

Note of meeting held 21 July 2026

Subject: Tenant Scrutiny Group

Venue: Aberdeen Office – 680 King Street, Aberdeen

Time: 11am till 1.30pm

People present	Apologies
Samantha Hough (SH) Tenant Participation Officer	None
Rebecca Davidson (RD) Customer Service Manager	
Anne Jenkins (AJ) Director of Housing	
RB – tenant, Aberdeen	
KH – tenant, Stonehaven	
BL – tenant, Aberdeen	
DO – tenant, Aberdeen	
MM – tenant, Aberdeen	
WR – tenant, Aberdeen	
AG – tenant, Inverurie	
KR – tenant, Aberdeen	
RB – tenant, Aberdeen	

Overview of the meeting

There was a busy agenda planned, which included:

- Celebrate long service of two involved tenants with certificates and awards.
- Welcome RD & AJ at beginning of meeting to provide the group with some feedback on the walkabout project report.
- Inviting tenants to be part of rent setting policy project.
- Discussion about the rebranding of group so that they can focus on more than scrutiny.

Item discussed	Notes
Welcome and housekeeping	SH welcomed everyone, offered refreshments and advised lunch was to follow. Also, that there was no fire alarm planned today.
Apologies	100% attendance with no apologies.
Celebrations	Group presented flowers to AJ and RD. The presentations were to say congratulations to AJ on her recognition in the Inside Housing Management 30 and as a thank you to RD from SH and the group for her support to the group and their work.
Update on walkabout project	RD and AJ provided the group with a direct update regarding the report, action plan and recommendations. They both thanked the group for the work they have done so far with this project and said they were impressed with the report and happy for the group to continue with the work they have planned, therefore moving the project forward. These plans include a review and redesign of the action plan and creation of a draft procedure. To further move these plans along SH suggested the group meet in August to focus on the project. The group agreed to this.
Rent setting policy project	SH talked to the group about a forthcoming review of the rent and service charge setting policy. We want our involved tenants to engage with the review, so need to know who wishes to be involved in this extra piece of work. Seven out of nine members were interested.
Feedback on being part of the publication design	SH received only positive feedback from the group about their new editorial role. SH and group discussed some ideas for articles in the winter newsletter, along with their role in bringing the newsletter together. Initially they will be involved in the design and in terms of content will be asked for ideas to fill at least one page under the 'tenant corner' banner. Group happy with this and happy for it to develop the more they are involved.
Rebranding from 'scrutiny' to 'review' group	This is an item which was discussed at an earlier meeting this year. The main reason for this discussion is to talk about the group rebranding. A rebrand would include a change of name and alteration to their 'purpose' as detailed in their partnership agreement. This would move the group away from focussing primarily on scrutiny projects and would allow them flexibility to look and work on a variety of projects, such as the publications and other policy and procedural reviews without so much investigation and report writing. The group structure and meeting format would remain the same however it means a lot less work for the group as scrutiny projects can be very intense. The vote was unanimous in favour of a rebrand. There was a lengthy discussion to agree a new name as the word 'review' was not the favourite. So, the group name has changed to 'My Voice Counts' tenant insight group, with a vote of eight to one in favour. The next steps are that SH will progress the rebrand by communicating the change to and announced to tenants using the winter newsletter, website and Facebook.
Monthly meetings – who's interested?	To help the group achieve more and work on more projects they are keen to get involved with SH suggested that in 2027, the group begin meeting monthly. SH further stated that if this is too much for some members then they continue to attend every two months.

Item discussed	Notes
	The group agreed unanimously and so meetings will be organised monthly from January 2027. Meetings will continue to be held on the third Tuesday of the month.
Any other competent business (AOCB)	SH asked the group to look at the new #ImIn Networks information online and for those who have not selected their preferred options to please do so using the online form. Two points raised by KH: - Idea for art and culture competition. This was discussed and SH suggested this is run as an insert to our winter newsletter. KH was happy with this. - Government funding for air conditioning. This was an article KH had read and wanted to know if it was something Langstane would consider. SH asked KH to send the article details to her, and she would in turn get some feedback from the Property Manager and Director of Property. One point was raised by WR: - Wanted to raise an idea for inclusion in the winter newsletter. He would like to read about a typical day in the life of a property officer. SH said this idea would be put forward to the property team asking for a volunteer. WR would also like the newsletter to feature more information about the repair process.
Date for next meeting	Next meeting will be on 18 August and will be dedicated to moving forward the walkabout project. It will be held in the training area of the Aberdeen office.

Outcomes

- Excellent attendance.
- Presentation of flowers to staff and awards and long service certificates to tenants went really well.
- Conference room continues to be a good space for meetings and as long as the group remains at its current size, this facility continues to be suitable.
- Members continue to benefit from a break and refreshments.
- Group happy to move towards more regular meetings to move along progress of our projects.

Next / future steps for SH

- Send out meeting notes with deadline for any comments or edits.
- Add mileage information to sheets for those claiming annually.
- Plot dates for monthly meeting as of 2027.
- Speak to Line Manager about protocol re lost badges and come back to the group.
- Relay to Director of Housing about the groups interest in the review of the rent increase policy.
- Order coloured paper for tenant documents.
- Email the group with details of the proposed meeting on 18 August so they can check their availability. Send walkabout report to tenant who requested a copy.