

## Note of meeting held 19 May 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                        |           | RB – tenant, Aberdeen |
| Kirsty Irvine, (KI) Admin Assistant – Executive Office & Communications |           | EM – tenant, Aberdeen |
| RB – tenant, Aberdeen                                                   |           | DG – tenant, Findhorn |
| KH – tenant, Stonehaven                                                 |           |                       |
| BL – tenant, Aberdeen                                                   |           |                       |
| DO – tenant, Aberdeen                                                   |           |                       |
| MM – tenant, Aberdeen                                                   |           |                       |
| WR – tenant, Aberdeen                                                   |           |                       |
| AG – tenant, Inverurie                                                  |           |                       |
| KR – tenant, Aberdeen                                                   |           |                       |
| HB – tenant, Forres                                                     |           |                       |

### Overview of the meeting

There was a busy agenda planned, which included:

- Providing the group with an update on their current walkabout project report.
- Preparing the group to start working alongside staff to plan, write and design our tenant facing publications, beginning with our summer newsletter 2026.
- Asking the group to review our Lettable Standard.
- Discussing a proposed study visit event with Angus Housing Association alongside tenants and staff from NETRALT (North East Tenants Residents and Landlords Together).

| Item discussed                                                 | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Welcome and housekeeping                                       | <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 AG back to the meeting. AG has officially joined the group and completed her induction.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Apologies                                                      | No apologies were received, and three members were absent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Update on walkabout project                                    | <p>SH updated the group in terms of the progress of the project report which is currently awaiting approval by senior management. The Leadership Team will discuss the report in their July meeting and then it will be seen by Board of Management in August.</p> <p>Group were happy with this, and SH will provide further updates as soon as possible so we can move forward.</p> <p>Although the group are awaiting approval of the report and subsequent recommendations we can still move forward with designing the action plans and creating a draft of the procedure.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Study visit with Angus Housing                                 | <p>SH informed the group that a study visit was being planned between Angus Housing Association and all NETRALT landlords and tenants.</p> <p>The study visit will include:</p> <ul style="list-style-type: none"> <li>• Trip to Angus HA in July to meet their tenants and discuss what tenant involvement activities we do here in the North East and to learn and share good practice with those in Angus.</li> <li>• Angus HA staff and tenants will travel to Aberdeen / Aberdeenshire to complete a similar event.</li> </ul> <p>Each landlord is currently in the process of discussing this idea with their tenant groups to see what the interest levels are. Once we know this a survey will be sent out to gather more specific information including:</p> <ul style="list-style-type: none"> <li>• Preferred dates</li> <li>• Dietary requirements</li> <li>• Any accessibility issues</li> <li>• Preferred topics for discussion</li> <li>• Methodology for the events, for example, presentation or conversation café styles</li> <li>• Any further ideas for content or style</li> </ul> <p>Once we have gathered everyone's feedback landlord will continue this open conversation with interested tenants to involve them in the planning of the event.</p> |
| TPAS (Tenant Participation Advisory Service) conference update | <p>SH wanted to let the group know that RB will be attending the conference from 17-19 June 2026 at the Golden Jubilee Conference Hotel, Clydebank.</p> <p>The other thing SH wanted to share with the group is that she has submitted award nominations for their National Good Practice Awards. The nominations were for 'Tenant group of the Year' and 'Creativity in Tenant Participation'.</p> <p>The awards will be announced on the 17 June at the opening evening celebrations and are to celebrate excellence in tenant participation. SH</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Item discussed                      | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     | <p>wished the group the best of luck and will keep them informed as to whether we are shortlisted and then of course if we win on the night.</p> <p>The group were delighted to have been nominated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Quiz on our publications            | <p>In preparation for the group being more involved with planning and designing our publications, SH provided a short quiz to test the groups knowledge of our publications to date.</p> <p>This was a fun exercise and got the members thinking about what content we feature in our financial, summer and winter newsletters.</p> <p>From here we will look to discuss what the tenants think about what they want to see us include in our 'tenant corner' of our summer newsletter.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Discussion on the summer newsletter | <p>The group looked at back issues of the summer and winter newsletter and provided SH and KI with some ideas about what content they would like to see go in the 'tenant corner' section.</p> <p>SH also discussed with the group the idea of the tenant group being more involved in planning future publications in partnership with staff so that they are more tenant led.</p> <p>KI made note of the many ideas provided by the group and these will be incorporated in future editions.</p> <p>Then we discussed how the group can be involved in planning this edition. To do this we agreed that a further meeting will be arranged between now and publication in early to middle of July.</p> <p>Within this meeting the group will look at the draft document and provide feedback. This methodology will be undertaken due to the tight deadline. There will more time allocated for the next edition now we know the group are onboard.</p> |
| List of future projects             | Everyone was provided with a list of all projects the group has previously indicated they would like to consider looking at moving forward.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Any other competent business (AOCB) | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Date for next meeting               | <p>As part of the publication review the group will need to meet again before their scheduled meeting in July to review the draft newsletter.</p> <p>Next scrutiny meeting will be 21 July from 11am till 1.30pm in the conference room.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## Outcomes

- Excellent attendance from existing and newly interested tenants.
- Group have agreed to be involved in the planning and design of publications as a sitting group, which is a first for the Association.
- Group happy to continue to use the conference room for meetings.
- Group have benefited from having a 10 minute break in meeting to enjoy refreshments.

**Next / future steps for SH**

- Send out meeting notes with deadline for any comments or edits.
- Add those not on WhatsApp to the group chat.
- Share previous Lettable Standard with tenants who have requested a copy.
- Forward survey regarding the Angus HA study visit to group, once received.
- Work with RB to overcome some digital challenges when sending out agenda email.
- Add mileage information to sheets for those claiming annually.
- Organise a meeting between now and the next scheduled scrutiny meeting to review the summer newsletter draft.
- Look at whether monthly meetings are a possibility.