

## Note of meeting held 30 July 2020

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

**Venue:** Zoom video call

**People present:** Ash Reid – Support Services Manager  
Samantha Hough – Customer Participation Officer  
RB – tenant, Aberdeen  
IT – tenant, Aberdeenshire  
BL – 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 2020-21 report.

- The discussion was informed by some rate the report results from 70 tenants who had read the report and then filled in a short questionnaire.

Item discussed	Notes
Rate the report questions	All in the group agreed with the majority of tenants who responded in rate the report: - The report was clear and easy to read
Performance information (p2)	It was suggested that the table could be hard to read for some. An idea was proposed to replace this with the condensed version of the report – with page references if people wanted to find out more about a particular area.  Performance shout outs – make sure that each one has a smiley/sad face and that the colour of it is not too pale
Graphics used to show performance	The group were happy to retain the 'smiley faces' as they think this is easily understood by everyone.  A request was made to look at the scales used on the bar graphs, as always starting at zero was not necessarily helpful in every case. It was agreed this would be reviewed
Who or what do we compare ourselves to?	There was a split between tenants who are interested in the performance of the local housing associations and those that just want to know hoe Langstane is doing as time moves on. A suggestion was made that we could alternate comparators between years. Senior Managers will be asked for their views due to tenants being split on this issue.  Tenants would still like the Scottish average kept in the report.
Colours and presentation	The group are still very happy with the overall

	look and design of the report. All participants also want to keep the 'coloured in houses' to use for tenant quotes and similar.
Summary version of report	Group agreed that this was a positive thing to do, and to keep it going forward
Empty properties feature	This was very popular with all tenants. There remains a great interest in how properties are returned to the Association and how much it costs to get them ready for re-let. An overview of this area of our work remains a feature of interest to readers.
Back cover	All agreed that the team photographs are nice to have as they show the people who are working to provide the services. It was pointed out that due to Covid-19 we would be likely to use the same photographs this year.
Information on spending	This is important to the whole group. They want to see information about spending throughout the report where possible. Items that remain of interest other than void properties are: fly tipping and other clean ups
Underlying theme of report	Tenants agree with the proposed theme of 'Continuous improvement and assurance'. However, it was requested that this does not detract from the report focussing on services and real outcomes that are of the most importance/interest to tenants
Information about staff and involved tenants	Staff profiles continue to be of interest to the tenants. It is also felt that promoting real tenant experience of being involved will maybe encourage others to take part when they see they can choose how involved to be.
Covid-19	It was explained that the performance period covered by the annual report this year was hardly impacted by Covid-19, and it is likely that the next annual report will show the effects of the pandemic on performance measures so it will likely be a theme when looking at performance in the next annual report. It was agreed that a snapshot of the impact of Covid-19 would be useful. This could include the cost in terms of buying PPE and related items. The backlog of repairs – a status report. The level of arrears – how much less money does Langstane have coming in due to impact of the disease. Some info on our work to help our tenants – how many welfare calls/food packs/referrals for extra help.