

Tenant Scrutiny Panel Meeting Minutes

7th June 2019 @ 10.30 am

Present:

Shirley Robison	Chief Executive (For TSQ Discussion)
Jennifer McCann	Customer Service Manager
Joyce McShane	Panel Member
Laura Hendry	Panel Member
Rita Connelly	Panel Member
Jim Geddes	Panel Member

Tenant Satisfaction Questionnaire:

A discussion took place with regards to the proposed tenant satisfaction survey. Members were advised that Research Resource will be rolling out the questionnaire week beginning the 24.06.2019 and will be visiting 40% of tenants to carry out the research to gather and measure information about the services that the Association delivers.

LH highlighted Question 35, this was relative to household income. SR explained that this was a good way to ensure that we are able to continue to deliver affordable housing as we can look ahead to ensure that rents continue to be affordable for our tenants. JM also highlighted that the figures used in the income brackets were based around the amounts set out by the DWP and Housing Benefit income brackets.

SR discussed Question 22 which relates to Community Regeneration Projects and the projects involved with the Association, SR highlighted that it would be beneficial for tenants to know that the projects are grant funded this would alleviate any concerns that projects are solely funded by rental income.

SR also pointed out the information that will be gathered by Question 48 pertaining to health. This again allows the Association to identify areas where additional services may be required. JM also highlighted that at a recent conference with East Renfrewshire Health and Social Care Partnership it was highlighted that there is still a huge amount of work to be done between health and housing however the HSCP were keen to ensure that housing is high on its agenda over the coming years. SR advised that the health questions were provided by the HSCP and advice and had been sought on this.

RC noted that overall tenant contribution is poor when feedback is required and gave the example of the rent consultation. A discussion took place about how best the Association we can increase the feedback from tenants and it was agreed that this is something that needs to be considered in the longer term.

The TSP were advised that representatives from Research Resource will have a letter of Identification and authorisation when they visit tenants. Information will be presented in the

newsletter and also on the website, the FB page and on Twitter. RC advised she was happy to display any marketing information within the ARC.

Flair Conference:

TSP members were invited to attend the Flair Conference on the 20.06.2019 at the Glynhill Hotel in Renfrew.

RC advised she will be on holiday,

LH and JG both advised that they would like to attend. It was agreed that arrangements would be made to take both members to and from the event by Taxi. Booking arrangements will be by the CSM through corporate services.

TPAS Membership:

JM spoke to the TSP members about membership of community groups to TPAS. Members were happy to be nominated by BHA. CSM will follow this up.

Meeting Closed

Date of Next Meeting: 26.07.2019