

Tenants View Forum Note - 17th November 2020 at 11am – By Zoom Summary Note

1.0 Present:

P Maramba

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

2.0 Apologies:

A Scott, E Lindsay, L Southcott, L Lavery, L Lawrence.

3.0 Welcome and Introductions – A Laley welcomed P Maramba to the meeting and advised that a few members had given apologies this morning. Due to circumstances it was agreed that A Laley would summarise the presentation.

4.0 Performance Update

Forth's Performance- A Laley 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 2018/19 performance was noted and then it was compared to the results for 2019/20 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 8 smiley faces, 0 middle faces and 0 sad faces which gave Forth an overall pass. So 8 overall passes.

A Laley confirmed the following and the results were discussed:

1/Avg Time for Emergency Repairs

- 2018/19 performance 2.0hrs
- 2019/20 performance 2.2hrs
- 2019/20 Scot. average 3.6hrs

2/Avg time for non-emergency repair

- 2018/19 performance 3.9 days
- 2019/20 performance 4.2 days
- 2018/19 Scot Average 6.4 days

3/Repairs completed right first time

- 2018/19 performance 98.8%
- 2019/20 performance 98.9%
- 2018/19 Scot. Average 92.3%

4/ Antisocial behaviour “resolved” in timescale

- 2018/19 performance 97%
- 2019/20 performance 100%
- 2018/19 Scot. Average 94%

5/Tenancies Sustained for 1 Year+

- 2018/19 performance 94%
- 2019/20 performance 97%
- 2018/19 Scot. Average 88%

6/Gross Rent Arrears

- 2018/19 performance 3.2%
- 2019/20 performance 3.3%
- 2018/19 Scot. Average 5.8%

7/Rent lost through empty homes

- 2018/19 performance 0.1%
- 2019/20 performance 0.1%
- 2018/19 Scot. average 0.9%
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8/Average time to relet empty homes

- 2018/19 performance 4.2 days
- 2019/20 performance 3.8 days
- 2018/19 Scot. average 31.8 days

8.0 Rent Setting

A Laley outline the main changes. Forth needs to keep our tenants, our committee and the Regulator happy and need to protect the organisation for today and tomorrow.

Our starting point

- We must cover all our costs (including planned maintenance)
- We don't charge more than we need
- Our rents should not vary due to location of scheme
- Bigger home = higher rent
- Better home (amenities) = higher rent

How it works

- Calculate points for each property
- Calculate the total rent we need
- Divide total rent by total points & then allocate rent to each home

The current rental point system for a property that has a combined living room/kitchen having reduction in rent was discussed. The proposal for this reduction to be phased out was discussed and it was agreed that this was a fair proposal.

9.0 Any Other Business

A Laley discussed different ways of video calling. It was agreed that all methods should be considered to enable tenants to participate.

10.0 Next Meeting - The next meeting will take place on **Tuesday 16/2/20 at 11am by zoom**. The format would be the same as previous with the Director providing an update on performance and relevant staff highlighting changes to policies, as well as a tenant choice topic.