

Tenant Scrutiny Panel
Wednesday 13th February 2019 @ 10.30pm-
Barrhead Housing Association Office

Present: J Geddes, R Connelly, L. Hendry, L Wisner

Apologies: M Woods

In Attendance: Lorraine Dallas, Director of Customer Services

1. 5 YEAR BUSINESS PLAN

The Director of Customer Services highlighted the recent consultation events which took place. The event was to consult on the annual rent increase for 2019/20, the 5 year Business Plan and the Asset Management Strategy.

The panel discussed a series of questions that were put out as part of the consultation and highlighted the following:

Are you aware that we have a business Plan?

All members were aware that the Association had a Business Plan, its importance and felt it created structure for the Association

Do You Think the Key Themes are correct for BHA, tenants and future tenants?

They agreed the key themes were correct. There was a recognition that whilst the rents for BHA were higher, the community as a whole felt BHA provided a much better service than other local housing providers.

All felt that investment was the most important thing to our customers.

Noting a recent options appraisal, the board felt we should remain independent – do you agree?

Yes, and felt the Association were doing a 'wonderful' job.

Do you think our Strategic Objectives are on the right track?

Some residents are not computer literate and we shouldn't forget about them.

3 priorities were

1. Investment
2. Building homes
3. Financial advice

Our Tenants told us repairs and investment are really important - do you agree?

Yes (discussed further above)

Our tenants want good quality services, investment, and rent affordability. Do you agree?

Yes

We have become Living Wage employer – this may impact on costs in services. Do you agree?

The TS Panel felt this was a difficult question to answer and felt it was important to see what services were affected and how customers valued those services.

Would you like to be involved further?

Yes

2. DRAFT ASSET MANAGEMENT STRATEGY

A General discussion took place regarding our strategy where the TS Panel understood the importance of keeping our assets in good repair. They felt the external appearance of stock; parking facilities and regular walk-about of the area was important.

3. FIRE SAFETY REGULATION CHANGES

The information on new regulatory requirements was tabled at the meeting.

4. Date of Next Meeting

Friday 22nd March 2019 @ 10.30am