

## **Tenants View Forum**

**Thursday 3<sup>rd</sup> September 2015 at 10.30am**

### **Summary Note**

#### **1.0 Present:**

Dougie Monaghan, St Ninians, Stirling

Shona Dove, Bannockburn

Monty Fatemi, Raploch

Colleen Sharp, Cornton

John Cameron, Director, Forth Housing

Angela Laley, Project & Communications Co-ordinator, Forth Housing

#### **2.0 Apologies:**

Apologies were received from D Carrington, M Duncan, L Jones, R Allan and K Drysdale.

**3.0 Welcome and Introductions** – J Cameron carried out introductions and outlined the agenda which was a focus on performance regarding the Charter to March 2015, the new website and the anti-social behaviour policy. The previous note of meeting was approved.

#### **4.0 Charter Reporting – Performance Update**

##### **4.1 Scottish Housing Regulator (SHR)**

J Cameron confirmed that the performance results had been published by the Housing Regulator for the year April 2014 to March 2015. Forth's individual report from the Regulator was circulated to the group. J Cameron outlined that the results were above the Scottish average and were broadly similar to last years. The group were given details of the Regulator's website so that Forth's performance could be compared to other landlords. After discussion, the group confirmed that they were pleased that the above average results had been maintained.

##### **4.2 Forth's Performance – 2014/15**

J Cameron carried out a powerpoint presentation on the results of the key areas of performance (a hard copy of the presentation is available upon request). For each category the 2013/14 performance was noted and compared to the 2014/15 target and the actual 2014/15 performance. A key of faces was given to denote performance: a smiley face was given for exceeding the target. The middle face was for meeting target and the unhappy red face if Forth had not met target. At the end of

the presentation it was noted that Forth had been awarded 5 smiley faces, 2 middle faces and one red unhappy face. The one unhappy face had been for average time to relet empty homes. Performance in 13/14 had been 0.8 days and this had increased to 1.9 days. However, the target was less than one day and this was well below the Scottish average of 36.8 days.

4.3 J Cameron concluded by confirming that the Performance Report outlining these results would be available on Forth's website in early October. However, as featured in the Autumn Newsletter and on our website, these would also be available in a hard copy upon request. (S Dove and C Sharp both requested hard copies). The group confirmed that they were happy the format and design of the Performance Report and required no further changes.

## **5.0 Website**

### **5.1 Website Background**

A Laley confirmed that the website was designed by Kiswebs in 2007. Also, that further to the Joint Tenant Satisfaction Survey in 2013 90% of our tenants had found the website useful and this compared to 95% in 2010. As there had been a small reduction in satisfaction in this survey, the Tenants View Forum had looked at any areas that could be improved. However, A Laley highlighted that the website was only one method of communicating with Forth.: the telephone and letter would continue as preferred options for a number of Forth's tenants.

### **5.2 New Website**

It was had been agreed previously that a contributory factor of the website satisfaction rating reducing slightly, was it not being able to respond in size to all mobile devices such as smart phones and tablets. (Most tenants now use their smart phones or tablets to go on-line). Kiswebs had now upgraded the website to a responsive design. The size response capability was demonstrated.

### **5.2 Website Presentation**

A Laley then went through the new website explaining the main menus and the functionality. The group had liked the Home Page with the short-cut menus and the News Section being updated weekly. No changes were requested.

A Laley concluded by asking if the group could again look at the website over the next month and if they required any amendments or suggestions to let A Laley know. A discussion also took place regarding Forth's FITT Training. (Forth's IT Training). S Dove confirmed that this training would be extremely useful to get on-line and asked

for her name to be added to the list. This training was to be available from November and an article in the Autumn Newsletter would highlight more information.

## **6.0 Tenant's area of choice**

### **6.1 Anti-Social Behaviour Policy:**

J Cameron confirmed that the policy was due to go to Committee in October. The currently policy was outlined and the pertinent areas of the tenancy agreement. He confirmed that anti-social behaviour was one of life's most contentious areas and that as a landlord to proceed to Court we have to think:

- Can we prove a course of action?
- Is it competent for a landlord action?
- Will it be seen as "reasonable"?

It was also discussed that:

- Prevention is better than cure
- Various "tools" or "cures" can be attempted
- Mediation has it uses but...
- Multi agency working is key

The Stirling Council weekly multi-agency meeting was discussed which Housing Officers can attend if they have an anti-social problem in their patch. Also the MAPPA Officer role was outlined.

### **6.2 Anti-Social policy feedback**

The anti-social categories and timescales were discussed. The group agreed that these did not require to be changed.

Some members of the group had experience of the policy and the procedures through experiencing anti-social problems. They confirmed that they were aware of the hurdles and issues involved. C Sharp confirmed that it would be useful if staff could just confirm to tenants the course of action being taken. Sometimes it can appear to tenants that no action is being taken when the fact of the matter is that staff are awaiting information back from eg Police, Social Work etc. C Sharp confirmed that a phone call/email etc at this stage would be useful.

## **7.0 Next Meeting**

7.1 The Group agreed to have their next meeting on 25<sup>th</sup> November 2015 at 10.30am. At this meeting there would be a review of performance in line with Social Housing Charter, budget setting/rent increases and an area of tenant's choice.