



Govan Tenant Services Scrutiny Group
Tuesday 4th July 2023, 6pm, McKechnie Street

Present: MM, BK and HS

Also: Sharon Donohoe, (Development Director, Tenants Information Service, TIS)
and Susan Burn (Community Engagement Officer, Govan HA)

Apologies: MS, SW, MU, KR and BD

1. Presentation from TIS

Sharon began with a presentation from TIS looking at Govan HA's performance from 2021/22 on Quality of Housing, which is outcome 4 in the Scottish Social Housing Charter, and covers repairs.

Discussion on:

- Looking behind the figures, for examples reasons why, no kitchen/bathroom as tenant refused.
- Each year Housing Associations need to report on their outcomes to the Housing Regulator by 31st May. This is called the Annual Return on the Charter, (ARC).
- Statement for emergency repairs, clarify if this is initial response time, what as quickest and what was longest
- How do we do that analysis (right first time)? How quickly is a new repair classed as a new repair?
- Reminder of how limited the data is

Actions:

- Susan to provide most recent figures (available in August)
- Invite Property Services to the next meeting to give a presentation

2. What does the group need or want to know on repairs?

- How many plumbers does the Home Team employ?
- Role of the handyman
- Are there multi-trades?
- Budget, broken down
- Lead time on work
- Do they have stock?
- Van used to be stocked?
- How do they plan the jobs for the day?
- How are jobs ordered?
- Is stock controlled online?
- What is the process?
- Role of the supervisors

It would be useful to have the organisational chart of the Home Team.

2.1 Sharon clarified that the Scrutiny Group can speak to the contractors and that actually this is very useful to get contractors on side with the process. They need to be invested in the process too.

2.2 Discussion about perception of a scrutiny group and that some staff may think this will be a negative experience, when in fact we should all be in it together to improve performance and make life better for all.

Sharon reminded the group that their job is to fact find.

2.3 Susan asked for help to get all staff on board and help prepare them for the forthcoming work. Sharon will help with this.

2.4 Other discussion on tracking a repair, visiting the Home Team, shadowing, benchmarking with other similar Housing Associations. Average repair cost. Procurement process. Void process. All possible pieces of scrutiny work for the future and how do we ensure value for money?

3. Landlord Performance Directory

Sharon showed the group how to compare Govan HA's performance with other landlords on the Scottish Housing Regulator website.

Here is the link to type into the search engine:

<https://www.housingregulator.gov.scot/comparison-tool?landlord=2511>

you can then select up to 4 other Landlords to view performance statistics side by side.

4. Any other business

Susan updated the group that we are lucky enough to be co-hosting the next TIS members event with Elderpark and Linthouse tenants. This is on Thursday 17th August at the Pearce Institute. We would like volunteers from the group to speak about their experiences of getting involved. Susan will offer any support needed.

There are limited spaces so please let Susan know if interested. As MU and BK attended the last TIS event, other group members may be considered first so everyone has a chance. However, BK is happy to help if required.

MM is interested, depending on the time of the presentation.

5. Dates of future meetings – all at McKechnie Street

- Tuesday 8th August at 5.30pm/6pm
- Tuesday 5th September at 5.30pm/6pm
- Tuesday 3rd October at 5.30pm/6pm
- Tuesday 7th November at 5.30pm/6pm
- Tuesday 5th December at 5.30pm/6pm