

## Note of meeting held 17 March 2026

**Subject:** Tenant Scrutiny Group

**Venue:** Aberdeen Office – 680 King Street, Aberdeen

**Time:** 11am till 1.30pm

People present	Apologies	Absent
Samantha Hough (SH) Tenant Participation Officer		KR – tenant, Aberdeen
RB – tenant, Aberdeen		HB – tenant, Forres
KH – tenant, Stonehaven		DG - tenant, Findhorn
BL – tenant, Aberdeen		
DO – tenant, Aberdeen		
MM – tenant, Aberdeen		
WR – tenant, Aberdeen		
RB – tenant, Aberdeen		
AG – tenant, Inverurie		
EM – tenant, Aberdeen		

### Overview of the meeting

The main purpose was to review the draft report that has been prepared for their neighbourhood walkabout project. We also hoped to welcome two new members to the group and discuss the benefits of a fixed lunch break where everyone could enjoy some refreshments.

Item discussed	Notes
Welcome and housekeeping	<p>SH met group members in reception to assist them in using the new 'Sign in app' which has recently been introduced for health, safety and fire regulations.</p> <p>SH welcomed everyone and offered refreshments and advised lunch was to follow.</p> <p>No fire alarm is scheduled for today.</p> <p>We welcomed two new members (AG and EM) from Inverurie and Aberdeen.</p>
Apologies	<p>No apologies were received; however, three members were absent by arrangement with SH.</p>
Interest in joining Board of Management	<p>SH asked if any members were interested in joining our Board of Management and one member stated their interest.</p> <p>SH will relay this to the executive office who will be in contact with the interested member to discuss in more detail what would be involved.</p>
Changes to meeting times	<p>This was just a reminder to the group and to inform new members or those absent from previous meetings. SH stated that although there is no change to the start time, we have introduced a 10 minute break in the middle of the meeting. The end time has been extended till 1.30pm.</p>
Review of scrutiny project report	<p>The group were provided with a copy of the draft document and given as much time as they needed to read it and provide feedback. There was a discussion, and members passed comment and provided suggestions on things like design, layout and grammar.</p> <p>The group were happy with the report overall and SH advised that based on feedback received during this meeting, edits would be made to the report before it is passed to management.</p> <p>SH informed the group that the next step was to finalise the report with the Customer Service Manager before it is sent to senior management and then Board of Management in April.</p>
Next project	<p>Although the report for the walkabout project is being finalised, the group will continue to work on the recommendations and actions which have been identified. Such as, group members and staff working together to create a walkabout procedure and new action plan templates for use during future walkabout activities.</p>
Rent consultation and cost of living issues raised	<p>KH raised a few issues which he asked to be added to the agenda, which include the rent setting process and cost of living issues. He raised these as he wanted to group to discuss them.</p> <p>From this there was a discussion and SH suggested that items such as these, which do not directly relate to an active scrutiny project, are given time at the end of the meeting. The group decided that these should be covered under the 'AOCB' agenda item. This moving forward will be the platform for any none scrutiny related conversation.</p> <p>DO commented that on the topic of cost of living, he was impressed with Langstane's furniture project which he feels is very important to help people who are struggling. This was then proposed as an area of Langstane's performance which the group could look at future. This would be in terms of understanding what the service involves and how it can be accessed.</p>

Item discussed	Notes
Any other competent business (AOCB)	None
Date for next meeting	Next meeting will be 19 May 2026 from 11am till 1.30pm. The meeting will be held in the conference room to see if the group like the fixed table and chair setting.

### Outcomes

- Excellent attendance from existing and newly interested tenants.
- Group have almost completed their first scrutiny report and continue to show an appetite to move forward and review other areas of the Associations performance.

### Next / future steps for SH

- Send out meeting notes with deadline for any comments or edits.
- Contact new members to arrange an induction meeting.
- Pass tenants interest in the Board of Management to Executive Office.
- Book the conference room for the May meeting instead of the training area.
- Edit the scrutiny walkabout report with feedback received from the group during today's meeting.
- Create a document detailing tenants ideas for future projects.
- When TPAS Scotland conference award categories are published, share with the group.
- Inform colleague who is dealing with SFHA videos that there are a number of group members interested in being involved.
- Providing feedback to The Breadmaker for future refreshments.
- Book refreshments for the group for future meetings as tenants found this beneficial.
- Keep in touch with those interested in attending the TPAS Scotland conference.