

Repair Group - 210524

Attending

Jimmy McGrory

Stephen Swan

Kerray Dawson

Alexa Scrivener

Margaretanne Browne

William Derrick

Moir Robertson

Robert Cairney

Anna Johnson

Luke Scrivens

Introduction - Stephen Swan gives a rough overview of the service as a whole, speaking about upcoming capital projects. Talked about the project on Glasgow Road. Passed on condolences regarding the passing of Alex Wallace. Tenants congratulate on the view of Glasgow Road and wished to pass on the comments to Fiona for the designs.

Kerray speaks about performance data - happy with the progress of the service

Spoke about the repairs complaint procedure, Kerray has spoken with the Q&P team about the questions being given to tenants regarding their repairs so they give reasons as to why they were dissatisfied. Tenants asked about repair numbers being given for the service requests so that jobs can be tracked and it would be easier to comment on specific jobs.

Happy with the performance of the repair team

Using project planner for rot-works

New repairs policy went into play on the 1st of April and that seems to be going well.

Recruitment freeze has finished. Recruited a new plasterer who should be starting shortly!

Robert speaks about a repair issue that he's aware of in his community.

William Derrick asked about the solar panels, moss is growing on the panels, which is then dripping down in the gutters and are getting blocked.

William also spoke about a repair he had to his house and passed his compliments to the repair team for great service.

Anna & Sarah-Jayne mentioned needing batteries for their solar panels.

Kerray gives her apologies as she has to go to another meeting

Jimmy provides an update on capital works. Bell contracts working on kitchen & bathroom in Strathblaine. Windows are about to start up again and hoping for Sidey, but waiting on contractor.

New contract for rendering - probably going to be starting in the rural northern areas.

New boilers being provided by the councils.

Asked for feedback regarding PH Jones - there were issues when the contract first started, but seem to have mostly cleared up.

Started close painting at the top of St Ninians and going towards town & Cornton.

New system with my portal, teething problems due to orders not being accepted, but that also seems to be improving with time.

Moirra asks about Voids and Jimmy passed on a couple that he was aware of, but mostly progress is being made.

Robert spoke about electrical checks, confused as he hadn't received any communication about the appointment. Jimmy said he'll speak to his team.

Speak with Sasha of Utilita - She speaks about education opportunities on

Robert asks about energy debt and how utilita can provide support

Two different types of vulnerability according to them

- Physical or medical
- Financial

Extra care team can provide support.

Needs to speak with the call centre - PSR enquiry

Social support line for Stirling Council means that calls to utilita will go through quicker

Robert asked about support packages, utilita does not have the customers to be able to provide extra support packages

William asked about reassurances about Utilita going bankrupt and Sasha gave some information about Ofcom and how they assess energy suppliers.

No standing charges as an answer to Roberts question first two units of the day slightly more expensive, but then cheaper than alternatives for the rest of the day.

£15 credit for saying welcome to utilita.

Update on housing online

Alexa apologies for the delay and gives reasons - issues with the firewall have delayed the service.

Firewall is Paulo out - first service to use this firewall, we're currently testing the infrastructure with corporate.

By the next meeting we should be up and running - live with all the services that housing online that are meant to provide.

Softlaunch - allocations initially as well as the repair system

Big official launch at the housing open day of September 20th - Booth will be set up to help people set up accounts.

Robert asks about environmental sensors - business as usual, being installed in voids and then give tenants a choice.

Locked out due to changing their phone. Healthierhomes@stirling.gov.uk

Next meeting organised for August 20th

Re-organised for September 3rd