

**WDC/WDTRO Liaison Meeting No.70**

**Thursday 17th Dec 2020, 2pm Via Zoom**

**List of those present at meeting:**

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| Councillor Diane Docherty | Housing Convener (chaired meeting) |
| Frances McGonagle | Littleholm TRA |
| Billy Neeson | Westbridgend TRA |
| Mary Paton | Willox Park TRA |
| Georgia McCambley | Central Radnor Park TRA |
| Harry McCormack | Tullichewan TRA |
| Ruth Dickinson | Willox Park TRA |
| June Todd | WDTRO |
| Lucy Dunbar | Community Development Officer |
| Alan Young | Housing Asset and Investment Manager |
| Stefan Kristmanns | Housing Development Co-ordinator |
| John Kerr | Housing Development & Homelessness Manager |
| Edward Thomas | Housing Operations Manager |
| Martin Feeney | Building Services Manager |
| Jane Mack | Snr Housing Development Officer ( Tenant Participation ) |
| Hanne Thijs | Housing Development Officer (Tenant Participation) (minute taker) |

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|  | **Item** | **Action** |
| **1** | Welcome, introductions and apologies Diane welcomed everyone to the meeting and introductions were made. No apologies received. |  |
| **2** | Illegal money lending project (Lucy Dunbar (WDC)) Joint Working4u and Trading Standards project, hoping to empower communities so that they have knowledge and information about alternatives to money lenders and where people can go for help. Making people aware of services available throughout WD about debt advice, welfare advice, employability service. Difficult to get evidence and prosecute money lenders so project focuses on giving advice and preventing people thinking money lenders are their only option.  WDC has been identified as having one of the worst rates of illegal money lending in Scotland. Tends to be women lending to women. Average amount borrowed is only £30 but on average will have to repay about £150. Lucy been made aware of money lenders operating in Silverton and Whitecrook – knocking on doors and target people more vulnerable.  Lucy is running finance classes to help people understand their finances better., access online banking , using direct debits to reduce costs etc.  Not yet set up, but hoping to set up texting service for people to ask questions and advice.  Can also provide One to one support as everyone’s needs will be different and important to build up confidence.  Lucy is looking for referrals and her contact details are  [Lucy.dunbar@west-dunbarton.gov.uk](mailto:Lucy.dunbar@west-dunbarton.gov.uk) 07741184283  Harry noted that pleased that service is available and his group would be happy to promote and asked if any online information available - Lucy said that not yet but hoping to have this in the future and will share with Jane to circulate to the TRAs.  Diane asked for information to be shared with councillors too.  Lucy will also be using future editions of the Housing News to promote the project and update about outcomes.  Edward said that he is keen to take up offer of training for his staff, possibly starting in the areas that Lucy has identified that there is money lending activity. Asked about joint working with official money lenders and Lucy confirmed she’s working closely with local credit unions.  General agreement that really worthwhile project and Lucy was thanked for joining meeting. | Jane |
| **3.** | Update on actions from previous minutes – (Jane Mack) External full height screens on landings at Littleholm – still boarded as of last week. Edward has spoken to consultancy services, looking to get a paper to Better Homes group in February. Paper will look at specification/cost and then get back to WDTRO and local groups.  Lift communication – meeting has taken place, no update as Scott Mclelland off but positive feedback from tenants and awaiting update from Scott in the new year.  Repairs call handling data – Stephen Daly has agreed to attend a virtual meeting but off just now so will be February’s Liaison. Still looking for shortest and longest waiting time to put average waiting time in context so to be highlighted to Stephen.  District heating and longer term future of gas – meeting took place on 24 November. Local energy strategy being put together for whole of WDC which will give more targets and timescales- will wait for that to discuss future plans. Alan confirmed that district heating system at Queens Quay been tested and is working.  Fire safety paper has gone to committee in November. Action also refers to bin chutes and sockets being upgraded but Jane noted that they not mentioned in committee paper so asked if people were happy that the action was complete. Edward noted that paper based on recommendations within fire risk assessment and chutes and sockets not a fire risk but more an asset management issue. Been conversations about replacing chutes but access is a problem, major disruption for tenants and possible asbestos. Consultancy services have spoken to other landlords to see what solutions are available as many MSF s now in this situation , but no simple solutions.  Billy asked that if it is explained to new tenants about what not to put down chutes and Edward confirmed that they should and he will re-iterate this to housing officers but is issue of some people not being sensible.  Frances raised that sockets weren’t being done – she had got one extra put in but then told couldn’t do any more. Edward said could discuss specifically with Frances. Have identified thro pilot that sometimes limit to capacity of electrical boards and becomes a bigger rewiring job. Potential Capital programme and being looked at by Better Homes group.  Agreed fire safety aspect of action complete but would like update on socket and chute developments .    Tenants being involved in new build design group - will meet in the new year.  Building services area-based approach – still prioritising clearing repairs backlog and Martin to share consultation plan with group when it’s available.  Littleholm laundry – David Lynch waiting on response with costings and then Hanne taking forward consultation with Littleholm tenants.  WDTRO not had chance to discuss how they want to be involved in Allocation policy review .Stefan gave update on ideas from steering group - could be provided with options papers, could be involved in discussions. Trying to look at ways for tenants to influence outcomes. Frances confirmed that they want to be involved right from the start and John happy to do that as don’t want tenants’ view being asked for at end of process.- key policy that tenants can influence.  Stats for repairs performance, repairs cancellations, split between tenants not being in and staff not being showing up. No information on split.  346 – Nov, no access  310 – Oct, no access  Year to date – over 3,000 no access so is an issue of concern. Texting has now gone live, confirmation texts for date, text day before and half an hour before. Hoping that this will make a big difference and will report on progress.  Jane asked how it is reported if tradesperson does not turn up which is what tenants wanted to see in the split - Martin said that he will get this data off the system. Diane noted that people have raised concerns that tradesperson turn up and don’t have correct information about repair required. Martin confirmed that training on-going with citizen services to try and get accurate information.  Also looking at getting vans more materials for repairs so they can fix anything, regardless of how it’s been noted.  Appointments kept is 96%.  Stefan noted that breakdown can be added to quarterly figures. He also asked for more information on how many “no access” were where no appointment had been made and to when there is a set appointment as that is critical in relation to access.  Billy noted private contractors such as City Technical not turning up on the date they say and also sometimes not turning up at all. Martin said that they are representing council so their performance was monitored - was aware that some issues at Westbridgend but was also flagged that same issue at Kilbowie Court – tenants got letters but no City Tech on the day. There are performance management meetings between contractors and council and Martin will raise issue at next meeting.  Phone functionality to advice people on how long they will be waiting – confirmed that currently not possible, but Lorraine Payne from citizen services will look at whether this can be developed.  Poster for staff, to wear face masks. Draft available, will be printed and put up soon. Wil pass to TP to put on Facebook.  Notice boards to be tidied up before new posters added. Edward will put out email to team leaders to advise tidying up notice boards. | **Edward**  **ET/MF**  **Martin**  **David/Hanne**  **Martin**  **MF/SK**  **Martin**  **Edward**  **Edward** |
| **4.** | Repairs performance update (Martin Feeney) Performance info shared on screen and Martin talked through it.  Still waiting on information for longest and shortest waiting times. Stephen Daly to come to next Liaison meeting to discuss this.  Timetable to clear backlog, trying to clear before the end of the financial year but will depend if change in Tier again.  Stefan noted from earlier Joint Rent Group discussion, drop in average length of time could this be related to drop in numbers of calls coming in? Martin said that Stephen Daly would be better able to answer this. Recruitment and staff training ongoing to help improve performance.  Stefan asked if tenants happy with how information presented and they confirmed they were. |  |
| **5.** | Charter Performance update (Stefan Kristmanns) Complex action plan with 50 actions so too lengthy to discuss at Liaison but met with WDTRO reps on 11/12 to go through detail . Frances voiced frustration that too many actions had little or no progress and only 3 months left until they all meant to be completed. Stefan confirmed that same point been made at Housing Improvement Board and hopes that when meeting in New Year, more of these will be done and WDTRO will be updated. |  |
| **8.** | Forward plan update (John Kerr) New build programme ongoing with number of handover dates between Jan and July 2021. Some issues with Creuvel court, requires toughened glass for Juliet balconies.  Good news is that additional £3million Scottish Government funding been secured to help accelerate wider affordable new build programme - Bellsmyre and Queens Quay will benefit.  New build programme being negatively affected by council tax regulations. WDC’s enhanced space standards means higher than average CTAX banding as bandings don’t distinguish between private and rental properties. Bellsmyre (Band F) and Haldane (Band E) developments. WDC would prefer to have social housing council tax banding, lobbying Joint valuation Board regarding this and may be seeking tenant support in the new year.  Strategic Housing Investment Planr approved at Nov. housing committee and actively looking at 11 potential sites for new developments including the Clydebank health centre site when it moves to Queens Quay, Bank Street, Lilac Avenue and Willox Park old care home.  Also looking at full assessment of current stock condition to look at making improvements. Will give more information at February’s Liaison meeting and allow for wider discussion.  Ruth raised a question about Willox Park care home and asked if current housing there will be improved too and John confirmed that looking at options at incorporating whole site to make housing suitable for the future. |  |
| **9.** | Tenant Participation Update (Jane Mack) Rent setting consultationwell underway – information about the options and the freepost voting card been sent out to all tenants and been promoted on TP and Council’s social media and on the Council’s consultation webpage. Housing staff too been asked to encourage tenants to vote and vote on their behalf if no internet access. TRA s also asked to encourage their members and neighbours to use their vote to ensure a good response rate that we can say reflects the majority of tenants.  Tenant Priority Budget been badly affected by the lockdown as not essential so been affected by initial lockdown and then again when we went into Tier 4. Hanne been chasing up costs for the few proposals received this year and once received, we’ll be able to hold a virtual meeting in January to get them authorised. Work has been done when possible to the outstanding work from last year like the raised beds at Willox Park, painting at Melfort avenue etc.  TP Strategy review nearly completed –had 2 virtual discussion groups in November and draft Strategy going to February housing committee. Will also send a copy to the WDTRO and hope that as with previous Strategies they will be happy to contribute to the beginning of the Strategy.  All TRA’s are reminded that Hanne isavailable to help support them and can help them keep members involved and up to date and groups can just get in touch with her .  Mightynetworks been mentioned beforeand is a digital hub that you can use to share information and meeting notes and gives a chat facility which makes it more interactive than our TP webpages. Hanne has started working on it and will hopefully get more time in the New Year to get it up and running and available for tenants.  Winter edition of the HN is out and thanks given to everyone who submitted articles and anyone wanting to make use of the Spring edition should get in touch and the deadline for articles is 8 Feb. 2021. |  |
| **9** | AOCB None raised and best wishes for Christmas and New Year were exchanged. |  |
| **10.** | Date of meeting **- 2pm Thursday 25th February, via Zoom**  The WDTRO have confirmed their committee meetings for 2021 so the schedule for the Liaison meetings that are timed around them will also be confirmed and issued out as soon as possible. |  |

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