



NOTES OF MICROSOFT TEAMS ONLINE MEETING HELD ON 18th AUGUST 2020

Present: William Derrick, Moira Robertson, Hugh McClung, Robert Cairney, Anna Johnston. Mags Hughes

Leza Lafferty (Independent Tenant Participation Officer)
Luke Loveridge and Chris Jones (Homelync)

Unable to join: Alex Lamb, Thomas & Kathy Brown, Delia Waddell, Duncan Faichney, Philomena McClung,

William welcomed everyone to the meeting, and thanked Luke and Chris from Homelync for their attendance.

Homelync:

- Luke reported that, as expected, Covid had put a pause on the pilot going ahead as planned.
- Homelync has been bought by AICO, a large company based in Shropshire – this will be a good springboard to go forward.
- Luke and Chris have been working with Alexa Scrivener (Stirling Council) to make plans for the pilot going ahead. They are keen to wrap up the pilot then look at next steps and have a new range of products to try out– this will happen over the next couple of months, dependent on Covid.
- They are also looking at how the rest of homes in Stirling area can be involved.
- Luke and Chris are hoping to attend the TPAS Conference which is due to be held on 27th to 29th January 2021 (again dependent on Covid). Bookings are still being taken for the Conference and Leza said it would be good if Homelync could host one of the workshops. She has sent on the survey and a Phd student will present the results.
- Homelync are working with many landlords throughout the UK and large savings have been made. System is becoming a much bigger thing and Chris thanked those tenants in Stirling for the feedback they have provided.
- Hugh had changed supplier and asked if Homelync could rectify his connection problem. Luke explained that the connection had not been made, and then Covid had prevented further action. As soon as Homelync can fix the problem it will be done.
- Hugh also reported that another local authority has taken on a 4-year contract with another company. Homelync are aware of this situation but Chris felt that as far as value goes this is more important to tenants than landlords. Homelync also work on an ethical framework and tenant voice is important.
- Moira advised that Stirling Council are updating smoke alarms at the moment – so perhaps Homelync will now be able to access properties.

Luke and Chris left the meeting after William thanked them for their attendance and they thanked STA for their input and feedback.

Notes of last meeting:

Anna had circulated notes from meeting on 16th June 2020 to everyone.

Matters arising from the notes:

Page 1 Anti-social behavior – Hugh, as Chair of Braehead Community Council, had met with Police Scotland. It had been confirmed that there is no priority as far as police are concerned for anti-social behaviour unless there is a danger to life and limb. It is hoped that the planned ASB Strategy Group can be set up as soon as possible.

Notes from June meeting were accepted as a true record by Moira and seconded by Hugh.

Chair's Report:

- William wondered why the last Housing Advisory Group had been chaired by Chief Housing Officer instead of, as usual, by Councillor Tweed (Portfolio Holder – Housing). He expressed the hope that Councillor Tweed will revert to chairing future HAG meetings. William agreed to take this forward

Secretary's Report:

- All e-mails which Anna had received since the June meeting had been forwarded to everyone.
- Anna advised that Thomas (Allan) Brown had expressed an interest in taking part in the online meetings. However, even with a lot of help from Leza, this is still proving difficult to arrange as Allan has no e-mail address etc. Leza had phoned Allan this morning but had been unable to get through. Anna and Leza will continue working on this.
- Leza phoned Duncan, who is now getting out and about. Anna phones Delia, Duncan, Kathy and Allan and Alec Lamb before every meeting.
- Alec Lamb's birthday is on 5th September. Anna asked for permission to send him a card from the STA – this was agreed.

Treasurer's Report:

- Balance is £4,675.84 (2 cheques still to be cleared).
- We submitted to Gillian the budget application which had been approved by the STA. Gillian felt that Chief Housing Officer might query the amount which had been requested for the TPAS Conference. Owing to Covid some of the figures which we had submitted were no longer applicable – hall hire, catering, etc. – so the office-bearer had met and had amended these. The new application had been submitted to Gillian and had been approved the following day by Chief Housing Officer.
- Hugh thanked the team for their handling of the budget application and work plan.
- William thanked Moira for her report.

Tenant Participation Officer's Report:

- Leza has been working with TPAS on arrangements for the TPAS Conference.
- She has been working with Alexa Scrivener on the Tenant Satisfaction Survey and the Action Plan.
- Chief Housing Officer would like the Tenant Satisfaction Survey merged with the Tenant Participation Strategy and this will be going to Housing Advisory Group in September with very slight amendments.
- A lady had contacted Leza to say that she wanted to attend today's meeting but, after discussion, she had been unable to attend the meeting as it was during her working hours. Leza wondered if an online meeting could be held in an evening. Moira suggested that Leza might find out if the lady had a specific reason for wanting to attend – Leza and William will follow this up. In the meantime the STA's September meeting will be held at the usual time of 10.00 am.
- In connection with people attending STA meetings Leza did point out that meetings can involve discussion on confidential matters and perhaps a code of conduct should be put in place for such an eventuality. Leza had sent a draft code of conduct to office-bearers but everyone agreed that it was rather too formal. Leza will send a copy of this to all STA members for comment.

- Tony Kelly would like Leza to do an article about the Tenant to Tenant Phone Survey for which the STA won an award in 2018 – what was the procedure, etc. Leza will contact those STA members who took part in the survey to seek their comments.

Report from Repairs Group:

- Notes of meeting had been circulated to everyone.

Report from Working Group:

- Hugh will e-mail this to everyone.

Any other business:

- Everyone was asked to think about National Housing Day and whether we want to be involved in any way (quiz between staff/tenants etc).
- Training in Microsoft Teams is to be held this afternoon in 2 different sessions. Leza had asked Ian Brown of Stirling Council's Digital Inclusion Team if he could assist Hugh and Philomena to surmount the difficulties they are experiencing in taking part in MS Teams meetings. Ian had contacted Hugh and he had contacted his broadband supplier who said there was no problem in the supply to the house – could be an internal problem and hopefully this can be rectified.
- TPAS Conference – Anna reported that, as the budget had been approved by Chief Housing Officer, she had contacted TPAS to book 7 places (no names had been supplied). Office-bearers are aware that Delia would be interested in attending and her attendance was approved by all. After discussion it was agreed that Anna will contact TPAS and book places for William, Mags, Moira, Anna, Robert, Hugh and Delia. She will also arrange room bookings, bus transport where necessary, etc. Philomena will attend Conference but will pay her own way.
- Leza reminded everyone about the TPAS Webinars; some members have attended previous ones and had found them interesting. The next meeting is on 20th August at 3pm; you have to book your place.

Date of next meeting:

Tuesday 15th September 2020 at 10.00 am (online using Microsoft Teams).