



## Tenants' Forum Meeting

Thursday 8<sup>th</sup> June, 1pm – 2.30pm

The Riverside Hall

**Present:** MM, BK, HS, DM, KM, AF, MU, BM, MB, DH: also joined by SK for last 10 minutes

**Also:** Susan Burn, Community Engagement Officer, Kimberley Cowan, Customer Services Manager, Sinaed Callaghan, Property Services Officer, Mark Wilson, Money Advisor, Helen, British Sign Language Interpreter

Joined at 1.30pm by Kerry-Ann Wallace, Director of Customer Services and Michelle Donnelly, Property Services Manager

### 1. Welcome

MM welcomed everyone to the first 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 ran through some of the ways tenants and residents can get involved in the work of the Association, from weekly walks to management committee. There is a Community Engagement Services handout with more details.

### 3. Property Services Overview

Sinaed explained the role of the Property Services team, working alongside the maintenance team. She talked about the kitchen and bathroom replacement programme and the schedule for the windows programme. DM recorded her thanks to Sinaed for all her help with some recent problems with a new bathroom.

### 4. General Questions

- It was noted that there have been issues with poor quality services provided by the Govan Home Team. Kerry-Ann suggested inviting Head of Home Team to the next meeting.

- BK raised the point around management of expectations for any work being carried out, planned or reactive. We agreed that there needed to be a clear communication path and that this had not always been the case. He also felt all work should be supervised and inspected on completion. Sinaed confirmed that this should already be happening.
- There was discussion around the long delay on the windows programme and the requirement for windows in Central Govan to be timber as part of a conservation notice. It was felt this needed to be changed. New UPVC windows should be considered and this process should have involved residents much more, which might have led to a speedier resolution.
- There was general discussion around issues with contractors and the length of time some repairs are taking.
- There was a question around the decision-making process of what properties have their windows replaced first. This should be transparent. The perception is that newer properties are having windows replaced before older properties. Kerry-Ann explained some of the rationale behind this and agreed to talk through the process for planned works at the next meeting.
- MM asked if tenants could be given a choice for kitchen and bathroom replacements. Kerry-Ann agreed we could do this and would arrange for samples to be at the next meeting.
- Kerry-Ann encouraged everyone to continue to give their feedback through complaints or compliments as this drives the change in the way we work. She confirmed that every complaint is looked at and drives that change.
- Kerry-Ann will bring a summary of complaints and actions to the next meeting.
- Kerry-Ann agreed that the work practice of our contractors was also our responsibility. She stressed that as an organisation we want higher expectations from our tenants on the quality of service they receive. She also confirmed that if a job is not done properly first time, we do not pay for the 2<sup>nd</sup> or 3<sup>rd</sup> time. That work is charged to the contractor.
- AM raised an individual issue, which Michelle will follow up with.
- MB said she was glad she had come to find out she was not the only one frustrated with some of the poor customer service and lack of communication, but also that glad that the staff were at the meeting willing to listen.
- BM raised an individual issue, which Kimberley will follow up with.
- DH raised an individual issue, which Susan will follow up with.

## Actions:

- Invite Home Team to the next meeting – Kerry-Ann
- Arrange for kitchen/bathroom samples for the next meeting – Michelle
- Summary of complaints with actions for the next meeting – Kerry-Ann
- Discussion on the process for deciding priority areas for planned work – Kerry-Anne
- Individual actions as noted

## 4. End of main meeting

BK thanked everyone for giving up their time to come along and the staff for answering all the questions. He asked everyone to complete a feedback form for suggestions for improvements for the next meeting.

Susan confirmed that the next meeting is on **Thursday 7<sup>th</sup> September at 1pm with lunch** at Riverside Hall. She will be in touch with a note from today's meeting.

## 5. Individual chats from 2pm

There were there separate discussions following the main meeting on individual issues, which staff will follow up with and report back to those individuals.