

## **Note of meeting held 17 August 2022**

**Subject:** Annual Charter Report – stage 2 of tenant consultation

**Venue:** Aberdeen Office

**People present:** Ash Reid (AR) – Governance & Corporate Manager  
Samantha Hough (SH) – Customer Participation Officer  
KP – tenant, Stonehaven  
CN – tenant, Aberdeen  
SC – tenant, Aberdeen

### **Background**

The purpose of the meeting is to review the tenant feedback on the Annual Report and discuss the content and layout of the 2021-22 report.

The discussion was informed by some rate the report results from tenants who had read the 2020-21 report and then filled in a short questionnaire.

Due to all the input from tenants over the years, it was agreed that there is no need to ask design and layout questions every year, but just to ask a general question asking for tenant ideas and feedback. This leaves the group free to concentrate on the content of the report.

AR provided the group with a presentation that covered each section of the report. Ideas from the relevant teams were offered for content with tenants having the opportunity to discuss this and present their own ideas and suggestions. From this discussion, as much of the tenant requests will be incorporated into the report as possible.

Item discussed	Notes
Page 1: Introduction	All happy with the proposal to retain this page and have the Chair and Chief Executive introduce the report for the year.
Page 2: Mission, Vision and Values	Agreed a general update to photos where required.
Page 3: The bigger picture	Group agreed to cut down the content to a short summary of how tenants contribute to the report. Additional option for '45 Years of Langstane' agreed.
Pages 4 & 5: Getting good value from rent and service charges	Group agreed the proposal on a piece about the work of the Tenant Welfare Advisor, especially due to the fact that the current economic situation means that people need all the help they can get.
Pages 6 & 7: Value for money	Agreed to move VFM statement to page 6. Agreed proposal to article about cleaning and gardening contracts but wanted to know about how tree management fits into this service.
Pages 8 & 9: Neighbourhood and community	Proposal to provide an update on use of CCTV, and an article about the work of the Estates Assistants. Tenants requested more information about the costs for repairing damage to things such as car park barriers. Also asked for more information about the challenges of letting the empty properties as they had seen some that took a long time to let.
Pages 10 & 11: Housing quality and maintenance	Group were happy with proposal to keep in a summary of the spending, and a review of repairs activity and some information about the stock condition survey. They were also very interested in any planned improvements, especially in relation to energy efficiency, such as having solar panels fitted.
Pages 12 & 13: Quality of housing	Proposal accepted to cover a summary of the new energy efficiency and safety requirements, and an explanation of performance in these areas. There was interest in what plans there are for the future in terms of how Langstane will invest in the properties, and the reasons for the decisions made such as meeting new standards.
Pages 14 & 15: The customer - landlord relationship	Tenants happy to keep in the summary of tenant involvement activity for page 14. They also agreed the proposal for the new quality measures for customer service by telephone, asking for as much information as possible in terms of results achieved.
Pages 16 & 17: Tenancy sustainment	Tenants continue to appreciate the information about case studies from the Housing Support Service. They want to know as much as possible about the services available that help tenants during hard financial times.
Pages 18 & 19: Finance	This new format for the finance pages is to remain for this year.
Page 20: News from People and Culture	Group happy to have an overview of this new role, and how it will lead to improvements in outcomes for tenants. They advised they would like to go back to staff profiles next year.

Page 21: Board of Management	Group agreed it would be useful to know more about how decisions are made at the top of the organisation.
Back page	The group like the collage of all staff, although they also do like to see the team photos. A suggestion was made to have alternate years with team photos, although it was understood that the logistics of this causes a challenge, especially with hybrid working in place, and they also go out of date quickly with staff turnover.