

Note of meeting held 1st July 2025

Subject: Tenant Scrutiny Group – meeting ten.

Venue: Aberdeen Office – 680 King Street, Aberdeen

Time: 11am till 1.30pm

People present	Apologies
Samantha Hough (SH) Customer Participation Officer	KP – tenant, Stonehaven
Rebecca Davidson (RD) Customer Service Manager	KR – tenant, Aberdeen
RB – tenant, Aberdeen	
KH – tenant, Stonehaven	
BL – tenant, Aberdeen	
CN – tenant, Ellon	
RB – tenant, Aberdeen	
DO – tenant, Aberdeen	
MM – tenant, Aberdeen	

Overview of the meeting

The aim of the meeting was for members to view our tenant portal and review our Tenant Participation Strategy.

We wanted to show the group how to register for the portal and to gather their feedback on the portal overall. This would allow us to continue making improvements based these firsthand accounts from those who the software is designed for.

We also asked the group for help reviewing our Tenant Participation Strategy while completing a full review. Their input is vital in helping us make sure the new strategy has them at the centre of planning how we will undertake tenant participation over the next three years.

We welcomed two guest tenants who are currently working with SH on other projects. It was great to have them in attendance and they quickly became part of the team. They were given an open invitation to attend future meetings and activities, such as, our Peterhead walkabouts.

Item discussed	Notes
Welcome, housekeeping and welcome to guests	<p>Members and guests were welcomed by SH and offered refreshments.</p> <p>No fire alarm was scheduled for today.</p> <p>Although all members and guests were provided with the agenda and strategy before the meeting, extra copies were available, with buffered background. The agenda was brought up on the large screen.</p>
Apologies	<p>Apologies were received from two group members, which SH relayed to the group.</p>
Testing the tenant portal with RD	<p>RD showed the group the tenant portal using the big screen. She went through how to register and login, informing the group of the support available to tenants if they had any issues and reassured them that this was not a replacement from telephone or face-to-face contact with Association staff.</p> <p>RD then worked through all sections of the portal answering questions and taking note of suggestions from the group on any improvements that could be made.</p> <p>Discussion surrounded areas such as making complaints and the use of acronyms such as D2D (Day to Day), with RD explaining why the portal was set up in its current format and that any suggestions for improvements would be considered for the next versions of the portal software.</p> <p>RD took notes about everything discussed during the meeting and asked that the group try to log in and pass any feedback to SH or RD on how they found it.</p>
Tenant Participation Strategy Review	<p>The group were provided with a copy of the draft strategy a week in advance of the meeting so they could read it through and bring any comments to the meeting.</p> <p>The discussion started with SH and RD asking for the group's opinion about the change in direction we were proposing regarding the design. The consensus was that they like the new design. However, some members miss the in depth explanations of the previous strategy. Therefore, we proposed to add hyperlinks so that this level of information can still be accessed. This suggestion was accepted by the group.</p> <p>From this we started to review the document in full, beginning with the front cover. Working page by page, the group provided feedback on design, content, spelling, grammar, positioning of images, language (in terms of corporate wording) and, arrangement of page content (asking that the #lmin content be moved).</p> <p>Once we had completed a full document review we moved to discuss what the group wanted to prioritise over the next three years. This will be detailed within the 'delivery plan'. The delivery plan will form the back pages to the strategy and inform readers as to what, we as an Association, wish to achieve in the lifetime of the strategy (2025 - 2028).</p>

Item discussed	Notes
Update on why Peterhead was cancelled	SH informed the group that the trip to Peterhead was cancelled because staff able to drive the minibus were on annual leave. However, for our next date – we just need to liaise with the property team, and they will organise a driver to collect the minibus, take us to the Peterhead neighbourhoods we want to visit and return us to the King Street office.
Aberdeen City Council event	Aberdeen City Council Housing Service Review Group are hosting a series of events in 2025. SH informed the group about these events providing dates. Also who the contact is and that SH was informed through NETRALT as Carol Hannaford (Tenant Participation Development Officer) at Aberdeen City Council is the contact for those interested to book their place. Both tenants and staff are welcome.
Plans for next meeting	Group still interested in completing neighbourhood walkabouts in Peterhead which will be the group's first scrutiny exercise. SH to provide a plan of the activity and get a date in August / September organised over the next few weeks. DO and MM stated interest in attending trip to Peterhead.
Any other business	The meeting notes from April were published prior to the meeting and when asked the group had no comments or edits. Actions were reviewed and members happy that everything possible has been achieved.
Date for next meeting	SH will be in touch with the group in the usual format to get availability for August and September to arrange the next event.

Outcomes

- Again, there was a good turnout of group members along with guest tenants to allow for a valuable round the table discussion and review of the tenant portal and strategy.
- SH was able to explain in person why we were unable to complete the walkabouts in Peterhead.
- Discussed who would like to attend the next session which will be our trip to Peterhead.
- A photo was taken for use in the summer newsletter as our front cover story.

Next / future steps for SH

- Continue planning the neighbourhood walkabouts for summer with a plan of what will happen ready for the next meeting.
- Complete a draft document detailing the process we will follow when completing the walkabouts.
- Send out meeting notes with deadline for any comments, edits or additions.
- Arrange a follow up meeting so the group can meet our new Director of Housing.
- Arrange a follow up meeting with those interested in being a more active tenant volunteer.
- Catch up with those who provided apologies to keep them in the loop.
- Some follow up work for members on a 1-1 basis.