

## **Tenants View Forum**

**Tuesday 21<sup>st</sup> October at 10.30am**

### **Summary Note**

#### **1.0 Present:**

Roger Allan, Braehead, Stirling

Adam Moffat, Raploch

Lynda Jones, Stirling

Monty Fatemi, Raploch

Keith Drysdale, Cambusbarron

Harry McKendrick, Riverside

John Cameron, Director, Forth Housing

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

#### **2.0 Apologies:**

Apologies were received from A Scott, L Broadfoot, M Duncan, M Welsh, D Monaghan and R Duff.

**3.0 Welcome and Introductions** – J Cameron carried out introductions and outlined the agenda which was a focus on Charter Reporting, the website, Property Improvements and Noise Nuisance. The previous note of meeting was approved.

#### **4.0 Charter Reporting**

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

J Cameron confirmed that the performance results regarding the Charter Reporting had been returned to the Housing Regulator in May. The results were published by the SHR at the end of August 2014 and an individual report issued to Forth. The SHR website has a comparison tool to enable Forth to compare results with up to 4 landlords. This was the first time that a comparison was available.

##### **4.2 Forth's Performance Report - Format**

The same format was used as the mock-up that was produced last year for tenants. The Performance report mirrors the Annual Report which is issued to members and tenants. An on-line copy is 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 produced in October 2013. The Tenants View Forum had asked for this format previously. The format mirrored the Annual Report. Again, the group were in agreement with this format.

### **4.3 Report Content**

The Charter Report met with Regulators' requirements and had comparisons Rural Stirling, Ochil View and Stirling Council . The Performance report was available on-line and in a hard copy format on request. The sections were as follows:

General Introduction, Applications & Allocations, Neighbourhood & Management, Rents, Reactive Maintenance and Planned Works. The Group were in agreement with the content sections.

### **4.4 Initial Comparisons With Other Performance Reports**

Seven Performance Reports were issued for comparison purposes. Each compared Forth's Report to at least 2 others and took 15 minutes to study the other reports.

### **4.5 Feedback From Forum: To Comparative Reports**

After discussing the other reports it was agreed that Forth's Report was the favourite in terms of format. All found it easy to read and understand. The group liked the smiley faces. There was a discussion regarding the necessity of having comparatives to other landlords and just including the Scottish average. However, the majority felt that it was beneficial to retain the comparatives.

There was also discussion of whether the Performance Report could be included in the Annual Report. However, after discussion regarding costs and information overload it was agreed to keep it separate: it would cost more to include the Performance Report within the Annual Report. (as the Annual report is issued to all tenants and members in a hard copy). Also the Group felt that there would be too much information to have it all in the Annual Report and that this would put tenants off reading it.

It was agreed that the Performance Report should be no longer that it is now as this would put tenants off reading it. There was scope to reduce it in size eg the breakdown by trade on P12 was not important to half the group attending. However the other half were in agreement with having this breakdown.

Finally the group said that they agreed that no changes were required to the Report.

## **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. Those attending the Forum for the first time agreed with the aforementioned. This was subsequent to a further presentation on the website and after discussing the website and the functionality.

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.

## **5.2 Next Steps – 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) It was therefore agreed that as tenant feedback was complete Kiswebs would be asked to upgrade the website to a responsive design between Dec-March 2015. However any amendments requested prior to then could be included in the design.

## **6.0 Property Improvements**

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

J Cameron carried out a Property Improvement presentation (see power point)

#### **J Cameron outlined the key points:**

- Independent consultant survey every 3 years
- Maintenance staff carry out review visits each year
- Annual plans then input to budget process

J Cameron highlighted the process of tenant choice in the installation of a new kitchen (see powerpoint). The Forum were in agreement that in their experience the current procedure was satisfactory and helped to maximise tenant choice whilst being aware of costs.

## **7.0 Noise Nuisance**

J Cameron carried out a presentation on Noise Nuisance (see powerpoint). There was then a discussion on the problems experienced in flats. The Forum agreed that they were now aware how to deal with a noise nuisance problem should it arise.

## **7.0 Next Meeting**

7.1 The Group agreed to have their next meeting in March. At this meeting there would be a review of the Charter, an update on the website and an area of tenant's choice.