

Tenants View Forum

Tuesday 12th September 2017 at 11am-12.30pm

Summary Note

1.0 Present:

L Jones

M Forster

L Billet

D Monaghan

John Cameron, Director, Forth Housing

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

2.0 Apologies:

S Dove, M Duncan and J Duff.

3.0 Welcome and Introductions - J Cameron carried out introductions and outlined the agenda which was a focus on Freedom of Information Act, rent setting and the performance update for the year 2016/17 including the Housing Regulator's Report.

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 results for 2016/17 and the Scottish average. 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 7 smiley faces, 1 middle face and 0 sad faces which gave Forth an overall pass. J Cameron then asked if the results reflected tenants experience and tenants attending confirmed that they had not experienced problems with aspects of the service. The one middle face was for Tenancy Sustainment. It was confirmed, that in 2015/16 this had been 94.95% and this had decreased to 91.01%. It was confirmed that this could have been due to tenants personal circumstances eg tenants moving into own property etc However, Forth would keep an eye on this result during next year.

6.0 Rent Setting –

- How Forth decides what rent to charge for different homes was discussed;-
- Vary by size

- Vary by type
- Vary by facilities
- Vary by services

Examples were provided including for a one bedroom, 2 person cottage flat:

Base points	100
Double bedroom	10
Over bath shower	3
Landscape maintenance	3
Total =	116

Rent = £304.82 per month

The group confirmed that it had been useful to discuss the process.

7.0 Freedom of Information Act

It was explained that The Freedom of Information Act 2000 provides public access to information held by public authorities.

It does this in two ways:

- public authorities are obliged to publish certain information about their activities; and
- members of the public are entitled to request information from public authorities.

Examples of Freedom of Information requests to Stirling Council were highlighted. After discussions regarding the pros and cons of the Act it was unanimously agreed that there was no need to extend this to Housing Associations. L Billet said that it would attract time wasters and there would be an increase to costs, due to staff time. J Cameron confirmed that he would report back the Forum's discussions to the SFHA.

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