



**MEETING HELD IN MAYFIELD CENTRE, ST. NINIANS,  
ON 21<sup>st</sup> JANUARY 2020 AT 10.00 am**

**Present:**

Moira Robertson, Hugh McClung, William Derrick, Thomas Brown, Robert Cairney

**In attendance:**

Leza Lafferty (Independent TP Officer)

June Stevenson, (Tenant, St. Ninians)

**Apologies:**

Duncan Faichney, Mags Hughes, Kathy Brown, Philomena McClung, Michael Griffiths, Anna Johnston, Alex Lamb, Delia Waddell.

- 1. Minutes of meeting held on 17<sup>th</sup> December 2019:** Acceptance was proposed by Thomas Brown and seconded by Hugh McClung.

- 2. Matters arising:**

Item 2a] Leza sent a copy of the questions from STA to the Youth Services and is awaiting a response from Fern.

Item 2b] Leza will contact Kelly Court to see if Wendy has returned to work.

Item 4] Moira has contacted Crianlarich village hall to book the room for 18<sup>th</sup> August; no confirmation yet.

Anna was not at the meeting, so not yet known if confirmation has been received for the other dates.

Item 7] Hugh would like the second sentence amended to read 'Hugh wanted it to be noted that Robert's *participation* at the Conference had been exceptional'.

Item 7] Willie gave Craig verbal reports on the Conference and included how beneficial attendance would be for young/new staff members. He also mentioned about the Rapid Rehousing Workshop given by SC staff members at the Conference.

Item 8] At the last meeting it had been suggested that we ask Bruce Crawford MSP and Kevin Stewart MSP Minister for Local Government, Housing and Planning as speakers at the AGM. Anna has been unwell and Willie will liaise with her about contacting them. **Action Willie and Anna**

- 3. Chair's Report:**

a] The training session on Customer Care given by Tony Kelly [TPAS] was very well presented and involved a lot of interaction with the group. Unfortunately several members could not attend due to ill-health [or in Thomas' case staying in for a gas check]. We also had 1 member of staff in attendance. Leza will put

together a summary of the main points raised on the day to go with the overheads.

**Action Leza.**

b) Leza is given the Customer Care presentation to the tradespeople and will email round for 1 STA member to assist when a date has been fixed. **Action Leza**

c) The new Chief Housing Officer has been named as Stephen Clark; he will be in post from 18<sup>th</sup> February and he previously worked with Midlothian Council.

d) Willie has been having trouble getting a new caterer since the demise of Adore Catering last year. He tried Catherine's Kitchen, Fallin, but thought they were too expensive. He will try caterers that other members have suggested.

**4. Secretary's Report:** Anna not present

**5. Treasurer's Report:**

a) Moira presented the current financial report – balance £6343.13 as at 1.1.2020. Robert asked that it be minuted that thanks go to Moira for her always immaculate accounts.

**6. TP Officer's Report:**

a) The next training is on Estate Management by Stewart Montgomery on Tuesday 28<sup>th</sup> January in Mayfield Centre at 10am. Lunch will be provided. Leza will email the staff round to remind them that they are invited to attend. June was also invited and hopes to come.

b) TLI report on Application Form is complete but went straight to officers, without going to either STA or HAG, because Leza was told this was the correct procedure. She is unsure what will happen to it now or whether it will get presented to HAG. However TLI report for the handbook will be taken to the STA on February 18<sup>th</sup>.

c) TP Strategy review – this was on the HAG agenda but was not ready because it needed to go before the STA first. We went through it and made suggestions for some amendments which Leza will implement. It is on the agenda for the Environment and Housing Committee meeting on 6<sup>th</sup> February.

*We understand that all Housing matters (except Rent Setting) on the agenda for this meeting have been deferred until the following meeting in April.*

**7. Report on HAG**

a) Hugh asked Isobel McKnight, Chief Operation Officer for Community and Performance, to supply an answer to a question he had asked previously about where the shortfall on Rapid Rehousing costs was coming from. Isobel said she would have the answer for the next meeting.

b) There was a presentation by Laura Shaw, Research Resource on the latest Tenants Satisfaction Survey. All the factors where satisfaction levels have dropped are being looked into and plans made for improvement. Councillor Martin Earl asked for a report on which factors had dropped, what is being done to improve them since the survey, and what is planned for the future.

c) Rent Consultation – the report was given by Craig Russell, Housing Service Manager; tenants were given the options of a rise of 3.2% or 4%. Moira pointed out that she attended a workshop at the TPAS Conference by South Lanarkshire Council and when planning their rent setting for the following year, they took into

account rent affordability of the tenants using a programme called Housemark. When looking into the TP Strategy Moira studied the Guidance for TP issued by the Scottish Government and in this it states “The Scottish Social Housing Charter outcome 14 is

- Social Landlords set rents and service changes in consultation with their tenants and other customers so that:
  - A balance is struck between the level of services provided, the cost of the service and how far current and prospective tenants and service users can afford them.”

Despite Hugh pushing for this every year, it has never been considered, and yet every year there are many comments where the tenants say they cannot afford an increase due to them not having an increase in income. Hopefully next year it will be taken into consideration and Housing Service will look to see what savings they can make while still providing the same level of service with a rise closer to wage/benefit increases.

Hugh commented that tenants would be watching Councillors to see if they implemented the 3.2% rise which the majority of tenants voted for or overruled them for the second year running. He asked all the Councillors present which they would be recommending and all except the Chair [who said he could not give that information at this time] said 3.2%.

d) There were 2 policy reviews – Fencing Policy and Decoration and Disturbance Allowance Policy – which due to comments made will be looked at again and brought back to the next HAG meeting on 13<sup>th</sup> March.

e) There was a verbal update on Welfare Reform – everything is just on-going.

f) An officer from the Loch Lomond & Trossachs National Park will be asked if they would like to attend HAG meetings.

g) Isobel McKnight will organise a meeting for tenants and Elected Members to discuss HAG, its purpose and how it works. Isobel would like an action plan so things can be dated for discussion in future meetings.

## **8 Presentation on Housing 2020 -2040 by Hugh**

a) Hugh gave an overview of the Housing 2020 -2040 consultation ends on 28<sup>th</sup> February, and Leza printed a copy of the questionnaire. 6 members had booked to go to a stakeholder event on the morning of 5<sup>th</sup> February in Glasgow.

*Hugh had received an email to say that the event was in the afternoon, [so he and Philomena cannot attend] Since the meeting contact has been made with the SG and there are 2 meetings – the morning one is open to all, the afternoon one is for social tenants and landlords. We have been asked to re-book and have chosen the afternoon session. Anna will book for 5 members as Thomas Allen is interested.*

Hugh and Philomena are attending a session for the Regional Networks on 6<sup>th</sup> February.

It was agreed to hold a special meeting to format a reply from the STA on Wednesday 12<sup>th</sup> February at 10am in the Mayfield Centre. Anna will book this and contact all STA members when confirmed.

## **9 Next Meeting**

Tuesday 18<sup>th</sup> February 2020 in Mayfield Centre at 10am

