

Tenants View Forum

Tuesday 6th Sept 2016 at 10:30am-12noon

Summary Note

1.0 Present:

D Monaghan

S W

Monti Fatemi

A M

Liz Billet

Linda Jones

John Cameron, Director, Forth Housing

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

Grahame Cairns, Tenant Service Manager, Forth Housing

2.0 Apologies:

Mr & Mrs McAllister, Ms S Dove, Ms C Sharp, Mr H McKendrick, Ms M Forster.

3.0 Welcome and Introductions - A Laley carried out introductions and outlined the agenda which was a focus on Pets Policy, Charter performance and the results of the recent Joint Tenants Satisfaction Survey.

4.0 Pets Policy – G Cairns confirmed that the Pets Policy had conditions to safeguard tenants and their properties. Forth had to take an objective rather than a subjective view and that that changes to legislation would be taken into account such as micro chipping of dogs. The policy had been circulated to the E Group with a questionnaire. There had been 5 responses which had requested changes:

- More provision for the elderly
- To allow large dogs
- To allow snakes and reptiles

G Cairns confirmed that the plan was to go to Management Committee recommending no changes. However, the Report would highlight that the SSPCA's advice had changed regarding exotic pets. It was no longer recommended that exotic pets such as snakes and reptiles should not be kept as pets in homes by the SSPCA.

A M said that a snake is one of the easiest pets to keep. It does not go out and it does not foul. It is very unlikely to cause damage to the property. Therefore, it was requested that a change to the policy was considered following the SSPCA's advice.

J Cameron confirmed that when considering a change to policy the “why not” reasons should be taken in to account. However, the policy would go to Management Committee and they would have the ultimate decision.

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 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 9 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 number of anti-social cases per 100 homes which had increased from 7.9 in 2014/15 to 10.8 in 2015/16. However the national average did not appear to be on the SHR’s website and it was a good result in comparison with peer landlords. 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. However, there was a general discussion that anti-social cases can take a long time to get to Court and it was agreed that this was due to procedures being followed.

6.0 Joint Tenants’ Satisfaction Survey- Research Resource had carried out a face-to-face survey on Forth’s behalf of 262 tenants (40%). 94% of tenants had been happy with Forth’s overall service in 2016 and this was the same result as 2013. It was discussed that this was a good result as over 90% satisfaction can be difficult to maintain. The main results of the survey were then outlined and a comparison given with the 2013 result. (a hard copy of the presentation is available upon request) The overall results are:

- Results are up in 40 questions
- Results are equal in 3 questions
- Results are down in 7 questions

Although Forth are pleased with the results the 7 questions where results are down will be investigated further and it was possible to drill down to specific developments.

7.0 Any Other Business

L Billet asked if Forth had considered installing solar panels. However, this was a cost of approx. £7- 8,000 per home. So unless grant funding became available it was unlikely that Forth would proceed. Most of Forth properties already meet the EESSH (Energy Efficiency Standard for Social Housing).

8.0 Next Meeting - The next meeting will be in January, date to be agreed. The meeting will discuss the rent consultation and the performance update.