

Tenants View Forum Note

Tuesday 23rd January 2018 at 6.30pm

Summary Note

1.0 Present:

L Jones

L Lavery

S Dove

John Cameron, Director, Forth Housing

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

2.0 Apologies:

L Billet, H McKendrick, M Duncan and J Duff.

3.0 Welcome and Introductions - A Laley carried out introductions and outlined the agenda which was an update on performance for year, budget/rent setting and the move to new offices at Kildean.

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 2016/17 performance was noted and then it was compared to the results for 2017/18 and the target. 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 6 smiley faces, 0 middle face and 1 sad face which gave Forth an overall pass. The unhappy face was for average time to relet empty homes. The target was 1.0 days and Forth had just exceeded this with a performance of 1.1 days. This was due to a delay with Universal Credit and having to hold a property for a week. Universal Credit paid 5 weeks in arrears. 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.

6.0 Budget/Rent Setting –

- Starts in October 2017
- Draft to Committee 11/12/17
- Tenant Consultation until 15/1/18
- Final budget to Committee 29/1/18
- Notify rent to tenants by 28/2/18

- New budget takes effect 1/4/18

Basic Principles for Next 12 Months

- No changes to core staffing
- No areas of major new spend
- Complete 47 new homes by June
- Capital improvement programme
- Move to Kildean in May
- Keep increase in line with inflation

What is inflation?

RPI – Retail Price Index CPI – Consumer Price Index

November RPI = 3.9% November CPI = 3.1%

Forth have proposed a 3% rent increase after tenant consultation. The tenant consultation response was:

2.5% = 16% 3.0% = 51% 3.5 = 33%

7.0 Move to Kildean Offices

It was explained that we had purchased 3 buildings at Kildean.

- One is our office
- One is office for Stirling Community Enterprise
- One building is Business Hub run by STEP for up to 12 small businesses

New Office:

- Purchased buildings at end of November 2017
- Refurbishment is currently underway
- Completion due early April 2018
- We plan to move mid May 2018
- Annual costs will be £30000 to £40000 less than our current rent.

8.0 Next Meeting - The next meeting will be Tuesday 24th April at 11am. The meeting will discuss an update on performance for the year, budget/rent setting together and new builds together with the transfer process.