



STIRLING TENANTS ASSEMBLY
MEETING HELD ON
TUESDAY 10TH JANUARY 2012
IN MAYFIELD CENTRE
AT 10.30AM

1. Present: Mary Rainey, Moira Robertson, Hugh McClung, Sarah Fraser, Michael Griffiths, Philomena McClung, Richard Waddell, Maria Balfour, Cathy Traynor, Duncan Faithney, Emma Meldrum STP, Alexa Brown SC, Carol Hamilton SC, Jimmy McGrory SC

Apologies: Alex Wallace, Alec Lamb, Thomas Brown, James Quinn

2. Speaker Jimmy McGrory Capital Investment Manager

Hugh introduced Jimmy saying that the current round of new build has made a small impact and now Jimmy will give us a current update and impact.

2.1 Jimmy passed round copies of the current projects, planned projects and future projects.

Projects 20011/12

Project	Description of Work	Completed	Additional Information
4 The Path Bannockburn	Conversion of Existing Building in to 4 Flats	September 11	
33 Main Street Bannockburn	Conversion of Existing Building in to 2 Flats	December 11	
Middlemuir Road, Remodelling	Conversion of office area into to 2 Flats	August 11	
27 Easterton Cowie	Extension (Aids & Adaptations)	Ongoing	Prefabricated Extension/Module
Torbrex House	Mixed Properties	Ongoing	External Contractor

Planned Projects 2011/12

Project	Description of Work	Planned Start Date	Additional Information
Downie Place Bannockburn	4 units - Bungalows	TBC	Planning queries
Station Road Bannockburn	1 unit - Bungalow	TBC	Planning queries
Adamson Place, Cornton	9 units - Bungalows	August/Sept 2012	
Adamson Place, Cornton	1 unit - Adapted Bungalow	September 2012	Further community discussions
Birch Road, Killearn	6 units £396,000	April 2012	
Killin			Planning/External Contractor

Future Projects

Cultenhove Cres	6 units	Community Consultation
Station Square		Procurement route to be agreed
Edward Place 1 Riverside	3 Units	Site cleared
Edward Place 2 Riverside	3 Units	Site to be obtained
Thornhill	8 Units	Site to be acquired
Cowie Main St, Burns Terrace	8 Units	Outline still to be developed
Plean Wallace Crescent	Potentially 16	Site still to be acquired, Outline still to be developed
The Wynnock Drymen	1 unit	Outline still to be developed
Lower Castlehill	1 unit	Stabilisation Work
Balfroon Main Street	1 unit	Possible Demolition or Refurb
Buchlyvie Main Street	2 units	Outline still to be developed

Questions

2.2 Are the units all the same size and the same design?
Yes, but there could be larger units, that can be adapted.

2.3 We know that a planned development in Gargunnock caused uproar from the local community. Assuming SC has earmarked the planned and future project sites, is community consultation going on now?

Community consultation is going on now. In Killearn we explained to the community about the constraints we have to abide by.

2.4 What is the timescale for future projects?

We are building about 10 -12 units per year using our own workforce.

2.5 Most seem to be high amenity or special needs, or for the homeless; in the future units are any going to be general use?

New build are going to be future proof; but there are allocation priorities starting with bespoke properties; the pecking order is then regeneration, ground floor, wheelchair and then transfer applicants.

2.6 Could you not buy properties that builder can't sell?

We are doing some of that and taking on long leases for homeless.

2.7 Adamson place; why are you not starting the units until September?

Planning issues with the foundation caused delays.

Hugh thanked Jimmy and said the STA would appreciate it if he came back sometime in the future with an update.

Alexa Brown

Alexa said that she would follow up any repairs queries that STA might have.

2.8 When will you get round to fixing all the roofs damaged in the gales?

As you might expect there are numerous roof repairs which we are prioritising, and also working at weekends and using subcontractors.

2.9 Hugh said he had reported to Tom Howden about a house that had cladding off the chimney stack, the surrounding brickwork was exposed and debris was on the ground. Has the building been assessed?

Alexa will find out.

2.10 In another property there is a massive amount of damage to the ridging tiles with some in the front garden and a couple hanging over the roof edge.

Give me the address and it will be followed up.

2.11 Mary said that when work was done on the chimney, the scaffolding was removed resulting in a mess, a dent in the front door, screws are lose in the ramp and cladding off the wall. This was in August and nothing has been done to repair or clean up.

Alexa will follow this up.

2.12 Hot water doesn't seem to get very hot, if I called out the plumber, can I get him to come when he is in the area rather than making a special journey?

Yes the Northgate system will offer an appointment when a plumber is out that way.

2.13 Can my roof be fixed to stop tiles regularly coming off?

On all new roofs the tiles are double nailed; on old buildings tiles are usually single nailed. SC should now be looking at double nailing them.

Hugh thanked them and Alexa and Jimmy left the meeting.

3 Approval of minutes and matters arising.

No minutes were taken at the short December meeting; it was agreed to approve the 8th November minutes at the February meeting.

Hugh would like it minuted that he wished to express his thanks to Michael for nominating him for a TPAS award.

4 Reports

Chair report

Nothing other than Item 5

Secretary

Nothing

Treasurers

Moir's computer is in for repair so there is no Treasurer's report this time.

5 A Review of Tenant Participation [TP].

5.1 Hugh met with Carol Hamilton, Tenancy Services Manager, and Lesley Baird, CE TPAS, on 15th December 2011 to discuss our concerns about TP. His report of the meeting was passed round for discussion and is Appendix 1 at the end of these minutes.

5.2 Emma's document 'Support Role for STA' was sent out with the minutes and is Appendix 2 at the end of these minutes. The document 'Update of TP October 2011' is Appendix 3.

5.3 Several points were raised during the discussion:-

- a. Emma is helping to update the Stirling Council website Housing page.
- b. It was agreed that the STA need to take stock of what they are doing and where they need to go in the future.
- c. STA need to find ways to help and encourage TP and help other groups set up.
- d. STA should assist Emma and SC to expand TP amongst the tenants.
- e. In the past the STA has several strategies including the Roadshow. Now we need to look at how we are operating as a group and the way we need to develop; maybe need to change direction.
- f. STA need to sit down and discuss this. Perhaps the best way forward is to form a sub-group to look at new ways to involve tenants.
- g. All parties are agreed that the STA does a lot of good work. Unfortunately we do not record this as a document. STA needs to show what we are doing for the grant that we receive.
- h. STA needs to tackle what needs doing in communities.
- i. In Hugh's report, Carol had suggested that perhaps the STA hold business meeting bimonthly and has an informal meeting with a speaker to attract more tenants. Concern was expressed that if the STA had to pay for a speaker, it would eat into our budget. Carol thought that we could have speakers from SC which would be free. If we had our meetings bi-monthly then business meeting would be longer.
- j. STA work on TP has been exemplary; we need to use what we've done so far as a baseline, and expand, dealing with stuff from Scottish Government as well as SC.
- k. TP is a difficult subject; most people are not inclined to listen, and are only interested in coming to a meeting if they have a specific problem.
- l. Emma has listed what she has achieved over the last year. She has used many different ways to get to tenants e.g. a Christmas party was organised for homeless children. This is a good area to target because 2/3 of new tenants come through the homeless route.

- Michael said that he did not hear any mention of the party at the Homeless Partnership meeting. If it had been mentioned then STA could have been involved. Carol said that it was organised by Emma and not through the Homeless Partnership.
- m. The STA could visit other groups to see what they do; but Carol thinks we are way ahead of other groups so would not learn much.
 - n. STA could organise a barbecue in the summer.
 - o. STA need to look at other ways to get the word out.
 - p. We should set up a small working group to look at how to enhance Emma's role and assist with SC TP strategy.
 - q. The SC Open Day is on April 14th so we should aim to get this done by the end of March.
 - r. STA has talked about the way forward before; we now need to decide and go forward, not dwell on the past but on the future.
 - s. STA must be more creative in building relationships to share the information that we have, and get it out to tenants.
 - t. STA must decide what its aims are first; we do not need a bigger committee, so our aim is not to increase membership of the STA but to get more involvement with tenants.
 - u. STA could maybe tap into the Tenants Forum
 - v. If we can enhance TP that's another feather in our cap.
 - w. Hugh, Moira Cathy, Sarah, Richard agreed to be the sub-group which will look at how the STA is operating as a group, how it needs to develop and ways to involve more tenants in TP.
 - x. It was agreed to invite Emma for support.

5 Service Level Agreement

5.1 The STA speaks for other tenants but how do you prove that? How do others prove it? Often with a Service Level Agreement [SLA]

5.2 At the meeting between Hugh, Carol and Lesley Baird CEO TPAS, Lesley expressed concern that because the STA was grant funded by public money, the SHR may at some time ask either STA or SC to prove that we are value for money. There is no formal working agreement between SC, TPAS and STA. The STA needs to have a written document of what its achievements were in the last year and its aims for the next year. This could be done with a SLA.

5.3 Carol expressed concern not only that the SHR will investigate but also the Freedom of Information Act gives people the right to ask for information about the grant and how it has been spent.

5.4 Hugh proposed that same sub-group look at the SLA as the TP review. Philomena expressed an interest in the SLA , but not the TP Review.

5.5 Sarah is looking as a SLA for ACE and will ask if she can bring it to the sub-group for us to look at. Emma also has some examples and will ask Lesley if she has any others.

5.6 STA needs to justify the work we do, including tapping into Tenants Forum etc.

6 AOCB

6.1 The STA has talked about moving the month of the AGM to May or June; a motion to change the constitution has to be put at the AGM. The main reasons for this are twofold; holding the AGM in the autumn/winter months is probably one reason why not many tenants attend and Carol would like the audited accounts to be more relevant when she is considering our application for a grant [usually January].

The accounts run from April to March, so moving the AGM will not help. Perhaps Carol could split the grant, so that some is paid in April and some after the AGM [when new audited accounts will have been approved]

It was agreed to put forward a motion to change the month of the AGM at the next AGM.

6.2 It was agreed to invite an Income Maximisation Officer as a speaker at the AGM with the hope that this will encourage more tenants to attend.

Michael volunteered to collect names of those tenants willing to attend the AGM at SC Open Day.

6.3 STA needs to think about what to do at the Open Day; maybe have a theme. All are asked to get their thinking caps on and come up with ideas.

6.5 The Housing Officer who signed up a new tenant in Crianlarich, did not stay long [this was understandable as there were gales that day and the HO was in a smart car]. Concern was expressed that the tenant was not made aware of how to use the heating system, how to turn the water on [it had been turned off by SC because of the cold weather] or given any information about the electrics and that the HO should have returned later that week to give the information. Carol said that HO are not familiar with the various heating systems, she has in the past tried to organise instruction leaflets in the tenancy pack, but these would need to be produced by Technical Services. Maybe it could be put on a DVD because not every tenant can read. Carol will speak to Tom Howden.

HO would not go out to Crianlarich twice in one week.

The STA expressed concern that new tenants were not being given the support that many of them need when they take on a new tenancy.

6.6 Philomena said that John Mathieson would like to re-join the STA; he was a committee member at the start. He is welcome to come to our meetings as a tenant to show his interest, and then the STA can consider co-opting him.

6.7 Emma handed out copies of the workshop she gave at the TPAS Conference.

6.8 Hugh thanked Carol for coming along today.

6.9 The venues of the meetings from February to June were decided:-

14th Feb Bridge of Allan Community Centre, Fountain Road, behind parish church.

13th March Boy's Club, Stirling

10th April Fallin Church Hall

8th May Cornton Community Centre

12th June Crianlarich Village Hall

6.10 Mary will ask if an Income Maximisation Officer will be the speaker at the February meeting.

Date, time and place of next meeting

14th Feb Bridge of Allan Community Centre at 10.30am

Abbreviations

AGM Annual General Meeting

ASB Anti-Social Behaviour

CC Community Council

CRN Central Regional Network

FV	Forth Valley
HRA	Housing Revenue Account
LA	Local authority
LAs	Local authorities
LG	Local Government
RN	Regional Networks
RTO	Registered Tenants Organisation
SC	Stirling Council
SHQS	Scottish Housing Quality Standard
SG	Scottish Government
SLA	Service Level Agreement
STA	Stirling Tenants Assembly
TLI	Tenant Led Inspection
TP	Tenant Participation
TPAS	Tenant Participation Advisory Service

Appendix 1

Report of Meeting between:

C. Hamilton, Tenancy Services Manager, Stirling Council.

Lesley Baird, Chief Executive, TPAS

Hugh McClung, Chairperson, Stirling Tenants Assembly.

Held in Carol Hamilton's Office on 15th December 2011.

1. Hugh opened discussion with some concerns about progress of Tenant Participation and the need to clarify roles of the Council and that of tenants' groups/tenants forums. Some of the issues recently being undertaken by Emma Meldrum, TPAS Development Officer, is seen by the STA as an infringement on the Council's role.
2. Hugh expressed some concern that the "Open Door" magazine was not being viewed as a Council's newsletter but as a tenant one, whilst the STA for example had their bi-annual newsletter. It was important for the Council to express itself in this way but not be seen as an arm of tenants' voices, and that mailing to tenants/groups was being issued on SC headed paper.
3. Hugh reiterated that he and other tenants of the STA expressed full confidence in Emma in her role at promoting TP, and indeed commented that the amount of contacts made thus far was exceptional. Hugh did express concern that we need to focus now on expansion either of new groups and/or of adding new individuals to the STA acting as an umbrella group.
4. CH concurred with Hugh's views and that it was important to view Emma's role as that of an expansionist one in that contact with as many individuals/groups as possible was of paramount importance in order to progress TP and that the steps so far taken by Emma were enhancing TP far beyond expectations of CH vision. Contacts with young persons and homeless were now proving fruitful as was training the new recruits on TLI for example.

5. Carol's view is that we need now to consolidate some of this and the role of the STA would be pivotal in doing this. Particularly around communication with these groups/individuals who may have never been contacted before. It was important that the STA now progresses its views in line with its Constitution and Aims to enhance the role of promoting TP and so a regular contact base may be necessary every few months.
6. Carol circulated documents relating to TPAS Development Officer's progress thus far with a table of actions still to be undertaken including training/ communication with the STA.
7. Lesley commented that the STA's approach to TP had been exemplary and that they can applaud themselves for the sterling work they have done, but they should now review their strategy to not only maintain the baseline of achievements so far but now to expand and further promote TP in other ways. Groups in other areas were doing this as a matter of course and adopting such strategies into their portfolio.
8. Lesley stated that having seen that SC finances the STA by grant funding it may be time for a report of achievements and targets for the future. It may be necessary for the STA to produce an audit summary should the SHR ask for such a report considering it is public funds which are financing them.
9. Carol suggested as a way forward to begin with if the STA would consider not having a business meeting every month, but by having a open discussion meeting just with a speaker perhaps and an informal chat amongst individuals who might attend, and their business meeting could be every alternate month. This would allow new guests to be welcomed and have a formal discussion rather than be caught up with business which may be over their heads.
10. Hugh suggested that this could be considered by the STA as a way forward. It was agreed by all that a future meeting of the STA could discuss all of the above points and re-examine their strategy for TP to fall in line with their aims and Constitution.

H.McClung.
January 2012.

Appendix 2
Support Role for STA

Activity	Purpose	Frequency
Assist with AGM- marketing/mail merge all tenants on panel/spread word with Community groups/caretakers etc	To promote the AGM as much as possible and in a timely manner so as to encourage interest	Annually

- think of speakers – e.g. Income Max theme - produce leaflets as required		
Promote STA within day to day activities- web link on auto signature etc	To ensure that STA are mentioned in my correspondence	As and when
Training Group as required- Housing Act Training/Marketing Training/Welfare Reforms/etc	To ensure group happy with Housing developments	As and when
Update Group on Housing updates at monthly meetings	To ensure that group are aware of what is going on ,so that they can pass on this information to others within the Community	Monthly
Support STA in any roadshows/other events that they want to hold	To promote the STA and what is happening within Housing	Annually or as and when
Review and assist STA with producing marketing materials	To ensure marketing info written well to ensure a wide audience is captured	As and when
Produce quarterly Housing Updates- and mail shot to STA mail group and TLI group	To promote STA within interested parties so as to keep interested	3 months
Suggest new ways that STA can promote their activities- facebook, survey monkey etc	To ensure that all communication methods are used to develop new interest	Monthly
Assist STA with their stall at the Open Day	To ensure that the group maximise the day	Annually
Support and develop TLI- continually recruit and train new and old members	To continually encourage new members to partake in new TLI's	As and when

Appendix 3
Update of TP October 2011

Projects	Actions and Outcomes
Design and production of tenants DVD	Working group of tenants to work on project/tenant and staff involvement along the way- thus building up relationships with tenants and staff
Launch of specific housing service facebook page	Working with various staff and tenants in design of this- will created opportunities for tenants to interact

	with Housing and vice versa. Create opportunities for various info to be shared easily with tenants. Good tool for asking tenants how they would like to be involved further
How would you like to communicated with	Asking all tenants HOW they would like to be communicated with down the line- e-mail/phone/letter/text Already implemented method to store info on Northgate and will in the future be able to run off various reports so as to consult via correct menthol- This will be of great benefit for existing tenants groups
Homeless Tenants	Organising Xmas party with homeless tenants
	Designing specific homeless seasonal leaflet that will be distributed via mail
	Attending Salvation Army kitchens every 2 weeks in order to establish relationships with some customers
	Going on walkabouts with accommodation officers to meet various tenants and promote TP
Homeless Partnership	Heading up 1 group which focuses on 2 outcomes- this will involve working with various tenants and will give me an opportunity to promote TP to them and other staff within the working group
Younger Tenants	Regular meetings with the new Youth Housing workers to communicate what's happening within housing Attending regular meetings with youth voices Regular contact with youth voices and young MSP's Possibly design of survey/info that can be accessed via facebook/youtube or young scot website Regular presence at new info hub at the basement in the town centre where housing issues can be raised and views taken on board 2 tenants now attending HAG
Older tenants	Working with Community workers to establish where older tenants are Attending day clubs/lunch clubs to meet with older tenants to discuss

	various ways of TP Organising days trips with Kelly Court(still to do) and have set meetings with them
Gypsy travellers	Meet with John McNee on a monthly basis Set up 2 monthly meetings on site to get travellers involved Possibly get them to contribute to future Open Door
Infotext	Written to all tenants panel to ask about joining up to info text Collating responses currently and have written further article to advertise Infotext Service This will offer a localised service to tenants on local housing issues
Tenants Voices	Running advertising campaign Sending out monthly updates to them and 2 monthly visits
Seasonal Leaflets	Design and distribute to all tenants panel
TLI(existing)	New TLI start in Jan on voids
TLI(new ones)	Continuing with Review of Estates
TLI- to be trained	Training session organised end of Nov and all will work on Void TLI in Jan Organised lunch for all on the 15 th Dec so they can get introduced
TP training for staff and other front line staff	Have written TP training and will be rolled out in the New year to all front line staff(including craft force)
Walkabouts with Estate Wardens and Technical Supervisors	Regular visits to be arranged
LEAP Projects	Working with various groups of tenants to better estates that they live in
ASB Training Day	Sending out info on that day and mailing list created from that day for future TP activities
<u>Community Councils</u>	Contact them as and when re housing updates- they circulate info to their local tenants
Community Newspapers/Articles	Contact them as and when re housing updates- they circulate info to their local tenants
Housing Training for Schools and DVD	Working with young tenants to establish what kids would like to hear about at school re housing
Callendar Youth Project	Working with young tenants to

	<p>establish what kids would like to hear about at school re housing</p> <p>Looking at doing a try before you buy set up within hotel for younger tenants</p>
Website Development	Setting up working group to improve housing website
TP Strategy	Sending out to info text responses
Tenants Forum	Working with Housing to organise and achieve as much tenant participation as possible
Rent Consultation	<p>Working with Housing to organise and achieve as much tenant participation as possible</p> <p>Organise Survey Monkey for consultation and set up face book page</p>
Open Door Editorial Panel	Advertising for new tenants to contribute to the Open Door
Customer Journeys	Advertising for new tenants to contribute to writing customer journeys
Tenants Satisfaction Survey	Working with Technical Services in achieving outcomes
Tenants Open Day	Thinking about how/what can be done to get as many tenants in through the door
Stepin Stones	Working with them and housing to set up Community Garden
Rural	<p>Working with promoting TP/Attend meetings when requested</p> <p>Distribute marketing data</p>
Dunblane	<p>Working with promoting TP/Attend meetings when requested</p> <p>Distribute marketing data</p>
CAPP	Working with promoting TP/Attend meetings when requested
COPP	<p>Working with promoting TP/Attend meetings when requested</p> <p>Distribute marketing data</p>
Marketing Stuff	Ongoing with writing and distributing info to tenants and tenants groups