

NOTES OF REPAIRS GROUP MEETING  
HELD AT ALLAN WATER HOUSE  
ON 10<sup>th</sup> September at 10.00 am

**Present:**

Anna Johnston, William Derrick, Alex Lamb, Alex Wallace, Hugh McClung, John McGill (Supervisor), Leza Lafferty (TPAS).

**Apologies:**

Moira Robertson, Hugh McClung, Philomena McClung, Jimmy McGrory  
Michael Griffiths

Hugh had wanted to raise his thanks that the fence at the dual carriageway had now been fixed.

Leza welcomed everyone and meeting started.

**Minutes of last meeting** – Anna highlighted that the destination for the query she had raised was not correct in the notes. Anna explained to the group that this should have said ‘the flats in the town centre opposite the train station. The group thought it might be called Goosecroft Road.

Alex Wallace also wanted it added that he was aware that the matter he had raised was not a Housing matter.

Leza confirmed these changes would be noted.

**Call Centre Update**

Work on getting the new module for Northgate is still ongoing. Stirling Council would need to buy this part of Northgate, as this is not a module that was purchased with the original package. John explained he does not know the cost of this.

Timescales for how long it will take to get this new system up and running is also not known yet. Meantime, John has collated a list of questions that the call centre staff can refer to that helps them deal with repairs requests for effectively. An example of this being – someone calls to complain their toilet is not working; this would then prompt the call-handler to ask the customer if they had another toilet they could use.

Joh is currently working between the contact centre and the 24/7 team to help improve the service customers receive when reporting repairs and ensuring they get it right, first time.

Group agreed they thought the questions would prepare staff better for dealing with repairs enquiries and are still keen for the new system to be adopted as they feel this would be a great benefit to rural areas especially.

**Service Performance Report**

Jimmy McGrory was unable to attend the meeting as on holiday. John explained he does not know where Jimmy gets the figures from but these figures will be forwarded onto the tenants as soon as Jimmy comes back.

## Homelync Update

Leza explained that she had received an email from Homelync giving an update on the projects.

Homelync and continuing to book in installations and now have a total of 18 tenants installed with Homelync. They are looking to get another 12 tenants to bring the total up to 30, so Leza asked again if anyone could identify anyone else to let her know and she will pass on the details to Homelync.

Leza also explained that if they have room they would put an article in Open Door again to get more volunteers.

Leza also had a query from Moira and raised this on behalf of Moira in her absence. Moira had a homelync upgrade carried out on the 9<sup>th</sup> August the following day she noticed that her extractor fan was not working. She reported this as a repair and an electrician called out on the 26<sup>th</sup> August. He went into the loft, found a loose wire in the main fuse box, and repaired the extractor fan – this is now working. However, Moira then noticed that her Tesla battery for the solar panels is no longer working.

I asked if anyone else who had the upgrade had experienced any issues as we were not sure if this was just a coincidence or if it was a result of the homelync upgrade.

John stated it is not something he can help with but would assume it must just be coincidence. Leza advised she would email Homelync and Gregor again to see if they could help.

## Local Issues

William – stated he had a query regarding a new build on Main Street in Cowie. The tenant had a problem with a hinge on her back door and had been reporting it since she moved in but Stirling Council have now told her that they specific hinges are now obsolete. There had been talk that they could take one from another new build site but this has never happened and as a result, her back door sits crooked. Tenant wants this sorted. John advised he would get an inspector up to check this out as this needs sorted – replacing her door might be the only option.

Alex – neighbour reported to him that her smoke alarm was sounding and she could not get it to stop. She advised him that she had called the 24/7 number and they had told her that they would not be able to come until the next day. Due to this Alex had went into neighbour's house to disconnect the alarm to stop it sounding. However, just as he had did this a tradesman appeared to fix the alarm. Alarm was replaced and job attended to within 3 hours. Point of the issue is the neighbour had been mis-informed initially and this had meant she had to call back another couple of times before someone was sent out.

Alex says he had also been mis-informed when he phoned a while back to report his CO2 monitor was sounding. The person at the call centre had told him it might just be the battery.

John stated reports like this should always be attended to within 4 hours as an emergency priority.

Anna – tenant in Bridge of Allan was told there was not enough room on their wall to install the energy panels – they would need to find a compromise of where to install them.

Alex – also raised that there was a box outside his house which used to be connected to the old alarms system. Alex has advised this box is still making a buzzing noise and he does not know why. Will need to get this looked at.

Leza (on behalf of Moira/Delia) – Both tenants were asking about timescales for their new window replacements. John got a list of improvements projects for the next 2 years from Donna. He checked and neither of these tenants' addresses were on it. This means it will be more than 2 years before a replacement programme is likely. If there are any repairs, broken seals etc. to the windows tenants are to report this and these can be repaired.

AOCB

A discussion took place on the poor conditions of houses when they are returned back. Leza asked if the pre-void inspections were not making a difference. John advised someone is now in this post but he is not aware of them actually carrying out any pre-void inspections yet. Also discussed how annual visits would improve this.

**Date for next meeting: Tuesday 29<sup>th</sup> October at 10am**

AOCB

No other business

Date of next meeting

Tuesday 10<sup>th</sup> September 10am Allan Water House, Training Room

Next meeting 10<sup>th</sup> September 2019  
10 am  
AWH – Training Room