

# WDC/WDTRO Liaison Meeting No.68

# Thursday 22nd October 2020, 2pm Via Zoom

## Present:

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| Councillor Diane Docherty | Housing Convener  |
| Frances McGonagle | Littleholm TRA (chaired meeting) |
| Billy Neeson | Westbridgend TRA |
| Polly Wheelans | Littleholm TRA |
| Harry McCormack | Tullichewan TRA |
| June Todd  | WDTRO |
| Jamie Docherty | Housing Development Officer |
| Scott McClelland | Area Co-ordinator – Ward 2 &3 |
| Stefan Kristmanns | Housing Development Co-ordinator |
| David Lynch | Area Co-ordinator –Wards 4,5a and 5b  |
| John Kerr  | Housing Development & Homelessness Manager |
| Edward Thomas | Housing Operations Manager |
| Martin Feeney | Building Services Manager |
| Alan Young | Housing Asset & Investment 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 apologiesApologies received from Georgia McGambley |  |
| **2** | Update on actions from previous minutes – (Stefan Kristmanns)Landing window supply - still outstanding and will be prioritised as soon as possible. Working group to improve tenant communication when lifts are off – Scott to contact tenants to arrange meeting and committed to doing so for next meeting. Call handling – report received from Martin. Now a standing agenda item so will be discussed later in meeting.District heating and improving energy efficiency in properties–briefing note been produced by Alan and John McKenna and sent to Jane to circulate. Jane to circulate and provide possible dates for virtual meeting. Fire safety report – Edward confirmed that a report is going to Nov housing committee and can be discussed at pre-HACC Forum (2/11) and Edward can answer and any questions.Design group – Hanne and Dawn putting together group of tenant volunteers. Will possibly look at meetings for new year in-line with new Social Housing Investment Plan (SHIP). Building services plans for area based approach to repairs – written update provided and currently focusing on clearing repair backlog first. Pilot of an area based approach been agreed in principle with Housing subject to consultation and agreement . Full consultation timetable being put together and will be shared with the group.Littleholm laundry proposal– Options being reviewed. David to chase up a response from consultancy services regarding costs and will then arrange a meeting to discuss.  | **Edward****Scott****Jane****Martin****David**  |
| **3.**  | Allocation Policy Review (John Kerr) Report going to housing committee in November and a copy of the main changes issued ahead of Liaison meeting. Over-due a review of the Allocation Policy and been pushed back to beginning of next year to allow time for full consultation and a new policy will go to committee in May. The changes outlined in Nov report are to amend the policy to incorporate changes already agreed through other strategies like the “No Home for Domestic Abuse” ,care leavers protocol and to ensure new build of specialist properties are allocated to meet those specific, complex needs . Consideration being given to how to consult this time. John asked how the WDTRO would like this consultation to be done, either with WDTRO or as a tenant/officer working group. Could be standing agenda item at WDTRO Liaison meetings. Jane raised that working group would be good to involve future tenants. Billy noted would be good for progress to be a standing item. John asked for WDTRO to discuss and confirm back how they would like to be involved. | **WDTRO** |
| **4.** | Social Housing Investment Plan (SHIP) Update (Jamie Dockery)Presentation on SHIP based on report shared on screen. Outlined the Council and Housing Association plans for new builds up to 2026. Still a need and ambition to build but numbers will be determined by the level of grant funding made available. Other obstacle is availability of sites as sites left are more likely to have complications that increase costs. Question raised by Billy if internet access being considered in new homes? Jamie confirmed that requirement for home office space has been added and option for internet connection being looked at. Pandemic has made all housing providers rethink what is needed. Question from June about exact location of the site at bottom of Mount Blow and concerns about traffic as when was housing before, less cars and no vehicle access to properties. Jamie confirmed looking at site off Lilac Avenue. Is a small site due to the slope and looking at energy efficiency proposals due to exposure of site. Likely to be just about 30 units but appreciated road access issues and these would be considered carefully.  |  |
| **5** | Repairs performance update (Martin)Repairs performance information shared on screen for Q2 (July – Sept). Q2 figures have gone down from Q1 as restrictions allowed them to do more types of repairs and surveys but still needed to comply with restrictions in how workforce operate. Satisfaction level only fell slightly but was pointed out is only a 2% response rate.Call handling stats show level of waiting times and number of calls abandoned. Martin advised that had been a working group set up to improve tenant contact with repairs. Diane welcomed this and highlighted that councillors also concerned about repairs performance and will be monitoring this along with tenants. Jane raised question from tenants at Joint Rent Group about cancelled repairs as not clear if tenant or council cancelled them? Martin explained that this can be due to tenant not being in. Looking at using texting on IHMS to remind tenants of appointments. Frances raised that tradespeople also not always turning up to appointments. Diane asked for stats on repair cancellations and how many are due to tenants not in and how many tradespeople not turning up. Also enquired about text service as thought that was in place. Martin confirmed that not currently working and is being worked on. John confirmed that issue been escalated with system provider Areon and a report being put together for IHMS Board and happy to share report with WDTRO.Frances asked for stats on longest and shortest call waiting time as previously requested as average not always useful. Stefan raised call handling discussion at joint rent group and that current system doesn’t tell people how long they might wait and if this is possible? Martin not sure if is part of current functionality or would be an upgrade and will speak to citizen services. Online services should help ease pressure on contact centre as will leave phones more open to those who can’t/ don’t want to use on-line reporting.  | **Martin****John****Martin****Martin** |
| **6.** | COVID measures ( Edward Thomas / Scott McLelland)Scott advised of new workplace guidance related to face coverings which mean that care takers and other staff will be wearing facemasks inside buildings as well as social distancing at 2 meters. Wanted to make tenants aware of these new measures.Edward raised that nothing binding on tenants to wear facemasks in common areas but would like to encourage tenants to do so too. Frances agreed that reasonable for tenants to be encouraged. Discussed need for any communication to be clear and easily understood and Edward will work with Comms team to produce suitable posters re wearing facemasks. Jane raised that noticeboards in multi-storey flats often overfilled and information partially covered and recommended that these are tidied up before any new posters added. Stefan raised that message could also be shared via Housing News and TP Facebook page.  | **Edward****Scott** **Scott/TP** |
| **7.**  | Charter Performance update (Stefan Kristmanns)Stefan advised that all teams in last few months have carried out an assessment of 19/20 performance. Charter improvement plan to be agreed at housing improvement board on Monday (26/10/2020) . Meeting also arranged with Harry and Frances on 6th November to discuss the action plan and if there are particular areas the WDTRO would like to focus on. Regular updates on the action plan will also be given at Liaison meetings.  |  |
| **8.** | Forward plan update (John Kerr)John advised that the first handover of new builds since pandemic taking place at Haldane development and more planned over next few months. Demolition of flats at Clydebank East now finished and plans for site being developed. Dumbarton harbour has had problems, previous contractor had gone into liquidation. New contractor in place now but costs have gone up significantly by £970,000. Positive dialogue with Scottish Government for increased funds to cover increased costs. Working with asset management team looking at more possible sites including Willox Park. Diane asked about guttering being cleaned when cladding is being done as scaffolding is up and more efficient to do together. Edward advised he has already raised with Alan and generally they do get done . Most contractors happy to do or give access for Council to do but has been a problem with one specific contractor in Clydebank and Diane asked to provide address after meeting for Edward to check out.*Alan and Martin left the meeting.*  | **Diane/****Edward** |
| **9.**  | Tenant Participation Update (Jane Mack)TP activities fully functioning remotely. Scrutiny Panel finished report on medical adaptations and being presented to Housing Improvement Board on 26/10. Hanne working with TRAs to support them stay in touch with their members and the wider community - number are making more use of FB , zoom or newsletters. Any group needing support should get in touch with Hanne. Chromebooks being bought to enable more WDTRO members to get online and will look for more funding opportunities to buy more as digital contact remains so important.Interest in an idea from Highland Council who are using a digital hub called ‘ Mighty Networks‘ as a way of creating a digital community to bring people together. Digital hub to share information and meeting notes – different TRAs, Scrutiny Panel could have their own private section and gives a chat facility which makes it more engaging. Being considered for TP and would like the WDTROs views . WDTRO to consider if they would support such a development. Survey on TP strategy still online and staff and tenants urged to complete this. Virtual focus groups (one afternoon, one in evening) also being set up and dates will be confirmed next week. Tenant Priority Budget – Repairs are costing up proposals that have been received and a virtual meeting set up as soon as they are costed up.Rent setting consultation – process of drafting budgets more difficult this year due to the impacts and uncertainties of COVID but being worked through by Finance and housing and consultation plans will be made as soon as that’s done. November HACC- papers due out and electronic versions will be emailed as soon as available and paper copies delivered next week . The Pre-HACC Forum is on Monday 2/11 at 10am for tenants to discuss the papers together and 11am with Diane and the paper authors.Jane asked for permission to take a screenshot of meeting to use in Housing News and all agreed. | **WDTRO****All** |
| **9** | AOCB Frances requested info on where One Stop Shop in Clydebank is as tenant looking for a new fob. Scott advised that Housing Officers , David or himself can be contact for fobs. He will check what offices are open and provide update on this to Jane for Housing News and Facebook.  | **Scott** |
| **10.** | Date of meeting **- 2pm Thursday 17th December, via Zoom** |  |

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