



Tenants' Forum Meeting

Thursday 7th September, 1pm – 2.30pm

The Riverside Hall

Present: KR, HS,BK, BM, MB, SK, B, HE, SW, SB, CR

Also: Susan Burn, Community Engagement Officer, Kenny McGinty, Head of Home Team, Laura Boland, Maintenance Assistant, Michelle Donnelly, Property Services Manager

1. Welcome

KR welcomed everyone to the tenants' forum meeting.

2. Community Engagement Update

Susan ran through some housekeeping and ground rules for the meeting. She explained this was an informal meeting over lunch, with an opportunity to hear from both staff and tenants; there was a quiet room if anyone wanted some time away from the meeting and lots of information on the tables about involvement opportunities and events in the G51 area. Susan also emphasised that this was a forum for general questions and discussion, but there was time set aside at the end for more individual or private issues.

Susan then introduced Kenny McGinty, Head of Home Team to provide an overview of services.

3. Govan Home Team

Kenny introduced himself and thanked the group for the opportunity to come along. He gave out handouts to accompany his presentation. Kenny explained the current contract and services of Govan Home Team, including: timber window replacements, kitchen and bathroom replacements, electrical re-wiring, reactive repairs, void property repairs, cyclical gutter cleaning and roof repairs, electrical installation condition reporting, landscaping and estate management, bulk uplift, close painting, facilities management, stage 3 disabled adaptation upgrades and acquisitions.

In 2022/23 the Home Team delivered 152 kitchen and 157 bathroom upgrades, 13 medical adaptations (stage 3) and 25 close paintings, 4019 reactive repairs, 140 void properties, gutter cleaning and roof repairs to 143 blocks.

Kenny spoke about the commitment to meet customers' expectations and the drive to continue to improve the service. He also discussed customer satisfaction. The Home Team tenant satisfaction system is now live and automatically generates a survey to be completed by the tenant once Home Team have completed a works order. This will give tenants the opportunity to provide feedback on the repair experience and give the Home Team the information to identify areas of improvement.

Kenny acknowledged that there were areas where the Home Team needed to improve and agreed that this can only be achieved by listening to customers and using this feedback to shape the services to meet customers' needs. This evaluation and improvement work will be carried out in conjunction with the Housing Association.

4. Question and Answer session

We had collated questions for Kenny before the meeting, which he and Michelle addressed.

4.1 Windows programme

Kenny confirmed that work was beginning in Southcroft Street for UPVC replacement windows. He and Michelle explained that some areas in Govan are designated as conservation areas, which means only timber replacement windows are approved. The cost of timber has increased hugely since the pandemic, making it difficult to proceed with timber. However, we continue to look for compromises with Glasgow City Council.

It was noted that the reason behind the delay in windows replacement had not been communicated to tenants, which could have helped with the frustration tenants feel at the delay.

4.2 Scaffolding

There was discussion over scaffolding and the length of time it is left up with seemingly no work being done. Kenny explained that there could be multiple reasons for that, however the Home Team will always look for the best deal to keep overall costs down. If scaffolding is being erected, tenants and neighbours should be sent a letter to inform them.

4.3 Estate management

Kenny reminded the group that the estate management programme is published in the Newsletter. Discussion on keeping bin areas tidy and sweeping up leaves in designated areas. Kenny agreed it is part of Home Team responsibilities but we would ask for some support to work together to keep these areas tidy.

4.4 Repairs process

Jobs are prioritised and there is a job history for every task. Kenny talked about a schedule of standard minute value and ensuring the correct diagnosis for the repair. He then gave an overview of the repairs process, from phoning in to Govan Housing, to the interlink with the Govan Home Team "Big Change" programme. He said that the Home Team operative will always make a confirmation phone call with the customer before coming out. This had not been the experience of some of the group members and Kenny agreed to look into this with his team.

4.5 General questions

- Parking bays for Summertown Road, which Michelle said she would follow up.
- Fence slats missing following removal of ivy – Susan will report this.
- Experience with the lift at Golspie Street– corrective action has been taken. This contract will be re-tendered.
- Where are we with kitchen and bathroom replacement programme? Susan will get back to individuals.
- Use of language around cyclical and planned maintenance and what this means. This is something we can consider.

Michelle reminded the group to phone the repairs team if they are not clear about anything in regards to a repair they have reported.

Everyone thanked Kenny for coming and he left the meeting.

5. Overview of Property Services Repairs Process

Michelle chatted about repairs from the Association's viewpoint and distributed handouts of her presentation. We agreed that as there had already been a lot of information shared, people would take these handouts home to read over and get in touch with any further queries.

6. Close and date of next meeting

BK thanked everyone for their time and contributions. He stressed the importance of tenants continuing to come to these meetings to have issues addressed and to continue to work in partnership with Govan Housing and Govan Home Team. He asked everyone to complete a feedback form for suggestions for improvements for the next meeting.

The date of the next meeting is Thursday 7th December at 1pm at Riverside Hall.

Finally, there was time for individual chats from 2.20pm.

Actions:

- Actions from individual chats as noted – Susan to follow up
- Parking bays for Summertown Road – Michelle
- Kitchen and bathroom programme – Susan to follow up
- Language for works programme – Susan/Michelle/Scrutiny group
- Report missing fence slats – Susan
- Confirmation calls from Home Team before attending for repair – Kenny to follow up