

Note of meeting held 27 February 2023

Subject: Tenant meeting – discussion of TP plan for 2023 & lettable standard review

Venue: Citadel, Aberdeen

People present: Samantha Hough (SH) – Customer Participation Officer
Claire McEleny (CM) – Property Manager
RB – tenant, Aberdeen
OK – tenant, Aberdeen.
IT – tenant, Aberdeenshire
KR – tenant, Aberdeen
SC – tenant, Aberdeen
CN – tenant, Aberdeen

Background

The purpose of the meeting was to discuss the Association's tenant involvement plans with members who are involved in our activities regularly. The discussion was also to include our upcoming review of our lettable standard, which we have started this year.

The main aim of the meeting was to go out into the community and speak to those who show an interest in involvement with the Association on a regular basis, and get their input in what we want to achieve in 2023.

We also hoped to gauge interest in being a part of the scrutiny group for the lettable standard review. Other tenants who were unable to attend will meet separately in their communities with SH and discuss how they want to be involved in the review.

All six attending tenants at the meeting will now help the Association review the standard.

Item discussed	Notes
Lettable standard review	<p>Material was handed out which gave an overview of the review project. This included a presentation about the project background:</p> <ul style="list-style-type: none">• what the lettable standard is• what our current standard includes• what the remit of the project includes• outcomes hoped for from the review• the role of our scrutiny group and staff working group. <p>Once CM covered all the main points the group were asked directly if they were still interested in being part of the review. All agreed they were happy to take part.</p> <p>This then led to questions and discussion generally about budgets, previous experience in terms of moving into their current properties, information received while and when they moved in, condition of properties upon moving in. The group also discussed various housing related issues, including maintenance of extractor fans, heating control systems and communal areas.</p> <p>The group also discussed any issues that would affect how they could be involved. This included appropriate floor level</p>

	for those who cannot manage stairs, time of day for travelling to and from meeting and void (empty) properties and claiming mileage costs from the Association.
Plan for TP in 2023	<p>Purpose was to discuss the plans for tenant involvement throughout the rest of 2023. This includes activities such as:</p> <ul style="list-style-type: none"> • Further community involvement • Walkabouts • Summer roadshow in partnership with Aberdeenshire council • Elgin visits and community work in that area • Scrutiny group development • Scheme group development • Publications • Digital Champions • SHR national panel or tenants and service users • New merchandise <p>One suggestion for merchandise was camera covers for mobile phones, tablets, and laptop cameras. Tenants were happy with the activities on offer and are willing to work with SH to form a permanent scrutiny group.</p>

ACTIONS to complete:

Meet with other tenants who couldn't make the meeting. Arrange date and time for the next tenant meeting when void (empty) properties have been identified.

As tenants were interested in a separate scrutiny group a meeting will be set up to explain to those tenants who are interested. This will focus on what commitment and training will be required along with what the group will be reviewing.

Meeting notes with those not attending the meeting on 27 February:

BL meeting notes	Discussed what the lettable standard review would involve in terms of the project aims and what is being asked of the tenants. Tenant is happy to be involved and is happy to travel with group to visit void (empty) properties. Also, discussed the activities being planned to involve tenants and communities for the remainder of 2023, including walkabouts and tenant groups. Tenant interested in being part of permanent scrutiny group which would meet around five times a year, and scheme groups. We further discussed a joint group with neighbouring scheme at Castleton Lane. Tenant is happy to come to office for meetings.
KH meeting notes	Discussed what the lettable standard review would involve in terms of the project aims and what is being asked of the tenants. Tenant happy to be involved in project so we discussed the next step and also becoming a member of our permanent scrutiny group. Tenant is happy to do this and is already registered for the Scottish Housing

	<p>Regulator's panel of tenants and service users. Talked about next step in project and it effects on what tenant next steps are.</p> <p>Overall positive meeting with good outcomes.</p>
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