

Tenant Scrutiny Panel Meeting Minutes

Friday 27th July 2019 @ 10.30 am

Present:

Lorraine Dallas	Director of Customer Services
Rita Connelly	Panel Member
Jim Geddes	Panel Member

Apologies

Joyce McShane	Panel Member
---------------	--------------

FLAIR CONFERENCE

JG attended the conference, but wasn't in a position to provide feedback to the group. It was agreed that this would take place at the next meeting.

A general discussion took place regarding feedback, and it was agreed members didn't want to be too prescriptive about a requirement to provide a written report. However, it was agreed that feedback either verbal or written should follow any attendance at external events.

ESTATE MANAGEMENT

The Director of Customer Services sought feedback on current estate management activities being undertaken throughout the stock.

In general, the members felt the staff visibility/presence was more evident in the area and in general felt that staff do a good job.

However, they did raise the issue of who makes particular decisions and used Barnes Street as an example. A grassed area was removed and stones put in their place. This is resulting in children throwing these stones throughout the development and causing a nuisance.

The Director of Customer Services agreed to meet the relevant TSP member on site to look at the area in question.

Play park at Newton Avenue

The group recognised the ongoing issues being experienced since construction of the play area, where boulders were falling through a meshed area. The area is not being used as a play area but as an area for local youths to congregate. The loose boulders are being thrown at buses/cars and generally bringing the area down.

It was highlighted that consultation would be taking place to ask local residents their views on an alternative use of the area. This was to include whether new build would be an option to be considered through the consultation event. This would be clarified prior to the ARC Community Safety day.

EQUALITY, HUMAN RIGHTS AND DIVERSITY ACTION PLAN

The Director of Customer Services tabled the above action plan and led members through each point which was noted. A general discussion took place regarding how/what data we collate and why.

It was noted that BSL users were a focus of the ARC business plan also and it was important to improve access to our information for this client group.

It was also recommended by members that it was important to seek feedback from existing board members in relation to Disability Confident actions.

ANY OTHER BUSINESS

One member felt that, due to a decline in their audibility, it would be beneficial to have a Dictaphone when attending conferences to ensure important information at relevant workshops was captured. The Director of Customer Services agreed to source appropriate equipment.

Meeting Closed

Date of Next Meeting: 06/09/19