

## **Tenants View Forum**

**Tuesday 17<sup>th</sup> June at 11.00am**

### **Summary Note**

#### **1.0 Present:**

Roger Allan, Braehead, Stirling

Adam Moffat, Raploch

Lynda Jones, Stirling

Linda Broadfoot, Dunblane

Monty Fatemi, Raploch

D Findlay, Cambusbarron

K Drysdale, Cambusbarron

Douglas Monaghan, St Ninians, Stirling

John Cameron, Director, Forth Housing

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

#### **2.0 Apologies:**

Apologies were received from Adam Scott - Milnepark Road.

**3.0 Welcome and Introductions** – J Cameron carried out introductions and outlined the agenda which was a focus on Charter Reporting, the website and the Harassment Policy.

#### **4.0 Charter Reporting**

##### **4.1 Timetable**

J Cameron confirmed that the performance results regarding the Charter Reporting had been returned to the Housing Regulator in May. The Results would be published by the Regulator by end of August 2014. On this basis the Charter Report would be issued to tenants in October.

##### **4.2 Report Format**

The same format was proposed as the mock-up that was produced last year for tenants. This mirrors the Annual Report which is issued to members and tenants. An on-line copy would be available and a hard copy upon request. This not only saved costs but also ensured that tenants were not bombarded with information. This had worked well previously: a mock-up was carried out in October 2013. The Tenants View Forum had asked for this format previously. Again, the group were in agreement with this format.

### **4.3 Report Content**

The Charter Report would meet with Regulators' requirements and would have comparisons with other landlords. The proposed sections were as follows: General Introduction, Applications & Allocations, Neighbourhood & Management, Rents, Reactive Maintenance and Planned Works. The Group were in agreement with the content.

### **4.4 Initial Comparisons With Charter Reporting**

A table on the Power Point explained that Forth's results with its peers were good. In most categories Forth was the top performer.

### **4.5 Feedback From Forum: To Charter Reporting**

Those present agreed that they were happy with the timetable and format of the proposed Charter Report. They were looking forward to scrutinising the detailed results after August.

## **5.0 Website**

### **5.1 Website Background**

A Laley confirmed that the website was designed 7 years ago by Kiswebs. Also, that further to the Joint Tenant Satisfaction Survey carried out last year: in 2013 90% of our tenants had found the website useful. 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. At the previous meeting A Laley had gone through the 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. All said that they did not want a website that was over-complicated.

### **5.2 Results of Website Survey**

Members of the forum had been given a questionnaire and asked to compare Forth's website to another social landlord, including those landlords who took part in the Joint Tenant Satisfaction Survey. A Laley confirmed that the feedback received from the questionnaires was good, with overall all respondents confirming that Forth's website was easier to navigate than the other landlords who had been selected. Moreover, the group found that reporting a repair, applying for housing, making a complaint, recording an anti-social problem and ending a tenancy was easier. Also the News Section was more current and the Performance Section more useful .

### **5.3 Next Steps – Website**

It was therefore agreed 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) It was therefore agreed that Kiswebs would be asked to upgrade the website to a responsive design.

## **6.0 Harassment Policy**

### **6.1 Main points to note**

J Cameron handed out the Harassment Policy and asked if anyone had any changes they required to the Policy, to contact the office within the next week. He then advised that under the Policy:

- Tenants are liable for their household and visitors
- Course of conduct must involve at least 2 occasions

L Broadfoot said that it was slightly unfair for tenants to have responsibility for their household and visitors – as this was outwith the tenant's control sometimes. However, J Cameron confirmed that this was in the Tenancy Agreement and that Forth would work with other Agencies such as Social Work, Police etc if the tenant co-operated – to enable the tenant to sustain their tenancy, where possible.

### **6.2 Key Actions**

**J Cameron outlined the key actions:**

- Investigate with consent
- Maintain regular contact
- Maintain a harassment register
- All incidents reported
- Links to key organisations
- Specific race related actions
- Warnings and legal action

L Broadfoot confirmed that she thought the Policy could use more plain English. J Cameron confirmed that it was difficult getting a balance as Solicitors required some terms to be used in Forth's Policies for legal purposes. However, as well as the Policy there are leaflets for some policies to explain information in more detail to tenants.

## **7.0 Next Meeting**

7.1 The Group agreed to have their next meeting at the end of October. At this meeting there would be a review of the Charter, an update on the website and an area of tenant's choice. D Monaghan suggested that it would be useful to have a discussion regarding communication regarding tenant's choice when considering planned maintenance. (He had experienced a breakdown in communication between the Contractor and Forth when choosing a front door and a kitchen. The selection he had made had not been the outcome). R Allan and L Broadfoot asked if there could also be a discussion regarding noise in flats (under the Anti-Social Policy). These 2 subjects will also therefore be discussed at the next meeting.