

## Repair Group Minutes 13/02/2024

### **Present:**

**Officers** – Alexa Scrivener, Kerray Dawson, Luke Scrivens

**Tenants** – Sarah Jane Dunbar, Anna Johnston, Moira Robertson, Margaretanne Browne, Hugh Mclung

### **Repair Group Performance Update:**

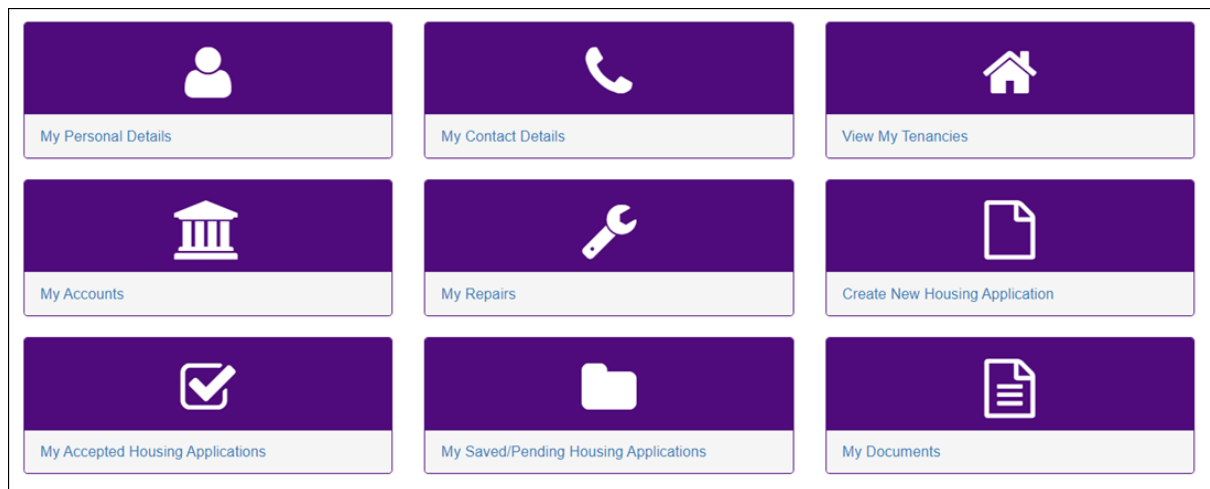
- Emergency repair performance stands at 92.4%, slightly below the target of 95%.
- Non-emergency repair performance is at 91.5%, also below the target due to recent storms and flooding.
- Five properties, including four with flood damage and one with malicious damage, require significant repairs.
- Kerray commends the team's performance despite challenges.
- Upcoming roofing contracts in Wellgreen and Huntley due to weather-related damage.
- Forty-eight fences were damaged by recent storms.

### **Additional Matters Discussed:**

- Hugh reports City Fibre winning a contract to lay cables, raising concerns about potential disruptions to tenants.
- Moira raises concerns about unsolicited advertising from a solar panel company, highlighting limitations on council intervention.
- Anna expresses gratitude to Jimmy for assistance with Scottish Power in organizing a smart meter installation.
- Hugh shares his reluctance towards smart meters and recounts an issue with Eon regarding meter functionality and billing.
- Alexa discusses Stirling Council's contract with Utilita and proposes inviting the contract manager for further discussion.
- Technical team provides no update.
- Alexa addresses Moira's query regarding void properties, noting re-letting activity in Killin and challenges with buy-back properties.
- Anna raises concerns about a long-standing vacant property in Strathmore Crescent and ongoing council visits.
- Operations update includes a new contract with P H Jones and concerns raised about window replacement delays with Sidey.

**Break:**

- Michaela arrives.
- Housing online demo scheduled.
- Tenants provided an overview of the home screen tiles and their contents, questions raised and about security of information for which tenants were reassured.
- Tenants invited to test the new system, once its fully operational.



Next meeting scheduled for the 21<sup>st</sup> of May.