DRAFT NOTE
Govan Tenant Services Scrutiny Group
Tuesday 5th September 2023, 6pm, McKechnie Street

Present: SW, HS, BK, BDe

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

Apologies: MM and KR

1. Welcome

Susan welcomed everyone to the meeting and gave apologies from Director of Customer Services and Head of Home Team who were unable to attend due to illness. The group asked Susan to pass on their best wishes. Hopefully they will attend the next meeting in October.

Susan reminded everyone about the Tenants’ Forum this Thursday at 1pm at Riverside Hall, where there will be a presentation from the Home Team.

2. GEL repairs policy comparison table

Everyone had been sent a copy of the comparison table prepared by Sharon, which laid out Elderpark, Govan and Linthouse’s repairs policy in sections. At the outset Sharon asked if there was anything that stood out, before she went through the document. Feedback was that the statements from Linthouse were good as they showed a desire to communicate and were written in a more tenant-focused way.

Sharon then went through the document. Suggested changes were noted in red in the comparison table, (separate document). Due to time constraints, the group was unable to complete the full document in one meeting, but agreed to send any comments on the final sections from pages 10 to 12 to Susan before the next meeting.

3. Other feedback and discussions

* Scaffolding had been erected at 10 Rathlin Street without communication to tenants or neighbours
* Concern around fire procedures for individual closes. What is the procedure and how is this communicated to tenants?
* Communication with Govan HA is terrible. We always have to chase information and it seems to be like drawing teeth
* Staff turnover seems to be an issue. Tenant on third Housing Officer this year.
* Whose responsibility is it to keep tenants informed, for example with the door issue at 14 Rathlin Street?
* Do staff ever get asked for feedback?
* Sharon explained that at the end of this scrutiny process she will send out a survey to tenants and staff on behalf of TIS and collate that information
* Discussion around other tenancies including Mears, Quarriers, Glasgow City Council. Some tenants were not aware of this. Who does the repairs for these tenancies?
* Rechargeable repairs – it is crucial to explain this policy at sign up or at the new tenant visit
* Why has emergency repairs increased to 4 hours?
* It would be useful to know who is responsible for what, for example Scottish Water, Glasgow City Council. Could we have a map which explains for households where the boundaries of responsibilities sits?
* Discussion on the speed of the repairs satisfaction surveys. They don’t leave it long enough
* It would be good to know the budget for repairs
* Right to repair – no-one had heard of this
* If reviewing the repairs policy, tenants need to be involved in this

4. Next steps/work before next meeting

Susan will send out amended document. Group members to make comments on final sections covering pages 10-12. Susan to follow up with questions asked in Other Feedback/Discussions section.

5. Dates of future meetings – all at McKechnie Street

* Tuesday 3rd October at 5.30pm/6pm
* Tuesday 7th November at 5.30pm/6pm
* Tuesday 5th December at 5.30pm/6pm