

Note of meeting held 10th February 2025

Subject: Tenant Scrutiny Group – meeting eight.

Venue: Aberdeen Office – 680 King Street, Aberdeen

Time: 11am till 1pm

People present	Apologies
Samantha Hough (SH) Customer Participation Officer	
BL – tenant, Aberdeen	RB – tenant, Aberdeen
RB – tenant, Aberdeen	SC – tenant, Aberdeen
CN – tenant, Ellon	KR – tenant, Aberdeen
KP – tenant, Stonehaven	KH – tenant, Stonehaven

Overview of the meeting

The main aim for this meeting was for the group to get together for the first time in 2025 and discuss plans for the year.

We were fortunate to be able to hand out Chromebooks which were gifted by Harper Macleod to the Association. Eight were earmarked for the scrutiny group, which will allow members to connect virtually when needed and will assist them with online tasks as we move forward.

Plans for 2025 include reviewing consultation and satisfaction survey feedback, reviewing the Tenant Participation Strategy later in the year and organising their first scrutiny project which will be neighbourhood walkabouts.

We also planned to discuss the draft version of our new scrutiny webpage and provide updates on how each of them are progressing with their digital practice which the group has been working on throughout January and February.

The group continues to maintain momentum with lots of enthusiasm for their plans for 2025.

Item discussed	Notes
Welcome, housekeeping and setup	<p>Members were welcomed by SH and offered refreshments.</p> <p>No fire alarm was scheduled for today.</p> <p>A new assembly point has been introduced so members were informed of the change and reminded of the procedure if the fire alarm were to sound.</p> <p>Documents were provided with buffered background and agenda was brought up on the large screen. Although the majority of paper documents provided to the group will be dropped members felt they would benefit from buffered backgrounds on any future documents.</p>
Apologies and badges	<p>Four members were unable to attend with three apologies received which SH relayed to the group.</p> <p>KP was handed badge therefore only one member is still to collect their volunteer badge.</p>
Webpage design	<p>SH showed the group the draft webpage on the large screen and asked group to read the content to see if they wanted to make any edits. The group were all happy with the written content, layout, photo and logo.</p> <p>Next step is for SH to finalise the page and create as a live version on the 'Getting Involved' section of Langstane's website.</p> <p>Then all group members, including those absent, can view the live page and request any edits.</p>
Chromebooks	<p>Harper Macleod have gifted the Association 15 Chromebooks of which eight were assigned for the scrutiny group. SH discussed the circumstances with tenants, advising them these are to be gifted to the tenants for their own use.</p> <p>The Director of Housing attended to present the tenants with their Chromebooks and the group took part in some publicity photos as this good news story will be publicised in the Scottish Housing News, Scottish Federation of Housing Association and Langstane's website and social media pages.</p> <p>The majority of members in attendance were happy to be included in the photos and were delighted with their devices.</p> <p>The discussion which followed was mainly how these devices are google based and regarding the various functions we as a group can use to move forward with our scrutiny plans.</p>
What is planned for 2025	<p>SH discussed plans for the year which include:</p> <ul style="list-style-type: none"> • reviewing feedback to the rent increase consultation • reviewing our Tenant Satisfaction Survey action plan • reviewing our Tenant Participation Strategy • completing neighbourhood walkabouts in Peterhead which will be the group's first scrutiny exercise. • continue working with members to improve their digital confidence and skills. <p>All were happy with these plans and happy that we start with reviewing the feedback to the rent consultation.</p>

Item discussed	Notes
	<p>The plan is that we invite staff to the next face to face meeting in April so they can discuss with the group the process they take to action tenants feedback.</p> <p>We also discussed frequency of meetings and once all members are up and running with Chromebooks and are happy and confident to get involved in virtual Teams meetings we can start having virtual monthly meetings (for those who can manage) and continue with face to face meetings every two months.</p>
<p>Review of actions from previous meeting and review of end of year survey results</p>	<p>There were no amendments to the meeting notes from November so these can be published. Actions were reviewed and members happy that everything has been achieved.</p> <p>BL suggested that in future, meeting notes are approved by the group when they are initially posted and circulated by SH following the meeting. Therefore, SH will provide a deadline and if no responses are received by this date it will be assumed everyone is happy for them to be published. All agreed and this will now be actioned as of this meeting.</p> <p>SH handed out copies of the summary results for the end of year survey which members completed in November 2024. Very positive results were received and all those who completed the survey are happy to continue forward with the group. These results will be published on the new scrutiny webpage once live.</p> <p>Those not in attendance today will receive copies in the post.</p>
<p>Reviewing partnership agreement</p>	<p>SH presented copies of the final 'Partnership Agreement' which takes into account members feedback. This document will be published on the scrutiny webpage and has been approved by the Customer Service Manager.</p> <p>Those not in attendance today will receive copies in the post.</p>
<p>Planner update</p>	<p>SH thanked the group for their ideas relating to a planner which the group can use to populate dates for meetings and events. The original idea was a poster for the wall with additional discussion indicating a preference for a digital version (as part of the groups aim to reduce the use of paper).</p> <p>However, now the majority of members have Chromebooks we may be able to use google applications and calendars and so may not have use for a wall planner.</p> <p>Members were happy with this.</p>
<p>Walkabout planning for new year</p>	<p>The group discussed the plan for the walkabouts we hope to complete in Peterhead in spring / summer.</p> <p>Members posed questions about the process in terms of who will be attending and how tenants in Peterhead will learn of our plans.</p> <p>SH showed the group a template letter which will be sent to all schemes to inform them of the times tenants will be attending each neighbourhood walkabout.</p>

Item discussed	Notes
	SH will now work on a document detailing the walkabout process, so the group members are aware of each step. Planning will also start regarding transport and dates.
Any other business	<p>CN commented on postage in that the Association needs to take into account the amount of time it takes for second class post to reach tenants. If the mail includes a document such as a survey or consultation, this can impact on the amount of time tenants have to complete and return by the deadline.</p> <p>SH informed the group of TPAS Scotland annual conference dates. RB has stated interest in attending. SH will discuss with other members and see who else is interested in attending. The final name will be selected using a random selector process which the Association uses for selecting prizes.</p>
Date and planning of next meeting	At the end of March SH will email the group asking for their April availability. From this a meeting date will be proposed.

Outcomes

- Members viewed drafted webpage and have approved content.
- Chromebooks were handed to three members who all took part in promotional photos.
- Discussed plans for 2025 which include monthly virtual meetings.
- Handed out final copy of Partnership Agreement
- Handed out summaries detailing results of end of year (2024) survey.
- Proposal made about how future meeting notes should be approved to move forward date of publication.
- Received interest from one member to attend TPAS Scotland annual conference in Clydebank from 20-22 June 2025.

Next / future steps for SH

- Complete the draft scrutiny webpage, creating a live version.
- Follow up with those not in attendance to hand out remaining Chromebooks and discuss Gmail accounts and functions these devices can be used for.
- Once caught up with all tenants SH will share new Gmail account information to move things forward and get everyone connected.
- Send out meeting notes with deadline for any comments, edits or additions.
- Arrange for staff to attend next meeting to talk to group about the rent consultation process and what happens with tenant feedback when logged for their attention in HomeMaster.
- Start planning the neighbourhood walkabouts for spring / summer with a plan of what will happen ready for the next meeting.
- Continue with digital practice to get group at stage where each is confident in using Teams to connect with group meetings and complete basic actions online and on devices.
- Check who else is interested in attending the TPAS annual conference.

Actions on hold

- Arrange a session where all tenants can attend for promotional photographs to be taken of the group. These will be used for publicity.