

Govan Tenant Services Scrutiny Group
Tuesday 7th November 2023, 6pm, McKechnie Street



Present: HS, MU, KR, BD, BK, CR

Also: Susan Burn (Community Engagement Officer, Govan HA), Marina McCall (Head of Operations and Performance, Govan HA), Sharon Donohoe, Development Director, Tenants Information Service

Apologies: MM

1. Welcome

Susan welcomed Marina to the meeting and everybody introduced themselves. CR was there to observe, as he is interested in joining. We had a quick reminder of terms of reference for the meeting and confidentiality. Sharon informed the group that they could apply to become members of TIS as GTSSG and recommended they do this.

2. Discussion with Head of Operations and Performance

2.1 Marina introduced herself and explained a bit about her background. She was keen to know what support the Association could offer the group and to explain how their scrutiny work would influence and fit with the current review of the Repairs Policy. She thanked the group for their work on this, probably the largest of the policies they could have picked.

2.2 Sharon opened the floor for questions. Brian had questions on the benefits to tenants of setting up the Home Team as a subsidiary company. Discussions on efficiency for our service and value for money. Discussions on service level agreements, Regulatory requirements and the role of contractors.

Key actions for following up: why was the decision made to set up Govan Home Team and how do we evidence it is value for money?

2.3 KR asked why we cannot get a time allocated for repairs. Marina confirmed that you would be offered a morning or afternoon slot, which you can request. You will be asked what is convenient for you and accommodated wherever possible.

2.4 Discussion over allocations procedure, homeless strategy of Glasgow City Council and how this affects the community. Question over number of Mears tenancies and Govan HA's strategy on allocations, for example refusal to allocate 60% of properties to homeless team from GCC. The group welcomed this.

2.5 HS asked if staff are asked for feedback. Perhaps a comments box would be a good idea? Marina explained we review our processes and staff are involved in that. Marina then left the meeting.

3. Review of written responses

Susan ran through the written responses provided by the Senior Management Team from the last meeting. These were all accepted. There was discussion on number of staff, Housing Officers etc and more discussion on how we allocate houses and the current legislation around this.

4. Repairs survey and other business

4.1 Sharon had drafted a survey on repairs satisfaction to share with tenants. The group was happy with the questions. This will now go out via a link to Survey Monkey and we hope to include in the winter newsletter. All responses will come back to TIS and be reviewed independently.

4.2 BD gave feedback on a door repair, which Susan will follow up.

4.3 Discussion on timescales for the text surveys which come out. Group would recommend 7 days after the repair.

4.4 Discussion on making the Right to Repair more explicit.

4.5 Sharon will collate the Group's recommendations from the GEL comparison table for the final meeting of the year and we hope to be able to present feedback and interim recommendations to the Senior Management Team.

4.6 There is still work to be done including shadowing property services team and Home Team, which can be discussed at the next meeting.

5. Dates of next meeting – earlier start of 4pm

It was agreed the next meeting would start at 4pm to help with the darker nights.

- Tuesday 5th December from 4pm – 6pm