



Residents Task Force

Estate Inspection Report Dundasvale Neighbourhood

15 March 2017

1. Introduction

This report outlines the findings and progress of a tenant led inspection carried out by members of our Resident Task Force (RTF) on Wednesday 15th March 2017 in the Dundasvale Neighbourhood. The inspection took place within an area containing Multi-storey and deck access properties in a location which is within walking distance to the town centre and is in reasonable demand.

Six members of our Resident Task Force (RTF) were in attendance with representation from across three of our four neighbourhoods; two residents were from Dundasvale and four were from Queens Cross neighbourhood. Residents were accompanied on the estate inspection by three members of staff: Housing Officer, Technical Officer and Policy & Performance Assistant.

2. Background and Context

Tenant led inspections provide an opportunity for residents to monitor and review services provided by the Association and to hold us to account. The estate inspections also provide a forum for local issues of concern and for issues to be actioned and progress reported back to participants.

Estate inspections are now regularly undertaken by RTF members as part of our resident scrutiny activity. The Scottish Social Housing Charter emphasises the importance of tenants being actively involved in the scrutiny of their landlord's performance and for landlords to more closely understand tenants' priorities and needs and to be held to account by tenants.

The Scottish Social Housing Charter has a specific outcome on estate management. It states;

“Outcome 6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure that: Tenants and other customers live in well maintained ***neighbourhoods, where they feel safe.***”

This **outcome** covers a range of actions that social landlords can take on their own and in partnership with others. It covers landlord action to enforce tenancy conditions relating to estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role landlords can play in partnership with others to address anti-social behaviour such as noise or refuse pollution by working with the local council.

The main focus of this scrutiny activity was on estate management which addressed residential parking problems, communal repairs issues and some environmental waste concerns. Neighbour nuisance, resolving neighbour disputes, and tenancy support were not assessed.

3. Residents Task Force

Terms of Reference

Terms of Reference have been established for the RTF which states that members are independent of our frontline services and supported in their role by the Association.

Code of Conduct

A Code of Conduct has also been established, setting out rules and expectations for members.

4. Tenant Led Estate Inspections

Tenant led estate inspections involve residents taking part in the review and assessment of the delivery of housing services, estate management and repairs and maintenance service.

Estate inspections typically involve a physical inspection of an area and an assessment of what appears to be working well and what aspects of a service could be improved.

Tenant led estate inspections look at an area's local environment, anti-social behaviour, crime and vandalism and internal communal areas of the properties managed by the Association.

Any issues raised by members are noted and agreed at the end of the inspection.

A follow up report and action plan are then produced and agreed with members.

5. Dundasvale Neighbourhood Inspection

We invited all members of our RTF to attend our third tenant led estate inspection of the Dundasvale Neighbourhood and six residents were able to make it on the day.

Date: 22 February 2017

In attendance: Jean McPetrie, Resident Task Force Member
Marie Anderson, Resident Task Force Member
David Rogers, Resident Task Force Member
Anne McCurley, Resident Task Force Member
Tommy McKean, Resident Task Force Member
Christine Wilson, Resident Task Force Member
Gemma Henning, Housing Officer
Steven Ferrie, QCHA Technical Officer
Jacqui Mills, QCHA Policy and Performance Assistant

Areas Inspected: External environment of perimeter of 22 Dundasvale Court
Internal environment of 22 Dundasvale Court
External environment of 20 Dundasvale Court
Internal environment of 6 Dundasvale Court
Internal environment of 2 Dundasvale Court
External environment at Dundasvale Bowling Green
Internal environment at Dundasvale Residents Hall

A combination of multi storey and deck access properties were inspected, which incorporated an inspection of our performance in maintaining and providing a service in terms of secure door entry, communal lighting, lifts, communal walls, downpipes, landings and other communal facilities.

Members were keen to inspect the Dundasvale Residents Hall and bowling green. Both the Housing Officer and Technical Officer in attendance were able to answer questions raised by the group in relation to housing and repair issues. They were also able to point out external areas which were the responsibility of Glasgow City Council to address.

Duration of Inspection: 1 hour

Findings: A report on issues raised by Resident Task Force members is included as Appendix 1.

Feedback: Members rated the neighbourhood at the end of the inspection. The group were really impressed with how well the area is maintained by the Association and when asked to '**rate the estate**', three rated it as **excellent** overall, two rated it very good with minor room for improvement and one rated it good with room for improvement.

6. Scrutiny Findings and Recommendations

What the Resident Task Force liked:

- Having Technical and Housing staff present to answer any technical questions.
- CAS stair cleaning rotas were on display on noticeboards within the foyer for residents to view when cleaning is scheduled and would like to see this at Napierhall Street and Burnbank Terrace.
- Members were impressed that the Dundasvale complex included a bowling green on site and a resident's hall.

Issues of concern and recommendations

A full action plan with issues highlighted by members is attached as Appendix 1 of this report. In summary members were concerned about the following:

- Members raised concern about Bin Lorries driving up on the grass verge outside 20 and 22 Dundasvale Court causing damage to the grass.
- Members from Dundasvale queried why the suggestion boxes had been removed from the foyer.
- Members felt that the fencing around the Bowling Green could benefit from a repaint.

The full Action Plan is attached as Appendix 1 and provides updates on the issues raised by members during the inspection.

7. Evaluation and Review

Following the neighbourhood inspection, an action plan was drafted and approved by members in attendance. Some of the issues raised have already been addressed and updates provided in the action plan attached. (See Appendix 1)

Members felt that the neighbourhood was well maintained by both residents and the Association and found little fault with it. Overall, members were engaged with staff throughout the inspection and keen to learn about the local neighbourhood and inspect any problem areas within the area. They found few faults and three members gave the neighbourhood an “excellent” rating with a further three rating it very good/ good with room for improvement.

8. Next Steps

This report will be distributed to RTF members who conducted the resident led inspection at Dundasvale for comment.

The report may be used as part of an update on tenant scrutiny activity and will be visible to staff and the Board of Management.

The Resident Task Force will be meeting again in April to discuss performance, progress with Dundasvale and Queens Cross neighbourhood action plans and what’s involved in undergoing TIS Scrutiny Accreditation.

9. Acknowledgements

We would like to express our gratitude to members of the Resident Task Force who have given their time generously to support our scrutiny activity.

Thank you also to: Housing Officer, Gemma Henning and Technical Officer, Steven Ferrie for their participation.



Residents Task Force

Resident Led Inspection Action Plan – Dundasvale Estate

Date and time of Inspection: Wednesday 15th March 2017

Areas inspected: 22, 20, 6 and 2 Dundasvale Court, Bowling Green and Residents Hall.

Action No.	Issue Raised	Action	Update/Status –	Timeline and target	Responsible Officer
1.	Broken hinge at close window on landing 6 Block 22.	Raise line to repair window.	Line raised to repair broken hinge.	Complete	Steven Ferrie, Technical Officer
2.	Flooring on the landing of Block 22/6 is tacky and worn following the uplift of carpet	TO advised that all blocks will undergo investment works to replace flooring, lighting and wiring. It is likely to start in Block 2 in the financial year 2017/18.	Project Manager Alan Muir advised that QCHA are planning to refurbish all the common areas at 2, 6 and 22 Dundasvale Court. This work will include new vinyl flooring, lighting and decoration to all landings. This work is due to start in July this year and last	Starting July 2017 for approx. 12 months.	Alan Muir, Project Manager/ John Boyle, Head of Asset Management

			approximately 12 months.		
3.	Member commented that it was useful to see the stair cleaning rota on the notice board in the foyer of the blocks at DVC and would like similar at Napiershall St.	CAS are responsible for close/stair cleaning at DVC. Estate Caretakers carry out close cleaning at Napiershall St and Burnbank. Query if there is a cleaning rota on display in these closes and make suggestion to display this on notice board for residents to see.	Customer Services Manager confirmed that CAS are responsible for stair cleaning at DVC. Estate Caretakers clean at Napiershall St. Customer Services Manager agreed to check if there is a rota on display for residents and if not she will ensure that this is visible in future.	In Progress.	Jacqui Mills. Policy & Performance Assistant
4.	Fencing at bowling green – paintwork is chipped. Members queried if repaint was possible.	Query if repaint is possible	Steven awaiting response to paintwork query.	Ongoing	Steven Ferrie, Technical Officer
5.	Suggestion Boxes in foyers have been removed.	Query if these will be replaced.	Customer Services Manager advised that the suggestion boxes have been at Dundasvale since 2012/13 and were removed as one of them was broken and with the foyer works due to commence in the next few months, all the boxes were removed. Another reason they were removed	Complete	Jacqui Mills, Policy & Performance Assistant

			is that no one was using them. The caretakers were regularly checking them and they had not been used		
6.	Bin lorries are driving up on the grass verge and causing damage to the grass area outside block 20 and 22 Dundasvale Court.	Housing Officer advised members that they can raise this with their local councillor and also report it via the Glasgow City Council Report it App.	The local councillor has a surgery at Dundasvale residents' hall each week. Members should check poster at Dundasvale Hall for date and time of councillor's weekly surgery. Members visited Dundasvale Hall during inspection and noted the day the councillor would hold surgery.	Complete	Gemma Henning. Housing Officer
7.	Member queried if the computer room is still open for residents to use.	Query if computer room is still in use downstairs at Dundasvale Hall.	Jacqui queried this with the Digital Inclusion Co-ordinator and she advised that computer classes are still running in the upstairs hall every Tuesday and Thursday afternoon at 3pm. The classes were moved upstairs to ensure that they were accessible to people with mobility issues.	Complete	Jacqui Mills, Policy & Performance Assistant

Overall Neighbourhood rating: 6 residents attended the walkabout and 3 rated the neighbourhood as **Excellent**, 2 rated it **Very Good** with room for improvement and 1 rated it **Good** with room for improvement.