

Tenants View Forum

Wednesday 19th March at 11.00am

Summary Note

1.0 Present:

Roger Allan, Braehead, Stirling.

Adam Moffat, Raploch.

Margaret Duncan, Riverside

Linda Broadfoot, Dunblane

John Cameron, Director, Forth Housing

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

2.0 Apologies:

Apologies were received from Adam Scott , Linda Jones, Douglas Findlay, Keith Drysdale and Mary McAlpine.

3.0 Welcome and Introductions – A Laley carried out introductions and outlined the agenda which was a focus on the website and Forth's performance over the past 6-9 months with regards to the Housing Charter Indicators. A Laley had previously e mailed all the Tenants View Forum with a questionnaire asking the group to compare Forth's website to other landlords. Each member was given a different social landlord to compare to Forth's website, including the landlords that had taken part in the Joint Tenant Satisfaction Survey.

4.0 Website:

4.1 Introduction

A Laley confirmed 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, it was agreed that the Tenants View Forum would look at any areas that could be improved. However, A Laley highlighted that the website was only one method of communicating with Forth. Most customers preferred the telephone or to visit the office. A Moffat, R Allan and M Duncan all confirmed that their IT skills could be improved and that they did not want to use the website as their main mechanism for communication. They agreed that they preferred to phone the office direct.

4.2 Results of Website Survey

As some questionnaires were still to be received it was agreed that A Laley would report back at the next meeting the results and the analysis. However, A Laley confirmed that the feedback received to date in the questionnaires was good, with all respondents confirming that Forth's website was easier to navigate than the other landlords who had been selected.

4.3 Website Overview

A Laley advised that she had previously held a couple of workshops a few years ago to provide Committee and tenants with an overview of the functionality of the website. This had been a useful exercise. With everyone's agreement A Laley then went through the website explaining the main menus and the functionality. A Moffat confirmed that he had had a problem reporting a repair-on-line. It was therefore agreed to carry out a test of this function to test the system. Technical Services received the message and it was agreed that A Moffat's computer may require an update.

A Moffat asked if Planned Maintenance for developments was on the website. A Laley noted that this was under Tenants' Zone however that it might be useful to duplicate this under Technical Services. At the next financial year this will be uploaded for the following 12 months.

A Laley highlighted that the reporting of issues through the website would be received in the office by e mail. Therefore, the issue would be dealt with only during office hours. J Cameron highlighted that this was not therefore to be used for example, the reporting of emergency repairs.

L Broadfoot said that she liked the way Forth's website was laid out and illustrated. She said that she found it easy to navigate and had all information required. Moreover, that Marks and Spencers had updated their website recently and that she found this website cumbersome in comparison with the way it was laid out previously. L Broadfoot said that she found Forth's website one of the easiest to navigate and that it did not require any changes.

All agreed that they found the overview of the website useful. Although most would prefer to use the telephone to report a repair, anti-social problem etc it was useful to know how to use these methods with the website. The group 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.

4.4 Follow-up to website questionnaire

The results and analysis of the questionnaire will be reported at the next meeting. This meeting will be held towards the end of June 2014.

4.5 Possible Amendment to Website

J Cameron mentioned that Forth were considering a possible upgrade to the website primarily with the view of it being seen better on mobile devices, A Laley explained that would allow the website to respond in size and would display parts of the website, dependant on what size of device is being used. A Laley will report back on progress at the next meeting.

4.6 Possible IT Training for Tenants

J Cameron confirmed that he was working with the Stirling Advice Partnership on a grant application to improve IT skills for tenants. If successful this would enable a training officer to visit a tenant on a one to one basis to offer training at home over a number of weeks, as required.

M Duncan said that this would be of great assistance. A Laley agreed to contact M Duncan should the grant be successful.

5.0 Performance Regarding the Social Housing Charter Outcomes

J Cameron carried out a power point presentation on the main Social Housing Charter indicator outcomes achieved over the part 6-9 month period by Forth. (See Power Point Presentation attached).

There were only 2 areas where there was possible room for improvement.

5.9% tenancy offers refused. (but no previous target).

Average time for non-emergency repairs – 2013/14 3.6 days (target 3 days). J Cameron confirmed that the target figure had perhaps been set too high.

The group were pleased with the results that had been achieved to date. J Cameron said that at the next meeting Forth would be able to report the 12 month year end figures.

A Moffat asked if these figures would be reported at Forth's AGM. J Cameron confirmed that they would and that Forth would work with Tenants View Forum on the drawing up of the Performance Report, similar to the trial report that had been prepared last year with the Tenants View Forum and that was available in a hard copy upon request and is on Forth's website under Tenants' Zone/Performance.

Also, that the Housing Regulator will be reporting the results of all landlords by August 2014. This will then enable the group to compare Forth's results with other similar sized landlords and look at areas of improvement, where necessary.

6.0 Any Other Business

L Broadfoot said that she felt that some standard letters that are sent to all tenants regarding one tenant that is causing a problem, are quite derogatory if you are not the tenant that is causing the problem.

A Laley said that this was not personal and that it is difficult when Forth does not know who the culprit is and therefore a blanket letter is used. A Laley asked if a caveat on the letter stating :NB: that it has been necessary for Forth to write to all tenants to try and alleviate the problem, however this issue may not apply to yourself. L Broadfoot said that she thought that this was a good idea. A Laley said that this would be considered.

7.0 J Cameron thanked everyone for attending and the group agreed that they would meet up in June 2014.