

Tenants View Forum

Tuesday 10th January 2017 at 10:30am-12noon

Summary Note

1.0 Present:

L Jones
R McDowall
L Billet
S Dove
John Cameron, Director, Forth Housing
Angela Laley, Project and Communications Co-ordinator, Forth Housing

2.0 Apologies:

C Sharp and H McKendrick.

3.0 Welcome and Introductions - J Cameron carried out introductions and outlined the agenda which was a focus on budget setting/rent consultation and a performance update from April to December 2016.

Budget Setting – The timetable for the budget was outlined:

- Start in October 2016
- Draft to Committee 12/12/16
- Tenant consultation until 16/1/17
- Final budget to Committee 30/1/17
- Notify rent to tenants by 28/2/17
- New budget takes effect 1/4/17

The income and expenditure costs were discussed.

- Operating costs
- Loan payments
- Interest received
- Other charges
- Future life cycle cost
- Gives us : Income required to meet this.

A handout was issued confirming the projected detailed breakdown to 31st March 2018.

To summarise it was confirmed that the proposed budget was aiming to keep costs in line with the existing position, increasing only with inflation and/or growing number of homes. Two tenants confirmed that they had voted for the highest rent increase due to the rent freeze last year. They also said it had been useful to discuss the rent increase methodology.

4.0 Performance Update

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 2015/16 performance was noted and then it was compared to the target and the results for the current year: 2016/17. 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 tenancies sustained for more than a year – were discussed. A key of faces was given to denote performance: a smiley face was given for exceeding the target. By the end of this section it was shown that Forth had received 7 smiley faces, 0 middle face and 0 sad faces which gave Forth an overall pass. J Cameron then asked if the results reflected tenants experience and it was agreed that tenants had not experienced problems with aspects of the service. L Billet confirmed that it was apparent that relet periods were low as new tenants in her area moved in quickly once the outgoing tenant vacated.

6.0 Any Other Business – L Jones asked regarding the timescale for the kitchen replacement programme. J Cameron confirmed that kitchens were approximately replaced on a 18 year cycle. Tenant choice with kitchens was also discussed. The group agreed that discussion of the overall process for kitchen replacement would be useful at the next meeting.

7.0 Next Meeting - The next meeting will be in April, date to be agreed. The meeting will discuss an update on performance for the year, the 2017/18 plans and an area of tenant's choice, which would be the kitchen replacement process.