

Govan Tenant Services Scrutiny Group
Tuesday 17th October 2023, 6pm, McKechnie Street



Present: HS, BK, BDe, MM, KR

Also: Susan Burn (Community Engagement Officer, Govan HA)

Apologies: Sharon Donohoe, Development Director, Tenants Information Service and MU

1. Welcome

1.1 Susan welcomed everyone to the meeting and gave apologies from Sharon due to unforeseen circumstances. We agreed to work through the remainder of the repairs policy comparison table and then focus on “what next” with Sharon at the next meeting. Susan said that the Head of Operations and Performance, Marina McCall, would like to attend the next meeting to meet the group and to see if there was anything they would need or like from the Executive Management team to support their work.

1.2 Susan also reported that tablets will be ordered for scrutiny group members so they can access their papers directly online, if they choose. Paper copies will always be available if preferred. Scrutiny group members will also have Govan Housing Association email addresses. Full training and support will be provided.

1.3 Susan also asked the group to think about any training they would like to support them in their roles as scrutiny group members. She will arrange individual catch-ups to see how they feel the group is working.

2. Minutes from last meeting and general feedback

2.1 We ran through the minutes from the last meeting. We agreed it would be useful to have a written update to all the points raised. Susan will follow up with this. She explained about the Promises Update table we keep, which logs all issues raised at our tenants and customer meetings, the actions needed and the outcomes. We will publish this on the website in due course.

2.2 The group was sad to hear that Head of Home Team, Kenny McGinty, has left, as he had impressed them by his knowledge at the Tenants’ Forum meeting. They would be keen to ensure that Home Team staff are regular attendees at the Forum.

2.3 There were some other individual issues, which we agreed to discuss at the end, once the repairs policy work completed.

3. GEL repairs policy comparison table

We had a look at the final sections of the repairs policy comparison table prepared by TIS, which laid out Elderpark, Govan and Linthouse’s repairs policy in sections.

Suggested changes were noted in red in the comparison table, (separate document).

The overall feedback was that the tone of the information from Linthouse feels much more empowering for tenants, as does the level of detail in the responses from both Elderpark and Linthouse.

4. Other discussions and actions

- Written response to actions from last meeting – Susan/Kimberley
- New doors and windows in closes – Susan to follow up
- Ongoing issues with pram in close - Susan to follow up
- Lack of information on tap and back door – Susan to follow up
- Do we need a Housing information session? Susan to add to training plan

5. Next steps/work before next meeting

Susan will send out a summary of our recommendations on the repairs policy.

6. Dates of future meetings – all at McKechnie Street

- Tuesday 7th November at 5.30pm/6pm
- Tuesday 5th December at 5.30pm/6pm