



WDC TENANT EVENT

Clydebank Town Hall

Sat June 1st 2024

Making a Difference- summary report

Event programme

2:10 Introductions

2:15-2:45 Round of up-tenant participation 2023-24

2:45-3:25-Workshop on improving TP strategy

3:25-4:00 Afternoon Tea

4:00-4:30 How to improve air quality

4:30-4:45 Stories from our tenants

-Elaine Neeson

-Harry McCormack

4:45-5:00 Awards

1. ROUND UP OF TENANT PARTICIPATION ACTIVITIES.

- Focused on different activities that TRAs have done to give back to their communities as well as raise their profiles in their areas to help encourage new members.
- N&S Drumry TRA used Community Budgeting funding to gift wrap chocolates and biscuits for people in a local care home and a sheltered housing complex as well as donating to a local foodbank charity. Tullichewan TRA also have an annual Christmas gesture where people can nominate a neighbour to receive a gift.
- TIS Conference - 2 tenants and Ana attended the TIS conference to meet up and learn from other tenants and groups. Such events help inspire participation and speakers covered a range of subjects from energy efficiency to housing emergencies.
- The highest number of tenants took part in the rent setting for 2024/25 consultation – 1724 tenants voted, and this ensured that the tenant’s choice was agreed on by Councillors.
- Making use of the community flats -e.g. Westbridgend TRA flat now used twice a week for a clothing bank and also a weekly coffee morning.
- Walkabouts - tenants had expressed concern with the lack of accountability during many walkabouts and the lack of information they got after the walkabout took place. Was raised at a WDC/WDTRO Liaison meeting, process been improved and reiterated to staff and now being monitored at Liaison meetings to ensure that they get done well consistently.
- Training -Making tenants feel confident during meetings is important so TRA training sessions to go through the formal process of a meeting were carried out. A confident speaking course was also provided for 4 tenants.



- **Highlighting improvements resulting from tenant participation–**

- the lift protocol was further improved by texting tenants when lifts were off and then when back on both during and out of working hours.

- USB sockets now offered as part of kitchen renewal programme

- Continuing to monitor repair call handling performance at Liaison meetings to ensure it's easy for tenants to get through.

- repairs performance also monitored throughout the year, updates provided on how communication with tenants has been improved and text confirmations and reminders get sent out.

Main takeaway was that progress can sometimes be slow and frustrating but need to remember the achievements made and they shouldn't be forgotten. TP staff available to support tenant groups and although groups are struggling with numbers, doesn't take many people to make a difference.



2. IMPROVING OUR TENANT PARTICIPATION STRATEGY

Having a TP strategy is a statutory duty for all social landlords so is a key document for promoting tenants' rights to get involved and have their say on how housing services are provided and making sure they improve. It gets reviewed every 3 years and Strategy must be put into action so is a key opportunity for tenants to influence what gets included and what gets prioritised.

As a start of the review, want to critically assess current strategy and attendees were asked to think about how they got involved and what we should do more of or less of?

A range of responses were given from local issues like dampness, improve sheltered complex to personal reasons like 'moved into area and knew people already in TRA so decided to join'. 'TP staff persuasion' was also mentioned.

In terms of what to do more of, the responses were about more face to face, more walkabouts, and more commitment from officers. More listening to tenants and feedback as well as holding repairs to account and ensuring that wider council staff are aware of tenant participation.

Definition of Tenant Participation was discussed and agreed often difficult to say what TP is as can mean different things to different people. Agreed that current definition included in the strategy is clear and does say what tenant participation is, what needs to happen to make it work and what the outcome should be. One key area not included is walkabouts and particularly for individual tenants, this may be the main way they would get involved in so that should get included in next strategy.

TP Strategy Principles– key principles are included in the current strategy and views were sought if they were all still important and if some more important than others. The groups were asked to list them in order of importance (1 being the most important) and leave out any they don't like or don't think were relevant.

The main consensus was that they were all still important and should be included in the next Strategy. 'Setting the agenda together ' was rated as the most important by all the groups with 'Trust, respect and partnership' also being highly ranked by the groups. The order of the principles will be changed in the new Strategy.

TP Strategy Aims -the key aims of the strategy were also reviewed and views sought if they were all still important and if some more important than others. The groups were again asked to list them in order of importance (1 being the most important) and leave out any they don't like or don't think are relevant.

No aim came out as the most important and all were considered still important and should be included in the next TP Strategy.

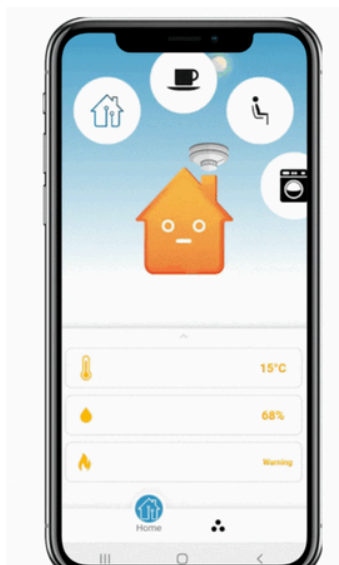
3. ENVIRONMENTAL SENSORS – IMPROVING YOUR AIR QUALITY – GREGOR MORRISON (AICO) AND EMILY DORRIAN (WDC)

Gregor explained how the new sensors being installed work. Sensors in bathroom/kitchens monitor temperature and humidity and sensors in bedrooms/living rooms measure carbon dioxide as well as temperature and humidity. Carbon dioxide is produced just through breathing by humans and pets, and it can cause health issues if it builds up over time. Too much of it in the air can make you feel drowsy or give you headaches. It can also make asthma and other health conditions worse.

The sensors will help tenants see what the air quality level in their home is and make sure it is kept as good as possible by opening windows each day and particularly after showers/baths or cooking.

The sensors are being rolled out throughout all Council homes and Emily keen to get tenant feedback to ensure the information provided is helpful and the sensors are a benefit to tenants as much as it will help highlight to the council where properties have damp issues.

Discussed need for a smart mobile phone to be able to access the app and many tenants won't be able to do that – Emily confirmed that they can agree to a family member having access to the app on their behalf and she agreed to make that clear in the communications to tenants.



4. HEARING FROM TENANTS

Harry McCormack from Tullichewan TRA set out how they respond to enquiries from local people or via their Facebook page– including anti-social behaviour, repairs, waste services and general signposting advice. They give out free dog poo bag and food waste bags. Their community flat is also used to host a Knit and Natter group and is used by Time For Tully. They have regular area walkabouts and a list of action points gets made and updates provided. Also now doing a TRA walkabout in evenings for people who can't attend the one with the Council officials during the day.

Elaine Neeson from Westbrigend Clothing Bank outlined how she had set up the clothing bank in November last year and now provides clothes for all age groups, from babies to adults. The service is available every Monday and Tuesday between 11am and 3pm in 1 Lomond Court, Westbrigend, the TRA community flat. Elaine highlighted how well people have responded with donations but also how much demand she has seen, and many people are benefiting but wants to make more people are aware of the support available.

5. TENANT AWARDS

The involvement of all tenants at the event and throughout the year was appreciated. Focus for the day was on making a difference and aimed to motivate and encourage groups who are struggling for numbers. Doesn't take big numbers to make a difference and important to recognise the improvements made.

Tenant Champions - the work of the **WDTRO members** was highlighted, as they work tirelessly on behalf of all tenants including regular Liaison meetings with Housing and for their perseverance in getting changes made to the Financial Strategy that now keeps surplus made by Building Services in the Housing Revenue Account. Frances McGonagle, Harry McCormack, June Todd and Mary Paton were all present from the WDTRO and received a Tenant Champion certificate and medal.

A Best Community Initiative award was also given to **Elaine Neeson** for her Westbridgend Clothing Bank project.



Mary, Frances, Harry and June receiving their Tenant Champions award.



Elaine Neeson receiving Best Community Initiative Award.

CCG, one of the Council's building contractors had donated £200 shopping vouchers and all attendees had been given a raffle ticket and 4 winners were picked.