

Note of meeting held 1 August 2019

Subject: Annual Charter Report – stage 2 of tenant consultation

Venue: Aberdeen office

People present: Ash Reid – Support Services Manager
Samantha Hough – Customer Participation Officer
RB – tenant, Aberdeen
SC – tenant, Aberdeen
KP – tenant, Stonehaven
JMcG – tenant, Aberdeen
KL – 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 2018-19 report.

- The discussion was informed by some rate the report results from 75 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: <ul style="list-style-type: none">• The report was clear and easy to read.
Performance information (p2)	<ul style="list-style-type: none">• Requested we add in abandonments to the list of indicators this year• Suggested that we add in facts as well as comments to the bottom of the page – e.g. the total cost of abandoned properties via lost rent. Also asked for percentage of tenants who have sustained their tenancies for 5 years or more.
Graphics used to show performance	The group were happy to retain the 'smiley faces' as they think this is easily understood by everyone.
Who or what do we compare ourselves to?	Group were not as interested in other housing providers as they are in how Langstane is doing against their own improvement targets. They want the Scottish average kept in and the local providers out of the graph this year. They did however want to keep local housing providers in for comparison at rent consultation time.
Colours and presentation	The group are still very happy to keep the colours and overall look and design of the report. They agree to the continued use of the 'coloured in' houses for use with tenant quotes about the service. The mission, vision and values page is to stay along with updated pictures as suggested. Where possible they would like to see real people (staff and tenants), and things directly connected to Langstane (We Aim High –

	<p>photo of award winning tenants to be used). A tenant felt that there should be something about prevention of homelessness or keeping tenants in their homes in our mission. This will be fed in to the next review that takes place.</p>
Evictions – idea for a feature	<p>The high number of evictions was raised. What is behind us being higher than Scottish average? A feature on the reasons and costs of evictions was agreed (lost rent and legal fees and associated void costs). The human cost to neighbours and in creating homelessness. Linking in to help offered by Association.</p>
Summary version of report	<p>Group agreed that we need to provide this but make it very short and stick to numbers and pictures as much as possible.</p>
Empty properties – idea for a feature	<p>Tenants are interested in how empty properties are managed and what the costs are. It was agreed a feature of the ‘Best and Worst’ examples would be good. This can also provide the highest and lowest costs of voids, and the challenges behind the properties that are empty the longest (top three compared with the bottom three was suggested).</p>
Front Cover and back cover	<p>Tenant team are still happy with the look of the report. They like that they know what it is as soon as it lands on the doorstep (or by email). The group wanted the ‘Reader Approved’ logo moved higher up the page to make it stand out more. They wanted the strapline ‘Serving our tenants for over 40 years’ to move to the back cover. The staff team photos are to stay, but add in the Board and the Senior Managers at the top so it reflects the structure of who is in charge. It was agreed that if possible not to take all new team photos but only where big changes have been made.</p> <ul style="list-style-type: none"> • Our contact details in the report are still useful they may have to move to the inside back cover if there are more team photos on the back page.
Information on spending	<p>This is important to the whole group. They want to see information about spending throughout the report where possible. They also suggested that they would like to see where the money comes from a grant, and if something is paid for with rental income. Items of particular interest:</p> <ul style="list-style-type: none"> • Fly tipping • Extra clean ups (needles/human body fluids/pet waste/graffiti) • Staff training

	The group liked the idea of a 'stamp' graphic to indicate where something is paid for with grants or through rents. This will be considered to see if it will work in the design.
Underlying theme of report	Tenants agree that the results of the tenant satisfaction survey should be linked in to the report as much as possible.
Information about staff	This continues to be of interest to the tenants. They agreed the proposal of having two staff profiles. One will be a journey infographic about a team member who has had three different jobs and lots of training and knowledge. The second is our second trainee from WorkingRite who has become a full member of staff.
Involved tenant profiles	Tenants suggested that they promote tenant involvement through having profile features of involved tenants (where they agree to this). RB is happy to go first and SC will feature next year. These can also go into the tenant newsletter and we can have 'mini profiles' for tenants that are involved, but perhaps in one area rather than in several activities.

Additional item for discussion

A tenant website portal, or phone App was introduced. We need tenants to come in and help with the selection process for digital services. Tenants were asked if they are interested to attend a meeting around the end of August. Other invitations will be issued, but this group have first refusal. Several members are interested in attending.