



**STIRLING TENANTS ASSEMBLY**  
**MEETING HELD ON**  
**MONDAY 19<sup>TH</sup> AUGUST 2013**  
**IN ROOM ABOVE TOURIST INFORMATION OFFICE ABERFOYLE**  
**AT 10.30AM**

**1. Present:** Mary Rainey, Moira Robertson, Hugh McClung, Philomena McClung, Alec Lamb, Cathy Traynor, Dolly Gemmell, Peter Pelgrave, Anne Johnston, Meg Amasi, John MacMillan [Service Manager Technical Services]

**Apologies:** Michael Griffiths, Delia Waddell, Richard Waddell, Thomas Brown, Cathy Brown, Emma Meldrum STP

Although the Memorial Hall Aberfoyle was booked, it was not open and we were unable to contact anyone to get a key. John MacMillan arranged for us to meet in the room above the Tourist Information Office. Phil will write a letter. **Action Phil**  
*Moira has since found out that although the hall is well used, an EGM was being called because of a lack of committee members. She was also told that a key could be obtained from the Post Office.*

**2. Approval of minutes [16.7.13] and matters arising.**

Proposed by Peter Pelgrave, seconded by Meg Amasi.

**Matters arising:**

3.1 The amended constitution still needs to be signed. **Action Hugh and Moira.**

4.7 Christine Simpson, Portfolio Holder for Social Services, will not be able to attend our meeting on 17<sup>th</sup> September due to personal circumstances, but she would like Hugh to send her a copy of our report on the Cost of Day Care. She would like to be kept up-to-date. She will contact Cllr. Alistair Campbell, Deputy Portfolio Holder to see if he can attend. Hugh has left a message with Robert Stevens, Reshaping Care for the Elderly, with no response so far.

4.9 TLI

Tony Cain asked if we could review past TLI subjects instead of starting a new project; the TLI had planned for the next project to be Capital Programme but this may well be part of the 30-year Business Plan. If not, then it is hoped to start a new project in January.

A 30 year plan would be difficult to predict in the current circumstances, but SC has to consult with us despite the problems.

5.2 Buses after 8pm have been cut in the Raploch, but they were not well used.

Hugh has not had a response from Les Goodfellow regarding the cut to bus services in Croftamie. Peter says that local people don't really know what they want. We will wait and see if Hugh gets a response and then make a decision as to whether to pursue or drop this.

5.5 Hugh raised with Carol Hamilton the issue concerning the lack of consultation with the tenants at Kelly Court before the lift was replaced. Cathy said that the lift is now installed and working, but once again there has been no consultation regarding the installation of new heating systems. See item 6.1

### **3 Speaker John MacMillan Repairs Update**

3.1 It is a statutory obligation for SC to report Performance Figures to the SG. The figures are for July.

Appointment made on time 93% - target is 95%.

Emergency appointment within 4 hours 93.8% - target is 95%

Properties relet within target times 77.8%: The number of relets has shot up to 34 from 23 because SC has purchased several 1-bed-room properties for transfer tenants.

Customer satisfaction 91.7% - target is 95%

All the above targets are with a 10% tolerance.

LA is not able to include figures for the number of tenants who say they are neither satisfied nor dissatisfied.

There were 34 properties relet.

913 responsive repairs.

554 24-hour emergency repairs.

220 4- hour emergency repairs.

3.2 The new-build properties in Riverside have been allocated and the tenants are in residence. All these properties have an Energy Performance Certificate rating of B which is very good, and they were built at a lesser cost by SC than would have been possible by the private sector.

3.3 The first phase of the current building programme is complete; Killearn, Corton and Cowie, all built by SC.

They are built to the Housing for various needs standard, and being allocated to people over 55, [because they were built for a specific group SC was able to allocate in this way].

Housing in Killin and Bannockburn are being constructed by other companies.

Phase 2; Balfron is out to tender and should be tendered within 3-4 months. Others include Culterhove and Riverside old swimming pool.

The Station Road site goes before planning in September; the number of flats has been reduced from 54 to 50 with 4 commercial premises.

3.4 The Purchase Programme; SC bought 19 1-bedroom properties and are about to purchase 6 more from Ogilvie in St. Ninians.

3.5 So far 127 solar panels have been installed and the programme has 18 months to run. These will all be predominately in off-gas areas.

3.6 Central heating; the programme was accelerated to 500 per year, so all housing stock has had the option of new heating by September this year. A mop-up will start next year; there were 300 refusals in the 15 year programme.

SC view is that they won't carry out work if a tenant refuses, but will do the work when the tenant gives up the property.

3.7 New kitchens should all be installed by 2015.

3.8 There are 425 properties to get insulated render over the next 3 years.

It was questioned whether it was false economy to not accelerate this programme [as had been done with kitchens] with the bad winters we've had recently. John said it was very expensive work. Grant funding has been obtained for the next 2 years; some is for the private sector.

3.9 SC has taken on 3 new apprentices; a bricklayer, plasterer and floor layer, bringing the number back up to 12.

3.10 The yard renovations/alterations are now complete and Springkerse has been renamed Allan Water house.

3.11 Budgeting; in order to consult on the rent rise next year, the Housing dept. will provide figures on how much the rent rise would yield; what if there was no increase; and what savings can be made. 2/3 of rent money goes on repairs. This will also go to HAG.

3.12 Concern was expressed about the way some tenants abuse their houses and whether SC has any recourse to make them look after the property. Factors used to visit, but there is no longer a budget for this. Maybe some method of early intervention to give help to prevent it getting worse should be sought.

There is a savings proposal being considered that tenants would get 2 opportunities and then no further repairs for certain acts of waste; e.g. at present if a tenant has 3 new front doors in 1 year, he would not be charged however many doors he broke, but the proposal for 2 strikes and out would mean that the tenant would need to pay for the 3<sup>rd</sup> door or no repair would be carried out.

3.13 The Estate Management Officers investigate untidy gardens and if the tenant does not do the work, then SC would make the area good and charge the tenants. This is mainly focused in the urban area. It is also unlikely that the tenant would pay.

3.14 John had 2 other issues to put to the STA.

3.14[a] The post of Independent Tenant Advisor [ITA] is due to be put out to tender. SC would like 3 tenants to help with writing out the tender specifications. See item 5.1

3.14[b] The Open Day seems to have lost its appeal, and numbers are diminishing, probably due to the fact that the majority of tenants have had capital work done; finding out when you would get a new kitchen/bathroom etc. was the main attraction. Now only about 1/3 of the first year number attend [400 came this year].

Rather than keep flogging a dead donkey, SC would like to move to a family fun day event in Allan Waters House, and invite people along. The usual people and stalls would be there, but in addition there could be mini-workshops such as 'How to change a striplight', 'How to get the best from your solar panels' etc. and entertainment for the children.

This was considered an excellent idea, but SC may need to run a minibus from the town to increase participation due to the distance from the town centre.

STA could maybe run a workshop on tenant responsibility; we will discuss it, but would definitely like to be involved. **Action all.**

3.15 Hugh asked John how the Repairs Group is viewed; is it achieving anything, does it need changing or revamping.

SC would be loath to see it go by the wayside; SC got an consultation award through working with this group and wants to continue in the role of consultation. Most of the rent money goes to

repairs, so it is important for tenants to be involved. The group needs bigger representation and to be more focused and structured. There are only 4 meetings a year, so the best use must be made of them. Phil, Cathy, Anna and Meg will join the existing group. The emphasis is on what tenants should expect from the repair service, but also what actually happens. The Repairs meeting is Tuesday 10<sup>th</sup> September in Allan Water House and will look at saving opportunities. **Action Phil, Cathy, Anna and Meg.**

3.16 Why are more repairs needed on the new gas heating systems than on the old systems?  
The more complicated the heating system the more times it will go wrong, so combi-boilers break down more regularly than the previous boilers.

3.17 At a Repairs meeting we were told that SC was employing extra heating engineers so that repairs could be done under 4-hour emergency. What has happened since?  
The recruitment programme found a suitable gas engineer but whilst checks were being made, he changed his mind and so SC has to start again.

3.18 If Meg phones either John or Donna Campbell, they will give her details of timings for kitchen replacements in the Raploch area.

#### **4 Reports**

##### **Chairperson**

Nothing to report.

##### **Secretary**

4.1 Phil received notification of TIS Conference which is being held on 19<sup>th</sup> September and cost £150, but interested members would have to pay their own way because the STA has previously agreed to only attend TPAS Conference.

4.2 TPAS Annual Good Practice awards; we were invited to nominate for 5 categories:-  
TP Champion of the Year,  
Tenant or Resident of the Year,  
Tenant and/or resident Group of the year,  
Together Developing Communities  
and Together Improving Services.

Phil proposed STA nominate Moira for her work not just with tenants but also in her local community; seconded by Anna and agreed. **Action Phil**

4.3 Gavin Kennedy wants to consult with RTOs on the new legislation on Pressured Area Status [PAS}. He would like to come to our September meeting and as it is being held at Hillview, for us to invite COP to save him having to come twice to the same area.

We agreed that we would change the meeting in September from Business to Speaker because Jennifer Kerr is coming to discuss Day Care for the Elderly.

Gavin will be asked to speak first, limited to 1 hour. **Action Hugh and Phil.**

4.4 Lynne Mckinley invited the STA to a community planning event on the 5<sup>th</sup> October from 10am to 12.30pm to discuss Community Engagement and Single Outcome Agreement. Phil will give apologies but ask for minutes. **Action Phil.**

4.5 TPAS asked if we wanted to advertise in their calendar pod which is given out with the packs at the conference at a cost of £250 + VAT, but we decided not to.

4.6 Tony Cain would like to attend the October meeting in Braehead to discuss and review the 30-year Business Plan. We are the facility that allows officers to consult with tenants; legislation says that LA must consult with tenants on their business plans. It was agreed that this item would be on the agenda from 10.30am to 12.30pm, and after a ½ hour lunch break, we would hold a short business meeting. **Action Hugh and Phil.**

### **Treasurer**

4.7 The form for changing bank signatories was passed to Dolly to take to the bank. **Action Dolly.**

4.8 The first part of the grant £6000 from SC was paid into our account on 2<sup>nd</sup> August

### **Newsletter sub group**

4.9 The group made a number of changes to the draft Newsletter sent out to members such as changes to the Autumn Conference.

Some future events also needed altering

Hugh thanked Anna and Meg for their input.

The redesigned copy will be published and delivered alongside the Open Door.

### **Conference sub group**

4.10 The group has not met since 9<sup>th</sup> July, but the Autumn Conference is now being held on 9<sup>th</sup> November in the Mayfield Centre. Carol Hamilton is devoting the whole day to ASB strategy with Land Services, Police and Fire Services being invited.

Carol will organise the speakers and the STA will organise the event.

### **Central Regional Network [CRN]**

4.11 The CRN met last week and discussed its workplan, taking into consideration what activities it will be undertaking over the next year and the roles of office bearers.

It also discussed the report on HRA, with RNs asking for landlords to reaffirm their commitments to TP as under Housing Act 2010.

Chairs and Secretaries Meeting is being held on 10<sup>th</sup> September and housing directorate officers will be present.

## **5. Independent Tenant Advisor Contract**

5.1 It was stressed that this is not the post of ITA officer that is going out to tender, but the firm that provides the ITA.

Under procurement rules, SC must draw up rules and statistics and put out to tender.

Hugh cannot take part as he is a member of the TPAS Board which won the contract last time.

SC would like 3 members with experience; Moira, Phil and Mary will assist Alexa Scrivener.

John forwarded details to Alexa. **Action Phil, Moira, Mary and Alexa.**

## **Stall for Open Day at Stirling Community Hospital 25.11.13**

5.2 Stirling Voluntary Enterprise [SVE] are organising an Open Day for voluntary organisations and we are invited to have a stall. We agreed to have one but it needs to be coordinated so members are only manning the stall for an hour or two. It is a first come, first serve basis. Hugh will contact SVE. **Action Hugh.**

## **6AOCB**

6.1 Cathy said the lack of information about the installation of new kitchens and new heating given to tenants in Kelly Court has caused problems. Tenants have not been told what is expected of them regarding moving furniture, packing crockery etc. Neither have they been told when the

new boiler will be switched on. John will speak to Tom Howden, and get Evelyn to speak to the tenants.

6.2 Alec would like the STA to hold all its meetings in Stirling because we do not get any local people attending, and it costs extra to go outwith Stirling. The STA is funded to hold meetings throughout the whole of Stirling district to give tenants the opportunity to get information, ask questions etc.

Perhaps we could advertise the meetings in a better way that would get tenants interested. If members live in the area where the meeting is being held, they could put up posters.

6.3 Emma sent an email to ask what we thought of the draft STA leaflet, but Dolly wasn't able to print it out properly. Comments were made and agreed at the last meeting.

6.4 Peter is being asked why the STA exists when the work we do seems very similar to what Elected Members are supposed to do.

We are apolitical so will not take up any political issues, and are not a campaigning group, but we will take up issues when tenants have tried all the usual routes and got nowhere. We also scrutinise the Housing Services and try to improve things for tenants.

### **8 Date of next meeting**

Gavin Kennedy will speak about the implications of the new legislation on RTB

Jennifer Kerr will discuss Care of the Elderly.

Hillview Centre Tuesday 17<sup>th</sup> September at 10.30am

### Abbreviations

AGM	Annual General Meeting
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