

Note of meeting held 15 September 2026

Subject: Tenant Scrutiny Group

Venue: Aberdeen Office – 680 King Street, Aberdeen

Time: 11am till 1.30pm

People present
Samantha Hough (SH) Tenant Participation Officer
RB – tenant, Aberdeen
KH – tenant, Stonehaven
DO – tenant, Aberdeen
WR – tenant, Aberdeen
AG – tenant, Inverurie
KR – tenant, Aberdeen
Apologies
BL – tenant, Aberdeen
MM – tenant, Aberdeen
Absent
RB – tenant, Aberdeen

Overview of the meeting

The group met to discuss ongoing projects and provide updates from recent events. We also planned to discuss an idea for their next project now that the walkabout project has drawn to a close. Updates planned were from members attendance at recent Annual General Meetings (AGM) for both Langstane Housing Association and North East Tenant Residents and Landlords Together (NETRALT).

The group also discussed the forthcoming civic event in October where they will receive their Lord Provost Volunteering award.

Item discussed	Notes
Welcome and housekeeping	SH welcomed everyone, offered refreshments and advised lunch was to follow. Also, advised that there was no fire alarm planned today so reiterated the process if the fire alarm were to ring.
Apologies	Relayed apologies to the group.
Tenant Announcement	WR announced that at the recent NETRALT AGM on 10 September, he was voted into the position of Chair. He is the first tenant member to hold this position. The group congratulated him and wished him well in his new post.
Tenant update on AGM	KH provided a brief update on Langstane's AGM also held on 10 September. Some notable points were the conversation about the affordability study with the Scottish Housing Regulator and that he had requested a copy of the treasurer report from the Association.
Lord Provost Volunteering award update	SH informed the group that they had been successful for an award and that the civic event will be held on 28 October at the Town House. Unfortunately, the whole group will not be able to attend as only one staff member, and one tenant member can attend. Therefore, SH put it to the group to decide who wanted to be considered. Names were put in a random name generator and AG's name was selected. AG has accepted and so she will attend alongside SH and feed back to the group at the November meeting.
Newsletter idea & budget review idea for repairs	Suggestion was put forward to include a section about how to prepare for emergencies – this could include what to stock pile in case of extreme weather events or national events, for example, candles and tinned food. There was further discussion in the group about what situations could occur that people may need to be prepared for, along with where to find supporting information, for example, Langstane's website and The Scottish Governments website. SH stated that this idea would be proposed when we start planning the Winter News 2026 and that the tenants may want to include this item in their 'Tenant Corner' section. The other proposal was to get information from the Association on how repair budgets are set. SH suggested inviting senior staff from the Leadership Team and Property Team to a meeting so they can discuss this face-to-face. Group was happy with this idea and so SH will take this forward.
New project for group	SH proposed a new project for the group which would be primarily tenant led. It would be a review of the Aberdeen office reception area. SH provided a brief overview of the project and the group agreed to take it on. They selected RB to be their project chair, and he will co-ordinate the project. The group will go away and think about details so when they meet next in November, the meeting can be dedicated to this project. This will include planning what they will specifically review within the reception area and what information they need from staff along with the date and time for them to be on site to complete the project. The group were enthusiastic about this idea and are happy to move forward with it. SH promised to send a short project proposal to the group as a base line for their plans.
CCTV	The point was raised about the use of CCTV on schemes and the suggestion that cameras should be considered for all schemes to help deal with crime, anti-social behaviour and the protection of vulnerable tenants. A discussion followed about the benefits of cameras and how they can aid safety within our neighbourhoods. Also discussed were the benefits of working in partnership with community safety organisations and the police.

Item discussed	Notes
Update on rent setting project	SH provided a brief update on the progress made with this project. The staff group had their first meeting on 24 August with the second meeting to be arranged. Staff are enthusiastic to have tenants involved with the process however reiterate that there is a lot of work to do before we are at that stage. SH asked that in light of this they are patient and promised to provide updates as and when available.
Any other competent business (AOCB)	If the group moves to monthly meetings, then there will be less time for agenda setting through RB. Therefore, it will become a standing order of business that SH will remind the group to send any ideas.
Date for next meeting	Next meeting will be on 17 November and will be dedicated to the new project. It will be held in the conference room of the Aberdeen office.

Outcomes

- Excellent attendance
- Group signed 'congratulations' card to Anne Jenkins on becoming Langstane's new Chief Executive
- Members continue to benefit from a break and refreshments

Next / future steps for SH

- Send out meeting notes with deadline for any comments or edits
- Send out proposal brief for new project
- Present Anne Jenkins with card from group
- Add mileage information to sheets for those claiming annually
- Invite staff to discuss the budget for response repairs
- Introduce the ideas discussed into plans for the winter newsletter
- Update the partnership agreement for the end of the year