

STA AGM & Conference 21<sup>st</sup> May 2016.

There were two speakers:

1.

Carol Hamilton of Stirling Council reported progress by the Housing Service since the previous AGM in 2015. She stated some of the successes including reviews on the Tenant Participation and Rent Arrears strategies. Carol also highlighted that the service had been received a Customer Excellence Award and that in the next few months there will be reviews on Lettable Standards; Pitch sites; the 3 Year Tenant Aspiration and Satisfaction survey; a review of Housing Options, policy and procedures and Implementation of the Housing (Scotland )Act 2014.

2.

Jimmy Black, Dundee Council gave an overview of how housing services are viewed over Scotland in different ways. He stated that it was important to "let houses in good condition, which hopefully tenants will want to live in and look after, and leave in a similar condition". He also highlighted the need to focus on rents and value for money, indicating that besides the successes that Stirling has, that others are catching up on a review of those processes which serves their Housing demands and needs.