

Tenant Scrutiny Panel  
Friday 22<sup>nd</sup> March 2019 @ 10.30pm-  
Barrhead Housing Association Office

**Present:** J Geddes, R Connelly, L. Hendry, J McShane

**Apologies:** M Woods

**In Attendance:** Lorraine Dallas, Director of Customer Services  
D McCready, J Hamilton (part meeting)

D McCready and J Hamilton introduced themselves as Governing Board members to group members and asked if it could attend the meeting as observers. This was agreed by the group.

**1. TENANT SCRUTINY PRESENTATION**

The Director of Customer Services noted that due to several new members it would be beneficial to take a step back and understand the role of the Tenant Scrutiny Panel.

A handout of a presentation was circulated to group members which focused on:

- How members should hold the Association to account.
- How the group should act as a driver for continuous improvement.
- What resources the Association will provide to ensure group members are fully trained/confident in their approach to scrutiny.
- Looking at what services are of particular interest to group members.
- Which services impact most on our customers, and how do we prioritise them.

At present, the group were being used to consult on a number of policy/strategy documents, but the purpose of the group was to take more of a challenging role.

The group came up with some ideas to be the imminent focus of scrutiny, which were: Estate Management/walkabouts/staff presence: Service Standards and timescales for responses from staff.

J Hamilton left the meeting at this point.

The group also felt it would be beneficial to find out what other successful Tenant Scrutiny Groups are out there to understand what is already working well. If local, this could include a site visit to meet with these groups.

The Director of Customer Services agreed to start collating info for future meetings.

D McCready thanked the group for allowing their attendance as observers and consolidated the Governing Boards' view that Tenant Scrutiny was an important role/function within any organisation to challenge and improve the services that the Association provide.

**2. DATE OF NEXT MEETING**

Friday 26<sup>th</sup> April 2019 @ 10.30am