



NOTES OF VIDEO MESSAGING MEETING HELD ON 19th MAY 2020

Present: William Derrick, Moira Robertson, Hugh McClung, Philomena McClung, Robert Cairney, Anna Johnston, Leza Lafferty (Independent Tenant Participation Officer).

Mags not present.

Unable to join: Alex Lamb, Thomas & Kathy Brown, Delia Waddell, Duncan Faichney.

William welcomed everyone to the meeting.

Notes of last meeting:

Anna had circulated these to everyone.

Matters arising from the notes:

1. Open Door – Hugh advised that he had resubmitted the STA newsletter and taken out the stuff about Covid-19 as the Council had already covered this in their edition. He has added an article about Michael, and Leza has added details about getting involved included reference to the website and Facebook page. Leza confirmed she is working on the final draft of the Council Open door today and it will then be passed to Gillian, Craig and Stephen before being sent for print. Hoping it along with the STA newsletter should be sent to designers and print by the end of this week.
2. Sale of land in Braehead –Leza had received a response from Gregor with regards to Hugh's questions and these had been passed to Hugh.
3. Twitter account – Robert has not set this up yet but will do so as soon as possible.

Acceptance of the notes as a true record was proposed by Hugh and seconded by Robert.

Chair's Report:

William reported that following Hugh's complaint to the Scottish Government and his Freedom of Information request Hugh had contacted STA members to seek approval to send a letter of complaint to Carol Beattie, Chief Executive Officer, concerning the way this had

been handled. Hugh had drafted a letter and members authorised him to send the letter to CEO. There had been a response which Willie said was not in plain English and was

difficult to understand and then another response from Stephen Clark which was a bit clearer. Hugh suggested that if the lands is to be sold off and the tenants are asked to approve it they should refuse it as they believe the land should be used for the Council to build more houses and not a private company like Persimmons. Everyone agreed.

Secretary's Report:

Anna had nothing to report.

Treasurer's Report:

Nothing to report.

Regional Networks Report:

No Regional Networks meetings have been held.

TP Officer's Report:

1. Leza has been working on the Open Door newsletter for Stirling Council and is working on a final draft this week. This will be passed to senior management for approval before it goes to print. The STA newsletter will go to print at the same time.
2. She has been working with Alexa on the Tenant Satisfaction Action Plan and have updated on what we have been doing to improve Tenant Participation with tenants in Stirling Council. This includes using more digital meetings especially during Covid 19, visiting travellers site, Kelly Court, training for staff and encouraging staff to make sure all contact details are up-to-date. Also encouraging other staff to promote TP during sign ups, viewings, visits etc.
3. Leza had also been doing a lot of work for TPAS. She will be doing a webinar for TPAS on how we have continued to communicate during Covid 19 and using the STA group chat, and messenger meetings as an example. Will also mention the use of webex for future meetings.

Any other business:

1. WebEx trial meeting tomorrow – Leza explained that Stephen Clark and Craig Russell are unable to join the trial meeting tomorrow, but Alexa, Steven McCabe and Gillian Findlay will be joining it. We can talk about how we find this and if we think it will be suitable to use for further council meetings. Hugh expressed his disappointment that Stephen couldn't join the meeting as the tenants haven't met him yet. We also discussed Zoom and how this might still be an option for the STA to use – Leza reminded the meeting that the council do not approve of Zoom and just to bear this in mind if we were to sign up to a monthly package the council may not approve of. Moira highlighted that the community councils are using Zoom and it's the council that fund them.
2. Willie also highlighted that he thinks anti-social behaviour has been a huge problem over the lockdown and this is something he wants on top of the agenda to be dealt with as soon as possible. Leza raised that anti-social behaviour is an issue outwith Housing and therefore its difficult because its another department that deals with it – Robert confirmed this was a problem because with the issues he has been having he feels there is no joined up working and the different departments don't talk to each other.

3. Leza also advised that Social Work had phoned her about Mrs Menzies, the lady we had concerns about after the Kelly Court visit. SWD have her and her husband down as needing additional assistance and a walk-in shower and she is on the waiting list again – due to current circumstances they could not advise how long this would take. Leza had passed this onto Wendy to let her know but Wendy is currently off just now so Leza will phone Mrs Menzies to update her and also to check on how she is doing. Robert asked if we couldn't get a member of Kelly Court involved in the meetings to see how they are doing over lockdown but Willie explained they don't have computers and there is no wi-fi in Kelly Court and this is one of the issues we are trying to help them sort.
4. Everyone asked after Allan Brown – Anna updated us that he has had his operation and Kathy is receiving additional help from family whilst he is in hospital.
Philomena advised Michael is doing fine.

Date of next meeting:

Tuesday 16th June 2020 at 10.00 am (likely to be an online meeting again but this will be confirmed). This will possibly be done via Zoom or WebEx.

Following the close of the meeting Moira suggested that if the next STA meeting is to be held online it should be done on WebEx if tomorrow's trial meeting with Council staff is satisfactory.

Hugh said that he requires a cheque to pay for stationery – Anna will get this to Hugh. Willie asked if anyone else required an order placed. Hugh already knew what ink Moira requires and Willie asked Hugh if he could find out if DMS could supply pencils and erasers with STA logo on, and what they would cost.