

## Note of meeting held 30 April 2026

**Subject:** Fraser Court tenant group – meeting two.

**Venue:** Fraser Court community room.

**Time:** 1pm till 3pm

People present	Apologies
Samantha Hough (SH) Tenant Participation Officer	Martin Toward (MT) Housing Manager
Laura Henry (LH) Housing Officer	Monica Vasiliu (MV) Estates Assistant
Kerry Laing (KL) Housing Team Leader	
Colin Hay (CH) Property Officer	
AS – tenant, Aberdeen	
IH – tenant, Aberdeen	
JO – tenant, Aberdeen	
JS – tenant, Aberdeen	
MP – tenant, Aberdeen	
BC – tenant, Aberdeen	
BM – tenant, Aberdeen	
KB – tenant, Aberdeen	
RK – tenant, Aberdeen	
SG – tenant, Aberdeen	
BL – tenant, Aberdeen	
SS – tenant, Aberdeen	
MC – tenant, Aberdeen	

### Overview of the meeting

The aim was to meet with interested tenants for a second time and for them to approve the groups partnership agreement. We also wanted to review the February walkabout actions and of course welcome any new members. We also planned to address the issues raised by one member regarding the meeting notes and the walkabout action plan.

Item discussed	Notes
Welcome and housekeeping	<p>Existing members and new members 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>SH handed out hard copies of:</p> <ul style="list-style-type: none"> <li>• The agenda</li> <li>• Draft partnership agreements</li> <li>• January meeting notes</li> <li>• Action plans from the February walkabout.</li> </ul> <p>Due to the large number of tenant attendees, there were not enough copies. Those not bothered about hard copies were directed to the 'Getting Involved' webpage and those who wanted hard copies took those available.</p>
Introductions	<p>We welcomed 13 tenants to the meeting and completed a round of introductions with all tenants happy to provide their names and flat numbers.</p> <p>Due to the large number of tenants present the agenda had to become more fluid to accommodate the need for everyone to have their say, therefore the categories in these notes may not match the agenda.</p> <p>Apologies were also noted by SH for meeting notes.</p>
Overview of the tenant group along with review of January meeting notes and draft partnership	<p>SH provided a brief introduction to the group, in terms of its purpose and the circumstances of how the group was started relating to the fact that due to the on-going work at Fraser Court the Association decided to ballot the scheme. This was to ask residents if they wanted to form a tenants group and with seven responses a meeting was arranged for January.</p> <p>We also had a quick conversation about the draft partnership agreement. Although there was not enough time for tenants to review this document in detail, SH said that the agreement would be finalised after the meeting and loaded to the dedicated 'tenant &amp; resident groups' webpage. If anyone who did not get a copy and would like one wants to suggest any changes then to contact SH to discuss.</p> <p>On the point of the webpage SH informed the group that the webpage had been created over the past year and that if anyone wanted to read any materials related to our existing tenant and resident groups then they could find that information there.</p> <p>SH also stated that at this point there did not seem to be any need for a code of conduct to be put in place, as everyone is friendly and familiar with each other creating a good atmosphere. This however would be monitored by staff and if the need arose, one would be introduced with all members asked to sign it. Therefore, members were asked to follow these rules:</p> <ul style="list-style-type: none"> <li>• Listen and respect each other and allow your fellow members to have their say.</li> <li>• Not to bully or harass other members or staff.</li> </ul> <p>One item not discussed, but relevant so mentioned here for reference, is the need to try and keep conversations relevant to the agenda and try not to</p>

Item discussed	Notes
	<p>discuss individual tenancy or repair issues. Although staff realise that this will come as the group develops.</p>
<p>Review of meeting notes and action plan structures</p>	<p>This was an issue raised by a tenant member who joined us in January. There was to be discussion about what level of detail is included in the meeting notes and the use of language in the walkabout action plans.</p> <p>Due to the large size of the group and as mentioned above the adjustment to the agenda, we only touched on these issues. SH said she was more than happy to work with the tenant to make sure we were presenting the meeting notes in an accessible way in terms of detail and that we would catch up out with the meeting to discuss further. Tenant was happy with this.</p> <p>In terms of the action plan the tenant asked that we add two columns showing what staff member is responsible for particular actions and another with a completion date.</p> <p>SH responded to say that there is no problem to add these for the Fraser Court action plan however if we need a contractor to complete the job we have to be more fluid with the information. Tenant happy with this.</p> <p>SH also mentioned that the scrutiny group are about to review the template for walkabout action plans as part of their current ongoing project. Tenant responded that although he does not want to be included in this project he is happy to help review via email.</p>
<p>Discussion about ongoing scheme issues</p>	<p>SH kick started this discussion by stating that there is an updated neighbourhood walkabout action plan available both in hard copy and on our webpage.</p> <p>The discussion centred mainly on the following issues:</p> <ul style="list-style-type: none"> <li>• On-going anti-social behaviour. Requests were made for more Police and city warden patrols on scheme.</li> <li>• Cleaning; specifically focussed on windows across the scheme.</li> <li>• On-gong car park issues.</li> <li>• Block doors – in terms of their condition and security of blocks.</li> <li>• Broken windows on scheme.</li> <li>• Lettings initiative in place to deliver change when new tenants move into empty properties.</li> <li>• Request for new floor in block 62-84.</li> <li>• Dog fouling with update provided by MV and LH.</li> </ul> <p>It was a varied discussion with a lot of voices looking to discuss a number of issues which cannot all be captured here.</p> <p>A learning point from this discussion related back to everyone being tolerant and patient with each other and allowing everyone to have their voice heard. We hope that as the group develops we can all progress as a team and make sure all are welcome and accepted.</p>
<p>Plans for next meeting and how we will gather your availability and advertise the meetings</p>	<p>The next meeting will be of a similar format where tenants can discuss the meeting notes and actions, talk to staff and their neighbours and receive updates about issues in their community. We can also discuss outcomes from the most recent walkabout which will take place before the July meeting.</p>

Item discussed	Notes
	Those who attended the meeting will be contacted to ask for their availability. Once a date has been arranged we will advertise the meeting details on our dedicated webpage, with the use of posters on noticeboards and posters sent via email and post to spread the word to all Fraser Court residents.
Any other business	KB mentioned there has been an increase in the number of scooters and electric bikes passing through the scheme and is worried about someone getting hurt. Staff responded to say that the gate leading from George Street will be discussed at the next walkabout to see if it can be closed off to stop this being a cut through. Tenants will be informed. This is a difficult issue to manage as if they are not tenants on the bikes then it is difficult to take action.
Date for next meeting	Next meeting in July. Date to be confirmed.

### Outcome of the meeting:

- Attendance was very good, and during the meeting there was discussion about various important issues.
- Facilities and refreshments were suitable for the purpose of the meeting however we may need more seats if the level of attendance stays consistent. Everyone was courteous and made sure those who needed a seat had one.
- Networking has over the last few months been good between tenants and staff at various drop-ins and meetings. This meeting will continue to build on this which is crucial in achieving the aims of the group.
- Although SH does not want to introduce a code of conduct there were some interruptions and some intolerance when others were speaking or trying to overcome communication barriers. SH made it clear that we need to work together and be courteous and tolerant of each other. This will be monitored by staff.
- Provided draft partnership agreement to the group and this will now be finalised and posted online.

### Next / future steps for SH:

- Arrange another scheme walkabout at a time and date to suit group members and staff before the July meeting.
- Create draft meeting notes detailing what was discussed at the meeting. This will then be circulated to all staff and tenants to approve before finalising. Arrange also that meeting notes are pinned to the notice boards on scheme.
- Make sure those who attended the meeting receive January's meeting notes as this provides information on the development and purpose of the group that members need to be aware of.
- Finalise the partnership agreement and publish on dedicated webpage.
- Create posters and advertise future meetings on noticeboards.
- Create feedback form so those unable to attend meeting can provide some input to the group.
- Find out why some who stated an interest in ballot did not get invite to January meeting and get back to them to explain.
- Edit the walkabout action plan with suggestions from group members.
- Email partnership agreement to tenant who specifically requested it.