

**Residents Task Force Meeting – 19th May 2022**

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

**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. CW and JM passed minutes.

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

The group agreed it has been good to get out and do walkabouts. CT advised there is still graffiti at Dundasvale and he is still having issues with his backcourt complaints. No one is getting back to him. KB advised stage 1 complaints that are not resolved can escalate to stage 2.

CW had requested names of previous close cleaning contractors. Still waiting for this. The group discussed if they need to make an FOI request. CW wanted to know how much of rent paid goes towards close cleaning. CT asked if there are restrictions on the information the group can receive. KB explained FOI process. Info would be refused only for specific reasons such as confidentiality. The group agreed that they should either be given info they request or told why they cannot be given it.

JM requested that the group meet with the board to discuss issues and say that they are not happy with what’s going on. CW agreed there is a lack of feedback to the group. **KB will look at arranging this.**

CW raised that there is an issue with tenants not knowing who their Housing Officer is. It would be helpful to have this information available on Focus and online for people to find out who their HO is and contact details for them or be able to phone up and ask for the right person. **KB will find out if this is something that can be done.**

**4. Bulk uplift project**

KB explained current bulk process with Total Homes. The council now charge residents to pick up bulk and the bulk situation was getting worse throughout lockdown. Total Homes were contracted as a pilot project and it will now be decided if this will continue. The association have a contract with BA asked if it’s possible to access grants for the work.

CW asked if QCHA could pick up electrical items and make money out of the parts to fund a bulk uplift process. Bob advised that BT have this process and make money out of recycling electrical parts. Discussed possibility of working with scrap metal collectors. CW advised not everyone has time, money or transport to go to the dump.

KB advised repairs are looking for recommendations by end of June.

CT advised the current bulk uplift charge with GCC is £35 per item or up to 10 items. The cost is only justifiable if you have a lot of items. CW noted that £35 is equivalent to some peoples food spend in a week. CT asked if it is possible to access grants to keep the scheme going.

JW joined the meeting to provide some more info on the Total Homes contract and what can be done to extend it. JW explained that the Association have always picked up bulk in some way or another. GCC suspended their service during the pandemic and the Association had to pick this up. GCC have not brought in the standard charging system of £35. JW advised a recent tenant survey has showed that tenants who have had a service from Total Homes have been happy with the service provided however they are not willing to pay for the service. Some said they would be willing to pay a small amount only but most said they would not be willing to pay at all. The issue is there is a vast amount of bulk in the area. Total Homes are experts in recycling bulk and also bring people in to employment to strip it down to use parts and other similar tasks. The pilot is due to come to an end in 6 months.

JW is currently looking at options including extending the project or looking at alternatives. An option could be working together with other HAs. Maryhill HA have their own project. Lorraine Smith (Housing Manager) is looking a community projects to avoid fly tipping and help tenants re use things.

BA advised there is a lot of fly tipping at Braid Square. JW said it is hard to know the extent of the fly tipping and part of the issue is that we keep picking it up so then it is replaced with more items. Cameras could be one solution.

CT asked how many other HAs use Total Homes. JW said that most are in East Glasgow. Glasgow West HA use the service but they take it from outside people’s homes whereas QCHA take it from the door which means less waste. Total Homes re-sell things at a discount to other tenants. Total Homes will take all items and re use, recycle whatever they can whereas charities are able to pick out the items they are going to sell easiest so we would still be left with items.

CW asked about what happens to furnishings such as flooring when a tenant leaves their tenancy. Jim explained that prior to the pandemic, we used to allow for things to be left for the new tenant if it is in good condition. JW said we would need to revisit this and make sure its still happening, the association need to ask new tenant to sign a disclaimer if they move in somewhere that the existing tenant has left flooring to say QCHA is not responsible for it’s maintenance. The risk of flooring being a problem is low and there’s more chance that the new tenant will benefit from this.

CW asked if we could have a collection point for bulk items and strip things down and use them again to fund a bulk uplift project. JW advised housing team are looking at this as a project.

JW advised GCC charge is likely to remain in place and it will fall to HAs to pick things up. BA said the charge will only encourage an increase in fly tipping and when things are picked up, they then just get replaced with more fly tipping.

CW suggested using companies or small businesses that refurbish furniture. JW advised charities and other companies tend to pick what they need, they wont just remove everything the way Total Homes do. Housing Team are looking at arts/refurbishing class and some items could be donated to them. Total Homes have shops open where things can be donated.

JW advised continuing with Total Homes contract is a financial decision but he wouldn’t be surprised if it does continue, even for a short amount of time. CT asked if any grants can be applied for to keep it going. JW said that grants are more likely to be available for community projects such as people learning to refurbish furniture. Housing Team are looking at projects to help educate people about reusing things. CW agreed that people throw things out because they don’t know how to fix them. BA agreed that things are not easy to fix any more, you can’t take them apart as easily.

The group agreed that continuing with the Total Homes project was the favourable option but that we also need to educate residents to prevent things just being thrown out and replaced all the time.

JM asked why QCHA are not doing what Total Homes are doing. Total Homes are the experts in this area and also have the premises to store things which QCHA don’t have. JM will speak to Lorraine at CIG meeting to find about more about community projects.

JW is hoping report will go to executive team next month and it is likely the project will get extended with intention to consider other options or alternatives.

The group recommended that QCHA continue with Total Homes whilst also build on community projects to educate people including consideration of potentially having places to store/take smaller items of bulk to be collected, classes to refurbish or fix items.

**5. Close Cleaning**

The group discussed their recent close cleaning project with JW. JW advised that Clean Sweep do most of the cleaning and Caledonia Cleaning to the high rises. JW explained which companies won the last few years tenders. CW asked how much of rent goes towards close cleaning. **KB will find out.** JW explained the close clean is for a basic cleaning service and it doesn’t mean tenants cannot do additional cleaning to a higher standard. Different closes cost different amounts. The close cleaning done at Burnbank should be done by contractors and topped up by caretakers. Jean advises this is not happening. **KB will look into this.** Contract for close cleaning is due to be reviewed again at end of June 2023.

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

**KB – arrange meeting with board**

**KB – find out if we can get HOs details on website/in Focus**

KB – Find out rent charge for close cleaning

KB – Raise close cleaning issue at Burnbank (contractors not doing cleaning)

**KB – Arrange conference**

KB – Arrange meetings with Sharon from TIS

KB – send recommendations to JW

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

**9. Meeting Close**

KB thanked everyone for attending the meeting.

**END OF MEETING**