

Govan Tenant Services Scrutiny Group
Tuesday 5th December 2023, 4pm, McKechnie Street



Present: HS, KR, BK, CR, MM (CR and MM joined around 5pm)

Also: Susan Burn (Community Engagement Officer, Govan HA), Kimberley Cowan (Customer Services Manager, Govan HA), Sharon Donohoe, Development Director, Tenants Information Service

Apologies: MU, BD, SW

1. Welcome

Susan welcomed everyone to the meeting. She handed out the written response to the actions from the last meeting for folk to take away and consider. Sharon provided a summary report (part 1) of the group's findings and recommendations on the Repairs Policy, which was distributed.

2. Report on initial findings

2.1 Sharon read over the Scrutiny Project Part 1 Report. She explained this was a brief report for Part 1 of the scrutiny work. There were a couple of small changes including: add page numbers, take out "Team Blackwood" under section 2; change date of new policy approval to "early 2024" in section 4. A. 2.

- Would the group like section 4.C.28 in a chart?

2.2 Sharon explained when we move on with this work, we will look for more data on the types of repairs.

2.3 Emergency repair response times should be clear irrespective of who carries them out.

2.4 Sharon will update section 5.2 with the group's language and content preferences from the work done on the comparison table.

2.5 The Group thought this was an excellent summary and they had no further changes.

3. Appendix to the report

3.1 Sharon ran through the previous comments and suggestions on the comparison table work from the group. She suggested adding in the "Get Involved, Community Connections" text from the Govan HA website. This reads " Get Involved, Community Connections, we believe that strong and vibrant communities are an essential part of our success and we are committed to ensuring our customers and wider community are given the opportunity to thrive."

Check this is still accurate, as the website has not been updated since the change of model from community inclusion to community engagement.

3.2 Further comments on the table included:

- Refer back to tenancy agreement to emphasise shared responsibilities
- Separate policy for Mears and other tenancies
- Rechargeable repairs to be made clear
- More information on right to repair
- Timescale needs clarified on the 5-10 days recommendation, ie which repair falls into which category
- Consistent language needed throughout
- Clarify pre and post inspection section
- Procurement framework – does the tenant have a say? (Acknowledged this would be a question for a future meeting)

4. Next Steps

- Susan will send note of meeting to Sharon
- Sharon will finalise Part 1 Report and send to Kimberley
- Visit to the Home Team in January where group will work to a checklist
- Listening to phone calls, for example do calls go directly to the office or to the Home Team
- Survey in newsletter – collate responses. (We may also need to send this out directly to tenants via group email to encourage a response)
- Check the out of hours service – this should be City Building

5. Dates of meetings for 2024

Sharon will contact Kimberley to arrange work shadowing visits in January. Meetings will then resume in February. Contact details are Kimberley.cowan@govanha.org.uk

Please note time is now 4pm – 6pm, but can be changed to suit group.

- Tuesday 6th February, 4pm – 6pm
- Tuesday 5th March, 4pm – 6pm
- Tuesday 2nd April, 4pm – 6pm
- Tuesday 7th May, 4pm – 6pm
- Tuesday 4th June, 4pm – 6pm
- Tuesday 2nd July, 4pm – 6pm
- Tuesday 6th August, 4pm – 6pm
- Tuesday 3rd September, 4pm – 6pm
- Tuesday 1st October, 4pm – 6pm
- Tuesday 5th November, 4pm – 6pm
- Tuesday 3rd December, 4pm – 6pm

Committee room booked.