

Tenants View Forum

Tuesday 25th April 2017 at 11.15am-1pm

Summary Note

1.0 Present:

A Porter

R McDowall

L Billet

S Dove

C Sharp

M Duncan

John Cameron, Director, Forth Housing

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

2.0 Apologies:

D Monaghan, J Duff, M Fatemi and L Jones.

3.0 Welcome and Introductions - J Cameron carried out introductions and outlined the agenda which was a focus on 2017/18 plans, kitchen replacement and a performance update from 2016/17.

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 8 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. Tenants confirmed that they had not experienced any issues.

6.0 2017/18 Plans –

- Develop an Enterprise Hub at former Kildean Hospital – There was a discussion regarding the rent paid for current office and the benefits of moving to Raploch where Forth would own building.
- Complete 24 homes at Raploch and 23 at Cornton.
- Employ a Modern Apprentice.
- Paint 4 developments.

- Replace kitchens in 2 developments.
 - New external doors at one development.
- C Sharp asked what the timescale was for a new kitchen as they had a Surveyor out recently. This was answered during the next presentation.

7.0 Kitchen Replacement Process

The lifespans of kitchen were discussed together with the methodology for installation of the new kitchen. It was explained that the timescale would depend on the original specification, wear and tear and finances. The developments ear marked for a new kitchen in the next 3 years were highlighted. The tenant choice in terms of finishes, work tops, handles, etc were discussed and an example board was presented. An example of a Kitchen Design Pack was issued which included 3D drawings. The actual process was discussed. The tenants agreed with the level of choice and the process.

8.0 Next Meeting - The next meeting will be in September, date to be agreed. The meeting will discuss an update on performance for the year, rent setting and an area of tenant's choice.