

Tenants View Forum

Tuesday 19th April 2016 at 10:30am

Summary Note

1.0 Present:

Dougie Monaghan

Shona Dove

Monty Fatemi

Colleen Sharp

Liz Billet

Linda Jones

Marilyn Forster

John Cameron, Director, Forth Housing

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

Ian Brown, Connecting Stirling

Craig, Connecting Stirling

2.0 Apologies:

Mr & Mrs McAllister and Adam Moffat.

3.0 Welcome and Introductions - A Laley carried out introductions and outlined the agenda which was a focus on digital inclusion, charter performance, Customer Care and Forth's plans 206/17.

4.0 Digital Inclusion – Ian and Craig introduced themselves to the group and outlined the Connecting Stirling project. They encouraged tenants to sign up and that anyone interested should give their name and address to Forth. They explained at the end of these sessions tenants would be able to browse with confidence, apply for jobs/benefits, send/receive e mails and engage with social media.

5.0 Forth's Performance- J Cameron carried out a power point presentation on the results of the key areas of performance (a hard copy of the presentation is available upon request). For each section the 2014/15 performance was noted and then it was compared to the target and the results for the current year: 2015/16. Categories such as: average time for emergency repair, average time for non-emergency repair, repairs completed first time, anti-social behaviour resolved in timescale and tendencies sustained for more than a year – were discussed. A key of faces was given to denote performance: a smiley was given for exceeding the target. By the end of this section it was shown that Forth had received 8 smiley faces, 1 middle face and 0 sad faces which gave them an overall pass. The one middle face was given to average time to relet empty homes as this had increased to 1.2 days as the target was 1 day. However, it was explained that this was still a good performance as the performance in 2014/15 was 1.9 days. C Sharp said that the word "resolved" used in anti-social

cases could be misleading. J Cameron confirmed that this was the wording used by the Housing Regulator.

6.0 Customer Care Policy Review - A Laley outlined current developments in Tenant Participation including the Joint Tenants Satisfaction Survey that will be starting in May. Also the current photo and garden competition. A Laley then outlined the main aim of Customer Care which was to provide a high standard of service to customers. Also the policy had been previously circulated to the E Group who had not asked for any changes. The main targets were outlined for visiting the office, home visits, telephone calls and letters/emails/website. The group were in agreement with the targets outlined and expressed no changes. C Sharp asked if the target for e mail response was the same as telephone calls. A Laley explained that this was the case.

7.0 Targets for 2016/17 – J Cameron outlined the plans for 2016/17. This included Planned Maintenance and Development Plans. (see powerpoint)

8.0 Next Meeting - The next meeting will be in September, date to be agreed. The meeting will discuss the results of the Joint Tenants Satisfaction Survey, performance update and the Allocations/Pets Policies.