



**MINUTES OF MEETING HELD IN MAYFIELD CENTRE, ST. NINIANS,  
ON 16<sup>th</sup> AUGUST 2023 AT 10.00am**

**Present:**

William Derrick  
Anna Johnston  
Alexander Wallace  
Hugh McClung  
Margaretanne Browne  
Moir Robertson  
Sarah-Jane Dunbar

**Apologies:**

Mags Hughes  
Robert Cairney (apology received 10.43am)  
Tony Kelly (TPAS)

**Non-attendance:**

Duncan Faichney

**In attendance:**

Luke Scrivens (Independent Tenant Participation Officer)

William thanked everyone for attending and welcomed Sarah-Jane as a new member of STA – this was formally moved by Hugh and seconded by William. William also introduced Luke to those who had not yet met him.

**Minutes of last meeting:**

Minutes of meeting held on 21<sup>st</sup> June 2023 had been circulated and were approved by Hugh, seconded by Margaretanne.

**Business arising:**

Page 2 Any other business – Hugh has spoken to the tenant who has confirmed that she does not have to pay for repair of cracked wash-basin.

Page 2 Any other business – Tony has updated the STA's Annual Report. Hopefully this can now be used as foundation for our newsletter.

Page 3 Independent TP Officer's Report – Hugh extended congratulations to the 3 members of the Housing Allocations Policy Review Group who had been successful in winning the National Good Practice Award for Champion Group of the Year.

**Chair's Report:**

1. William extended thanks to Steven McCabe for nominating the Housing Allocations Policy Review Group for the National Good Practice Award for Champion Group of the Year. William proposed that the Award, along with the other Awards won by STA in the past, could be placed on view in Allan Water House, the reason being that more tenants visit there than visit Council offices at Viewforth. William will put this suggestion to Stephen Clark.
2. William expressed concern at the proposal to remove staff from the reception area at Allan Water House. He had already spoken to Stephen Clark and expressed unhappiness at the situation. Stephen Clark had said he would look into the matter. Simon Bain had contacted William and explained that cost was a consideration.  
All present agreed that reception area needs to be staffed – tenants and other visitors expect that.  
Anna and Sarah-Jane pointed out that whoever is on duty at reception does a lot more than welcome visitors.  
Hugh said that this proposal would affect service level to our tenants who expect the reception area to be staffed.  
There has been consideration given to the installation of a telephone system being installed outside the building.  
Moirra queried whether the staffing of the reception area is done by admin staff from corporate or from housing.  
Hugh pointed out that there used to be Local Offices which had been replaced by the One Stop Shop in City Centre. There is a lack of privacy there and One Stop Shop merely refer tenants to the appropriate personnel. William will continue to follow up on the situation.
3. Steven McCabe had invited William, Robert and Anna to Viewforth to have a photograph taken to go in the next issue of Open Door.
4. Cowie Fun Day is on 19<sup>th</sup> August this year. STA not taking part this year.

#### **Secretary's Report:**

1. Anna continues to forward e-mails she receives from TPAS etc. to all STA members.
2. She also maintains STA's Facebook page.
3. William and Anna had met with Gillian (Findlay) to discuss the Annual Return of the Charter.
4. We had also viewed the results of the Tenant Satisfaction Survey.

#### **Treasurer's Report:**

1. Balance in Bank £10,354.69.

#### **Independent TP Officer's Report:**

1. Luke explained that he is here to support STA and tenants.
2. Open Door should be going to print soon. Tony (Kelly) did update the STA's Annual Report to act as a foundation for an STA Newsletter – doubtful if this will be ready to be included with the upcoming Open Door. It is hoped to re-start a tenant editorial group to work with Council on future issues.
3. Hugh said that training is an important topic and tenants joining STA need training. Basics need taken care of – Housing Scotland Act 2001 and other Acts, etc. Financial training had been provided by Stephen Clark – this had been informative and all agreed at the time that a further session would be appreciated.

4. Hugh said that we have a commitment from Stirling Council regarding tenant participation. We need support from TPAS and from Luke. Everything needs to be looked at from tenants' perspective.
5. It is hoped that Luke's hours may be increased in the future.
6. Luke explained that he is still finding his feet but is meeting with Steven McCabe to discuss the Tenant's Handbook and to consider new ways of getting it to tenants.
7. William and Anna had received an e-mail from Gillian which Anna had forwarded to all STA members. The e-mail from Gillian had included a link to a website concerning Regulation of Social Housing. Gillian had wondered if we wanted to consider individual responses or an STA response. There was some confusion about a closing date for responses and Luke offered to check this with Gillian.

#### **Housing Advisory Group:**

Indigo House has been appointed as an external consultancy to conduct a review of the Housing Advisory Group. Hugh expressed disappointment that the STA representative on HAG and tenant members on HAG had not been consulted about this.

Indigo House plan to interview all HAG members.

Indigo House would prefer meetings being done on an individual basis rather than interviews being done in a group. However, Moira proposed that a group meeting would be preferable – Luke offered to take this on board.

It was agreed that we would like to know what information will be required from us.

#### **Any other business:**

1. Could an informal meeting be held in October? Moira suggested that somewhere in the Balfour area would be suitable. A suitable venue would need to be located and advertising would have to be put in place. Luke offered to find out numbers of tenants in different areas.

There being no further business William closed the meeting and thanked everyone for attending.

#### **Date of next meeting:**

**20<sup>th</sup> September 2023 at 10.00am**