



STIRLING TENANTS ASSEMBLY
MEETING HELD ON
TUESDAY 17th JUNE 2014
IN MAYFIELD CENTRE
AT 10.30AM

Present: Michael Griffiths, Moira Robertson, Hugh McClung, Richard Waddell, Thomas Brown, Philomena McClung, Alec Lamb, Dolly Gemmell, Anna Johnston, Brian Telfer, Cathy Traynor, Delia Waddell, Cathy Brown, Duncan Faithney, Emma Meldrum STP

Apologies: Meg Amasi,

It was good to see Alan back after his recent illness; Alan thanked us all for our card and concern, it really helped.

Emma took the Chair for the Elections

Election of Office Bearers

<u>Position</u>	<u>Nomination</u>	<u>Proposed</u>	<u>Seconded</u>	<u>Accepted</u>
Chair	Hugh McClung	Michael Griffiths	Thomas Brown	Yes
Vice-Chair	Anna Johnston	Philomena McClung	Thomas Brown	Yes
Secretary	Philomena McClung	Cathy Traynor	Delia Waddell	Yes
Treasurer	Dolly Gemmell	Moira Robertson	Michael Griffiths	Yes
Minute Secretary	Moira Robertson	Michael Griffiths	Philomena McClung	Yes
Assistant Treasurer	Moira Robertson	Philomena McClung	Michael Griffiths	Yes

Hugh thanked the group for the vote of confidence in his Chairmanship and said this group was the finest team he has worked with and we are going from strength to strength.

Hugh enquired whether the committee should have spokespersons for particular projects, but it was agreed that this would continue to be done by Office Bearers.

Hugh McClung and Dolly Gemmell signed the amended Constitution as agreed at the AGM. [It is usually signed by the Chair and Secretary, but because these positions are held by members of the same household it was agreed that the Treasurer would be the second signatory].

2. Approval of minutes [15.4.14] and matters arising.

Proposed Michael Griffiths, Seconded Thomas Brown.

Matters arising:

From 4.2 January 21st minutes; Phil still has not had a confirmation from the Stirling Credit Union so will contact them again because they are due to speak at the meeting on July 15th. If she cannot get hold of anyone, then Emma will try. **Action Phil and Emma**

3. Emma will contact Housing Services to see if they are still on target to meet the Scottish Housing Quality Standard [SHQS] by 2015. **Action Emma**

4. Gillian Taylor requested that someone from her team speak to the STA to publicise the Scottish Welfare Fund and agreed to come to our AGM. We do not think it is right that she passed this to Emma [who did a great job] and Hugh will send an email to express our disappointment. **Action Hugh**

The STA Committee was disappointed at the number of people who, without giving apologies, didn't turn up to the AGM after booking a place and being reminded by Emma on the Monday prior. We don't think anything more could have been done. These were mainly tenants on Emma's database who had expressed an interest in the STA but were unable to attend meetings due to work or other commitments.

5.2 Hugh was re-elected to the CRN and again holds the position of Chairperson.

At the CRN AGM a member asked a legitimate question about the SHR, but did not get a satisfactory answer. The member from Falkirk area alleged that the inclusion for tenants in the reporting stage was piece meal and that further reports would either not be made available to tenants or if published would not be clearly understood. SHR rep did not take kindly to the question and had responded saying that the reporting style was up to landlords to provide. The tenant reiterated that the SHR had responsibility to ensure that their report being published was clearly understood.

(The SHR rep made a complaint to the SG officer that the attitude and question from that member was quite unwarranted.).

3. HAG

3.1 Hugh received an email from Tony Cain on 26th May to say that he would like to invite Brian Telfer to represent the Broomridge area on HAG. Hugh agreed to this.

3.2 Tony Cain agreed to Hugh's request that the STA be allowed to nominate a Committee member to represent the STA on HAG following Mary's resignation from the STA [she has retained a place on HAG as a tenant from Raploch].

Cathy Traynor nomination by Philomena and Anna Johnston was carried. Hugh advised Tony Cain on 19th May.

4. Financial Report

Figures for the end of May are Accounts balance £7528.08 with cash balance £361.93.

5. Dates of Future Meetings

2014

15th July Mayfield Centre, - Speaker meeting on Stirling Credit Union,

19th August Crianlarich, - Business meeting, Moira to book **Action Moira**

16th September Ochil Centre - Speaker meeting, Emma to book **Action Emma**

21st October Mayfield - Business meeting, Phil to book **Action Phil**

18th November Hillview Centre, Culterhove - Speaker meeting, Thomas to book **Action**

Thomas

16th December Raploch Campus - Business meeting, Phil to book **Action Phil**

2015

20th January Mayfield Centre - Business meeting, Phil to book **Action Phil**

17th February Hillpark Centre, Bannockburn - Speaker meeting, Phil to book **Action Phil**

17th March Victoria Hall, Dunblane - Business meeting, Dolly to book **Action Dolly**

21st April Mayfield Centre - Speaker meeting, Phil to book **Action Phil**

Speakers

September 16th - Fire Service and Community Policing Phil will write to them **Action Phil**

November 18th - PBB Phil and Hugh contact SC, **Action Phil and Hugh**

February 17th - Update on Waste Management, Phil will contact SC **Action Phil**

April 21st – ASB Policy and Team, Phil will contact Margaret Wallace **Action Phil**

The Housing Bill [Scotland] 2014 should get Royal Assent in September; discussion on this will need to be part of a general meeting; we will consider a speaker nearer the time. **Action Hugh**

6 AOCB

6.1 Catering; Dolly spoke to the Ochil Centre and they will deliver within the Stirling area. The STA agreed to monitor the provision and cost from Raploch Centre over the next couple of months and also to assess the menu at the Ochil Centre [Moira, Hugh and Phil were going to get lunch there on Friday 20th June following a meeting in Stirling but it was hosting an event and was not open]

6.2 ARC reports; Emma said that the Charter group would be emailed with 3 different designs to study and comment on and then a wider consultation will take place with tenants groups, tenants forums etc.

Hugh said that this was what he did not want as it will create confusion about the different reports coming out and some tenants won't understand them. Some councils will produce good reports and others will not.

Forth Housing Association says on their website <http://www.forthha.org.uk/Social-Housing-Charter.html>

Proposed Charter Reporting

The Annual Performance and Statistical Return (APSR) has been replaced with a single annual return of the key measures for the Charter outcomes, called the Annual Return on the Charter (ARC). This requires to be submitted by the end of May each year. We started collecting the data for the ARC in April 2013.

The SHR will subsequently publish by July/August a report for each landlord with key information from its ARC. This will be made available to tenants through the SHR's website and landlords will be required to distribute it to customers.

In September of each year social landlords will require to provide an Annual Charter Performance Report to all of its tenants and the SHR. This Annual Charter Performance Report will require to include analysis of outcomes achieved in the ARC involving self-assessment and tenant involvement.

Moira will contact RSHA to see what they are doing –**Action Moira**

Emma said that in a survey tenants said they wanted to hear about 3 key areas, Repairs, Estate Management and to be kept informed. Emma will email Stirling Council [SC] to see how they propose to provide tenants with an Annual Charter Performance Report

SC also needs to make available to tenants the SHR's report on 18 outcomes of the ARC which will be on the SHR's website in August. Emma will email SC to see how they are proposing to do this. **Action Emma**

Emma contacted Lindsay Stother who emailed the Charter Group on 19th June. There are 2 reports to tenants to consider – one is the SHR's report on SC Annual Return on the Charter [ARC] which will be on the SHR website in August and must be made available to all tenants, [Monitoring the Social Housing Charter item 3.9] and the other is the SC Annual Charter Performance Report [Monitoring the Social Housing Charter item 3.10, 3.11]

6.2 Hugh contacted Alan Neary, Kisweb to ascertain the cost of :-

Training for new Administrators (current plus two) of the website
Any new design features which we MAY be able to introduce, and
Production of Administrators guide to operating the website

Alan reply:-

The issue is technology changes so much so quickly. Your system although not that old now is really pretty old considering how fast everything changes.

Mostly now because of this we are setting up clients on monthly recurring fees as that way as updates happen we can apply them without additional charge to the client – but that costs £150 + vat per month. I could perhaps stretch this to £120 + vat per month to help out but I suspect even at that it might be too much for you unless you have regular support from the local council.

Our training would cost £90 + vat per hour (£270 + vat per 3 hour session)but again we would look to try and help you out by doing this at £60 + vat per hour (£180 + vat per 3 hour session).

If you can manage the £120 + vat per month on-going for a minimum period of 3 years then we will upgrade you for free to the newest system – using a similar design to what you have, If you wish for a new design this will cost an additional £600 + vat upfront.

Normally we charge £1500 + vat for the upgrade plus £150 + vat per month thereafter for our clients but I appreciate budget constraints would not perhaps stretch to this so we will waive the upgrade fee and also reduce the monthly on-going fee if you can manage that.

What the above solution will give you is essentially a new website using our latest technology. If you were coming to us as a new client looking for this you would be looking at a few in the region of £5,000 - £6,000 + vat

It was agreed that this was outwith our budget and the STA will now look at the free sites that Emma has been investigating.

Emma will also contact Alan Neary to find out the best option regarding the domain names.

Reply from Alan:-

1. Upload your new website to the existing hosting account we provide which is already paid for and leave the domains as they are for us to renew them when their renewal comes around again within the next 2 years

2. Get us to point the domains names to a new hosting provider but retain the domains with us for renewal purposes

3. Transfer the domain names and then it is entirely in your hands to make sure they are correctly setup with any new host and also it is your responsibility to make sure they are renewed prior to the renewal date.

Let me know which of the 3 options above suits you best and we will do what we have to do from this side.

Date, time and place of next meeting.

Tuesday July 15th 2014 in the Mayfield Centre at 10.30am – Speaker on Stirling Credit Union.

Abbreviations

AGM	Annual General Meeting	ACPR	Annual Charter Performance Report.
ARC	Annual Return on the Charter	ASB	Anti-Social Behaviour
CC	Community Council	CRN	Central Regional Network
FV	Forth Valley	HAG	Housing Advisory Group
HRA	Housing Revenue Account	LA	Local authority
LAs	Local authorities	LG	Local Government
RN	Regional Networks	RTO	Registered Tenants Organisation
SC	Stirling Council	SHG	Strathfillan Housing Group
SHQS	Scottish Housing Quality Standard	SG	Scottish Government
STA	Stirling Tenants Assembly	TLI	Tenant Led Inspection
TP	Tenant Participation	TPAS	Tenant Participation Advisory Service