KB has also asked Lorraine Smith for addresses for hotspots where there are problems.

Colin explained he has had an issue with an overgrown tree for some time which QC have said they will resolve.

The group looked at the new contract for landscaping with John O’Conner. KB advised it wasn’t necessary to read cover to cover but can have a look at the complaints and KPI sections.

The first walkabout will be 5 May 2022.

**5. Future topics**

The group have discussed several topics for scrutiny projects:

* Procurement/contractors
* VFM
* Allocations/common housing register
* Older properties
* Bulk uplift service

The group decided they want to work on scrutinising the bulk uplift service since the contract with Total Homes is ending at end of June. **KB** will look at getting someone to explain the bulk uplift service however this will be a minimum of 15-20 mins of the meeting.

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

* **KB to add meetings to calendar and update schedule**
* **KB to request minute taker**
* **KB to find out about contractors for Close cleaning**
* **KB to ask teams to review communications project and close cleaning projects by June**
* **KB will see if someone can come in and speak about the bulk uplift service**
* **Walkabouts will be every 6 weeks and will scrutinise Close cleaning and landscaping**

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

**9. Meeting Close**

KB thanked everyone for attending the meeting.

**END OF MEETING**