



DRAFT NOTE

Govan Tenant Services Scrutiny Group

Tuesday 8th August 2023, 6pm, McKechnie Street

Present: MM, DM, MU, BDe, SW, BK

Also: Sharon Donohoe, (Development Director, Tenants Information Service, TIS), Susan Burn (Community Engagement Officer, Govan HA), Michelle Donnelly (Property Services Manager, Govan HA), Emma Scott (Technical Project Manager)

Apologies: MS, MB, KR and BD

1. Introduction from TIS

1.1 As there were two new members, Sharon gave a brief recap of the role of the scrutiny group along with the ground rules for the meeting. She explained that the note from the last scrutiny group meeting was a detailed note recording what the whole scrutiny process on repairs might cover over the course of several months, but we would take one step at a time.

1.2 Sharon introduced Michelle Donnelly and Emma Scott, Property Services Manager and Technical Project Manager, who were here to provide an overview of the reactive repairs process but also answer any relevant questions on this topic. Emma manages the team for major jobs/planned works, and Michelle manages the team for reactive repairs.

Michelle and Emma were also happy to listen to any individual issues. They both spent some time doing this.

2. Overview from Property Services

2.1 There are several ways to report a repair, however if it is an emergency situation we recommend that this is done via a phone call or by coming into the office. For repairs in general, tenants can telephone, come into the office or report online.

2.2 Tenants can report repairs online via www.govanha.org.uk/. There is a "Report a Repair" button on the main home page. Clicking on this will take you to a diagnostic page to help with reporting essential details. If you follow this process, the repair request will go directly into the maintenance inbox, which is manned during the working day.

Action for GoHA: The group were not aware of this function. It would be useful to promote more widely. (We can have a look at this function at the next meeting if useful).

2.3 Staff have received training on customer service and recording repairs requests. They try to ask the right questions to aim for a "right first fix".

3. The role of the Govan HA Maintenance Officer

There are two Govan HA Maintenance Officers, Jamie Farmer and Brian Orr. They will be sent to inspect jobs requiring more complex repairs so they can co-ordinate and instruct the appropriate contractors.

4. Govan HA Contractors

We have multiple contractors, alongwith Govan Home Team. For example: James Frew for gas, RJ lifts for lift maintenance, City Building for out of hours support.

5. Timescales

5.1 Once we have received the repair request, we log this on our system, which ensures it goes straight to the Home Team and we can also monitor progress.

5.2 Our timescales for responding will always be as soon as we possibly can, or within 5 days for a routine repair; within 10 days if it is a more complex repair (preferably within 5 days), within 4 hours if it is an emergency.

Action for GTSSG: We will have a look at timescales.

Action for GoHA: Tenants should be made aware of expected timescale.

6. Complaints process

6.1 DM put in a complaint directly to a staff member who has not responded yet.

Action for GoHA: Michelle will follow up

6.2 GTSSG want to look at complaints and the timescales for these. For Stage One complaints, GoHA have 5 days to respond.

6.3 BK felt there were a lack of outcomes feedback to tenant; the example given was if a workman comes out with whom we are not happy. Michelle explained that we would not feedback on individuals, but we will send out a letter to say if the complaint has been upheld.

6.4 GoHA holds monthly performance meetings with the Home Team.

6.5 Who should tenants complain to? Any member of staff can take a complaint. There was an example from DM where she complained directly to the Home Team and wondered if this got passed to GoHA. It was noted that if you complain to the Home Team this may not be passed onto GoHA, so best to direct all complaints and compliments directly to GoHA.

7. Other discussions

7.1 What is the structure of the Home Team? This is for a future meeting with the relevant staff members.

7.2 Concern from DM over phone call from Alba, who phoned to say they were coming to check the boiler. However, there had been no notification from GoHA to say Alba would be calling. Tenants need proof of call to avoid scam calling.

Michelle explained we use Alba for randomised audits to check quality of service, however tenants have not been made aware of this.

Action for GoHA: suggestion that we can notify tenants that this might happen and provide contact person of who to phone to confirm it is a valid visit, otherwise tenants are not likely to answer the call.

7.3 DM asked where you can send positive feedback, as they had had an excellent painter and decorator who did an excellent job and had a great manner. Michelle said you can email general@govanha.org.uk

7.4 How do we monitor performance? There is an automatic survey sent out 2 days after the job. GTSSG feel this survey may be sent out too soon: for consideration at future meeting.

7.5 There was praise for Sinaed, who was “highly recommended”.

7.6 Discussion on repairs within multi-mixed tenure block (MU) and the onus on M to phone to report because the other private owners may not.

8. Next steps/work before next meeting

8.1 How does GoHA record its repairs?

Action for GTSSG: Request that data and gather evidence.

8.2 There are several new policies from 1st April and repairs will be one of these. GTSSG will have input into this as soon as possible.

8.3 GoHA have recently moved over to using a system called Homemaster which records repair history. We can now see the full repair history.

8.4 Point noted about tenants having bad experiences with workmen and not wishing to have that person back in our house. Often they do not have that choice.

8.5 There is also good work from GoHA, for example the Money Advice team for people who are struggling.

8.6 Emma said we are making small progresses and we appreciate tenants' feedback and support. We have seen a definite improvement and will look at ways of demonstrating that to tenants. We know progress takes time. Performance reports are produced every month, which go to the Executive Management Team (Chief Executive Officer, Director of Finance and Corporate Services, Director of Customer Services).

8.7 We want to encourage tenants to come to the tenants' forum so their voices can continue to inform our decision making. DM volunteered to hand out leaflets for the next forum, which is on 7th September at 1pm at Riverside Hall.

9. Summary of actions

Lead	Action
GoHA	How to promote the function of being able to report repairs via website
GoHA	Inform tenants of repairs timescales
GTSSG	Look at actual timescales for repairs
Michelle D	Follow up re complaint made by DM
GoHA	Notify tenants that Alba may be in touch and how to verify the call
GoHA	Promote "You said we did"
TIS/Susan/GTSSG	Request data on: <ul style="list-style-type: none">• how GoHA records its repairs• complaints and satisfaction in line with number of jobs per contractor•
Susan	Invite Head of Home Team to next meeting
TIS	Provide table of comparative data with Elderpark and Linthouse for next meeting

10. Dates of future meetings – all at McKechnie Street

- 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