



## Tenants' Forum Steering Group Meeting

Wednesday 11<sup>th</sup> October 2023, 11am

McKechnie Street

**Present:** KR, CR, HE and SK

**Also:** Susan Burn, Community Engagement Officer, Carley Neilson, Customer Services Assistant

### 1. Welcome and apologies

Susan thanked everyone for coming and gave apologies from BK and Kimberley Cowan, Customer Services Manager.

### 2. Purpose of the meeting

Susan explained that she had asked everyone to come together to look at setting up a tenant-led steering group for future forum meetings. This would mean a steering group would plan each forum meeting, based on feedback from all tenants and then decide who they would like to speak at the meeting, any particular topics for meetings and continue to evaluate how well the meetings work and any improvements we can make. Susan had specifically asked people here today who had shown an interest in improving customer service, however if no objections we could put the offer out to anyone to join.

Susan then asked for feedback on how people felt the past tenant forum meetings had been.

### 3. Feedback and format

3.1 General feedback was that the forum had a good format, which was working well, the right length of time, right mix of focused issues but still with the opportunity to ask any ad hoc questions. Being at the meeting had also resulted in some immediate positive actions for people raising issues, (eg door, ivy), and improved communication, eg receiving an email advising that someone would come out, which had not happened previously, however there is room for improvement. For example, an operative came out to look at tenant's door as promised which was great and advised he would return in one week. He did not return for 3 weeks, with no update to the tenant, but the job is now resolved.

3.2 It was good to hear from the Head of Home Team with his knowledgeable responses. Unfortunately, Kenny has since left for a new job; however, we are keen to keep the relationship going and invite Home Team to every meeting to be part of the community.

3.3 People liked the atmosphere in the Riverside Hall and the helpful staff. The layout in a circle works well and it is good to have a table to put papers on or a cup

of tea. We will make sure that people are only on the outside of the table for comfort when the meeting starts.

3.4 Susan mentioned that the buffet is not being eaten. It was felt that people did not want to eat and talk at the meeting at the same time, so we will have sandwiches for the end of the next meeting, but tea/coffee/water throughout.

3.5. Discussion on the validity of hearing from others in a group about their issues and getting access to this information and coming together as a community. The consistency of format, meetings and staff is also important to build trust.

3.6 Agreed it was useful to ask tenants for any questions before the meeting to make the best use of time and to keep it focused, but also appreciate the chance to ask follow up questions and have time for individual issues at the end of the meeting.

3.7 There was one child at the meeting, which was welcomed as everyone agreed we need to look at making the meetings child friendly to allow as many people as possible to attend.

3.8 Discussed the time of the meeting, which is at 1pm, before school pick up and this seems fine. We know we will not be able to suit everyone; however, there is also an online meeting on the following day in the evening. [Note after meeting from Susan: we can look at recording this and having it available later for anyone to access]. We appreciate the value of meeting face to face but this does not work for everyone so we want to have option of joining remotely. Susan said we currently use Teams for the remote/online meeting, which has worked well enough so far, but with low numbers. We are able to dial anyone into the remote/online meeting so there is no expectation that they have Teams or a device such as a smart phone or laptop. They do need access to a phone though, which most people have.

3.9 People attending were also able to share information with other communities they are part of, for example, tenants from Ukraine and this is extremely helpful.

3.10 Suggestion that breakout groups might help get people talking to each other and agreed to consider this for next year.

3.11 Discussion on the responsibilities of Glasgow City Council and how to report any issues to them using the MyGlasgow app.

3.12 Discussion on what we can do to deter foxes from gardens. Glasgow City Council do not provide a service for foxes, although you can request a removal if you find a dead fox.

3.13 Discussion on the importance of the social aspect of the meetings, eg raffle at end, shared tables of staff and residents. Also importance of group members having a role in chairing the meeting, either by welcoming or with closing remarks. Group happy for Susan to chair middle section of meeting for now for consistency.

#### 4. Actions for next meeting

- Individual follow up enquiries for SK and HE

- Agreed same format with small adjustment to seating. For 2024 meetings look at providing a crèche facility/arts and crafts space for children to allow parents/carers to attend without worrying about keeping the kids quiet!
- Agreed to invite Home Team as a standing agenda item. If they are happy to give a brief update on relevant work or just say hello.
- Agreed to invite the new Chief Executive, Caron Quinn, to the next meeting, to sit in and listen or to speak if she would prefer.
- Agreed to invite Jim Ellis from Glasgow City Council to talk about what issues they can help with.
- Agreed to ask for an update as promised on how planned work is prioritised, ie why does Southcroft get windows before Shaw?
- Agreed to invite any interested tenant who attends the forum meetings onto the steering group and to raise at next meeting
- Agreed that was enough for the next meeting!

## 5. Close and date of next meeting

Susan thanked everyone very much for their time. Everyone agreed to remain part of this tenants' forum steering group and to meet again following the next meeting.

The next tenants' forum is on Thursday 7<sup>th</sup> December from 1pm to 2.30pm at the Riverside Hall. The agenda will be sent to steering group members a week before for approval.

Thank you!