

## **Note of meeting held 23<sup>rd</sup> July 2025**

**Subject:** Charlotte Gardens / John Street tenant group – meeting one.

**Venue:** Fraser Court community room.

**Time:** 2pm till 4pm

<b>People present</b>	<b>Apologies</b>
Samantha Hough (SH) Customer Participation Officer	RM – tenant, Aberdeen
Martin Toward (MT) Housing Manager	
Monica Vasiliu (MV) Estates Assistant	
DO – tenant, Aberdeen	
KR – tenant, Aberdeen	
RB – tenant, Aberdeen	
JA – tenant, Aberdeen	

### **Overview of the meeting**

The aim of the meeting was to bring the group together for the first time and establish what they wish achieve. Plans could then be made in terms of next steps.

This was also an opportunity for the group to meet and be introduced to staff they have not previously met. Also to discuss what support Langstane will provide the group with moving forward.

Item discussed	Notes
Welcome and housekeeping	<p>Members and guests were welcomed by staff and offered refreshments.</p> <p>SH explained that if the fire alarm rang then everyone was to leave by the main door and head to the car park.</p> <p>Agendas were handed out; however, the agenda was only created by SH to provide the meeting with structure. The intention was to discuss the groups wishes regarding who will create and circulate future agendas.</p>
Introductions	<p>Introductions were made with the majority having already met at previous meetings, events, scheme visits and neighbourhood walkabouts.</p> <p>There was discussion about the absence of a housing officer. The group was informed that Mark Russell has now left the Association and that Langstane is in the process of recruiting a new housing officer. MT was able to advise the group that a candidate has been selected following the interview process and that final checks were being completed. Hopefully the new officer will start at the end of August.</p> <p>SH added that once the new officer was in post a meeting would be arranged. This is so the group would not have to wait till October. The group was happy with this.</p>
Background – how the group started	<p>SH explained the circumstances of how the group had started.</p> <p>This being that one of the group had attended a local community council meeting where they met GD. They discussed some of the on-going issues and how the tenant would welcome the opportunity to work with Langstane to start a residents group. GD then contacted SH to arrange an initial meeting.</p> <p>This then moved to SH sending a ballot to Charlotte Gardens and John Street to see who else was interested in forming / joining a tenant group.</p> <p>From these results we have five tenants who are interested and therefore the next step was to arrange this meeting.</p>
What the group is not and code of conduct	<p>SH wanted to set some ground rules in terms of what the group is not along with discussing a code of conduct.</p> <p>Firstly, this was to say that the group is not being formed for members to discuss or raise their individual tenancy or repair issues. These will need to be raised separately with Association staff as the aim of the group is to discuss and tackle scheme issues affecting all tenants.</p> <p>If necessary group members can speak with staff on a one-to-one basis at the end of meetings.</p> <p>SH also went over some brief ground rules that the members will need to follow in terms of conduct. These include:</p> <ul style="list-style-type: none"> <li>• Listening and respecting each other, allowing others to have their say.</li> <li>• Not bullying or harassing other members or staff.</li> <li>• Keeping conversations relevant to the agenda and not discussing individual tenancy or repair issues.</li> </ul>

Item discussed	Notes
	<p>If the group is able to stick to these informal rules no code of conduct will be necessary. If not then a code of conduct will be introduced which members will be asked to agree to and sign.</p>
<p>Aims and objectives of the group and initial issues to tackle</p>	<p>The group would like to focus initially on the following issues:</p> <ul style="list-style-type: none"> <li>• Tackle the on-going anti-social behaviour.</li> <li>• Deal with the on-going car parking issues in terms of its use by non-residents. Actions for this include making sure the barrier is closed at all times stopping non-tenants using the car park.</li> <li>• Improve the overall security of the area – car park and individual blocks. Actions for this include the replacement of block doors.</li> <li>• Have a say in decisions made about the management of the scheme.</li> <li>• Support each other to be a part of the group and the creation of a safe space where everyone can have a voice.</li> </ul> <p>However, the common goal agreed by all members is that they want to make Charlotte Gardens and John Street a better place for all residents to live in.</p> <p>This list of aims to focus on will develop over time as the group moves forward and develops, this includes new group members joining.</p> <p>SH raised a further aim for the group to consider. This being that the group in partnership with staff develop a framework for 'tenant groups' at Langstane. Reason being that this group is the first 'scheme group' Langstane have supported, and SH would like to work in partnership to develop literature, guidance and online resources. All members were happy with this.</p>
<p>How Langstane will support the group</p>	<p>Langstane will support the group as follows:</p> <ul style="list-style-type: none"> <li>• Provide administrative support such as printing of any written materials, such as, posters for promotion.</li> <li>• Provide suitable venue for meetings.</li> <li>• Provide refreshments at meetings.</li> <li>• Provide structure to meetings by liaising with members and staff to create agendas. These will be circulated in advance of meetings in the preferred formats for each group member.</li> <li>• Act as a line of communication between the group and the Association.</li> <li>• Provide one-to-one support to group and / or individual members</li> </ul>
<p>How often will the group meet</p>	<p>The group will meet every quarter with meetings arranged in:</p> <ul style="list-style-type: none"> <li>• January</li> <li>• April</li> <li>• July</li> <li>• October</li> </ul>
<p>Plans for next meeting</p>	<p>Group members decided to exchange email addresses instead of phone numbers. DO provided his so that each member could get in touch and from this they will form a network. This will allow members to communicate outside meetings to discuss the ongoing work of the group and provide each other with the support network that the group is building towards.</p> <p>SH asked that if anyone felt unable to speak openly to please to make contact to discuss.</p>

Item discussed	Notes
Any other business	None.
Date for next meeting	<p>October. SH will be in touch with staff and group members closer to the time to gather their availability. From this a date and time will be proposed.</p> <p>2pm seemed to work as a start time however we can try a later time to accommodate those who are not available in the afternoon.</p>

#### **Outcome of the meeting:**

- Well attended and productive meeting with agenda run through well with on-going discussion on all pointers.
- Facilities and refreshments were suitable and adequate for the purposes of the meeting.
- Good networking between tenant and staff, starting to build the relationships which will be crucial to achieving the aims of the group.
- Group decided on the venue for future meetings.
- Group decided to keep their status as 'informal'. They will see how they progress over the next few months and then reassess.
- Established the individual group members preferences as to how they want to receive written materials in the future, for example, hard copy, email and large print.

#### **Next / future steps for SH:**

- Arrange for the use of the Fraser Court common room for future meetings.
- Arrange another neighbourhood walkabout at a time and date to suit group members and staff.
- Create a draft partnership agreement to then finalise in co-operation with the group.
- Create draft meeting notes detailing what was discussed at the first meeting. Then circulate to all staff and tenants to approve before finalising.
- Create a draft webpage to detail what a 'tenant group' is, what can be achieved and what support groups can expect from the Association. The webpage will also be the place to find a list of active groups, a copy of the partnership agreement and copies of meeting notes.
- Include an article in the winter newsletter 2025 to advertise tenant groups, detailing what is involved and that Langstane have established their first group in partnership with the tenants.