

**Residents Task Force Meeting – 30 June 2022**

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| **In attendance:****RTF members** Jean McPetrie (JMcP)Robert Alston (RA)Christine Wilson (CW) Marie Anderson (MA) Maureen Naughton (MN)Marilyn Clewes (MC)**Apologies:**Betty McAllister (BM) Colin Thomson (CT) | **Staff/Observers**Margaret Brannan, Business Strategy Manager (MB)Katie Blair, Performance & Customer Engagement Officer (KB) |

**No. Item Action**

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

Members were welcomed to the meeting and a special welcome offered to Marilyn Clewes (MC) as a new RTF member. Marilyn has given many years of service to the association including her role as Chair of the housing association’s Board. It was acknowledged that her experience and knowledge will be of great benefit to the group.

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

No changes were made to previous minutes.

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

Complaints: The meeting began with a group discussion about the complaints process. Feedback included:

* complaints not recorded;
* staff members saying that they were the only person to complain about an issue;
* customers believing that a complaint had to be ‘official’ or that customer had to say the word ‘complaint’ before it was recorded and processed.

MB said that the definition of a complaint was any expression of dissatisfaction with a service and that this is in line with the SPSO’s (Scottish Public Services Ombudsman) guidelines followed by the association.

MN had had an experience of a complaint being lost and not taken seriously that would make a case study for staff learning. **MB will follow up with MN and feed this in to further staff training on complaints handling. MB suggested that complaints could be a scrutiny project and asked group members to consider this.**

Compliments: MN asked about recording compliments and a place to report work. MN had had a good service from a young electrician and their mentor recently and she feels it’s important to recognise when staff go above and beyond in their responsibilities to deliver services to customers.

MB said that there is a form on the website where compliments and other comments can be recorded (<https://www.qcha.org.uk/contact-us>). Customers can also call the association to leave a comment with contact centre staff who will record this for them.

Events/activities**:** MN asked whether the numbers of people were still restricted following the end of lockdown and whether activities were up and running. MB said that, yes, events were up and running again and that she was not aware of current restrictions on numbers. Activities are run by the Social Regeneration team generally and they promoted these on the association’s website and social media channels as well as Focus magazine and some promotional leaflets.

Donna Maclean, Health & Wellbeing Co-ordinator runs activities for people age 60+ and can be contacted for information as well (0808 143 2002; dmaclean@qcha.org.uk ).

Housing Officers: There was a discussion about Housing Officers with RTF members saying that they would like to know who their officers are and that this information could be published in Focus magazine. Some RTF members said they hadn’t had a visit from a Housing Officer in years, that they kept changing and that staff were not visible in communities in the way they once were. MB said that the officers spend much of their time with vulnerable tenants or dealing with issues that need urgent attention and that they now work in patches or neighbourhoods.

In terms of visibility, the association was holding events like Café Conversations online and, more recently, in-person. Out and About events had started up with the first one held in Westercommon in May. MC said that photos appearing in Focus magazine could raise a safeguarding issue for staff but the sign-up process presents an opportunity for new tenants to get to know their Housing Officer and talk about any tenancy experiences generally. **MB said she would take this feedback back to the housing teams and return to RTF members with a response.**

**4. Walkabout discussion**

Close cleaning: RTF members are revisiting closes inspected as part of the close cleaning scrutiny activity. The group are not yet seeing service improvements and **MB will follow up with actions approved by the executive team** and whether these have been taken on board by Clean Sweep, the contractor. Issues such as cobwebs in ceiling lights have been reported but not acted on including calls and service request not responded to.

Repairs and maintenance: This led to a discussion about the repairs and maintenance service. For example, a broken light had been reported but there has not yet been a response. Communication from Queens Cross and the contractor, P&D, remains the biggest issue especially around jobs not completed. **MB to give feedback to the service manager including a member of staff named at the meeting and to request that RTF members be involved in the consultation to take place prior to the new repairs and maintenance contract being appointed in 2023.**

**5. Updates from previous projects**

Members were keen to hear about the Total Homes project and whether this service, which is very useful to local residents and the area’s environment, would be continued. MB said that research in to the pilot service had been carried out. The results showed that people valued Total Homes’ service but that they were not willing to pay for a bulk uplift service. The executive team are reviewing the research evidence and feedback and will make a decision on whether it should continue by the end of June. **MB will update RTF members on the executive team’s decision.**

Individual RTF members reported issues in their closes and MB encouraged anyone experiencing anti-social behaviour like fly-tipping to report it to the association. Letters are being sent to the residents concerned but sometimes further action is needed. Members said that bulk uplifts could be the next scrutiny project. **RTF members to discuss their next scrutiny project.**

**7. Feedback from conference**

TPAS Scotland’s annual conference took place on 10-12 June at the Golden Jubilee Hotel. Those who attended said that this event had raised several issues for them. These include:

* The number of RTF members who attended;
* Whether an overnight option should have been taken up to allow group member to go to the evening event and talk to more people;
* Leaving the event at 4.30pm when they could have stayed later;
* Taxis going to the hospital rather than the hotel at drop-off and pick-up.

It was agreed that the following actions would be taken to address RTF members’ concerns:

* **RTF members to receive information about up and coming events** so that decisions can be made by them about attendance;
* **Taxi telephone and account number to be shared** with attendees so that any issues can be dealt with on the day;
* A **review of the RTF annual budget** to allow members to manage costs.
* **KB to check if a photo of RTF members taken at the conference is available**.

This discussion led to a wider debate about RTF costs with members saying they were not aware of the £5,000 annual budget. **MB proposed that the annual budget could be an agenda item for the next meeting.**

In terms of the TPAS Scotland conference, MH noted that one Edinburgh housing association had not had a rent rise in two years and that their building programme had included housing for people who have experienced homelessness.

CW provided notes and observations on conference speaker, Mike Hanley, Aberdeen City Council, who talked about an app they have introduced for tenant-led inspections:

* The app can be used for tenant led inspections, though it can be adapted for other tasks, e.g.maintenance, waste management or environmental – moving from paper to digital.
* Using a tablet to upload information directly during an inspection rather than paper, then having to type in comments/findings when return to office.
* App developed in partnership with Microsoft Office 365
* App is accessed from a tablet and other basic, non-bespoke devices
* It is simple and easy to use. It can log and record tasks during an inspection
* Everything is recorded including work allocated and who is accountable.
* Can take photos during walkabout and add as attachments to show issue being reported.
* Headings can include: Date, Building, Problem, Location, Category (e.g. facilities), Floor, Description, Category, Progress (e.g. not started), Priority, Start Date, Completion Date, Assigned to
* Uploaded as live info, and can hold data e.g. if in a lift and lose connection.

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

The following action points were noted:

* **MB** will follow up with MN on her experience of complaining to support staff training.
* **RTF members** to consider the complaints system as a scrutiny topic.
* **MB** to return to the group on their question about tenants’ knowledge of their Housing Officer
* **MB** to find out if all close cleaning recommendations have been agreed by the contractor.
* **MB** to give feedback to the service manager including a named member of staff
* **MB** to ask that RTF members be involved in the repairs and maintenance contract consultation.
* **MB** will update RTF members on the executive team’s decision on extending the Total Homes pilot project.
* **RTF members** to discuss whether bulk uplift services will be the topic for their next scrutiny project.
* **KB** to provide RTF members with information about up and coming scrutiny events.
* **KB** to share the association’s taxi telephone and account number with RTF members attending events.
* **RTF members** to discuss their annual budget at their next meeting.
* **KB** to check if a photo of RTF members taken at the TPAS Scotland conference is available.

**9. A.O.C.B**

 There was no other business.

**10. Meeting Close**

 MB thanked everyone for attending the meeting.

**END OF MEETING**

**Next Meeting: 10.45am – 1.30pm, Thursday, 18 August 2022**