

## Note of meeting held 24<sup>th</sup> September 2024

**Subject:** Tenant Scrutiny Group – meeting six.

**Venue:** Aberdeen Office – 680 King Street, Aberdeen

**Time:** 11am till 1.00pm

People present	Apologies
Samantha Hough (SH) Customer Participation Officer	KP – tenant, Stonehaven
RB – tenant, Aberdeen	SC – tenant, Aberdeen
CN – tenant, Ellon	KR – tenant, Aberdeen
BL – tenant, Aberdeen	RB – tenant, Aberdeen
Rebecca Davidson (RD) Customer Service Manager	KH – tenant, Stonehaven
Judith Sutherland (JS) Director of Housing	
Martin Toward (MT) Housing Manager	

### Overview of the meeting

The plan for the meeting was to welcome our guest speakers to discuss the Annual Assurance Statement and review the Anti Social Behaviour (ASB) Policy. This was an opportunity for the group to learn about why we produce an assurance statement and to give their feedback to help shape the ASB policy.

The group continues to maintain momentum with members remaining on a journey of learning and co-working. Once again next steps were discussed for moving forward.

Item discussed	Notes
Welcome and housekeeping	<p>Members and guest staff were welcomed by SH and offered refreshments.</p> <p>No fire alarm was scheduled for today so if the alarm were to sound everyone was informed of the procedure to leave the training area.</p>
Apologies, attendance update and update on volunteer badges	<p>SH relayed apologies received.</p> <p>Although volunteer badges were handed out at previous meeting, the majority of members asked for SH to retain them till card holders and lanyards were available. Therefore, now that card holders and lanyards have been received, complete badges were issued to those members in attendance.</p> <p>Members not in attendance will get badges at next meeting.</p>
Annual Assurance Statement presentation by Judith Sutherland	<p>JS delivered a PowerPoint presentation about the annual assurance statement. This included:</p> <ul style="list-style-type: none"> <li>• Who requires the association to provide the statement</li> <li>• How we approach providing the required information</li> <li>• What happens if we do not comply, and;</li> <li>• What the statement covers</li> </ul> <p>Following the presentation JS outlined how she would like the group to be involved next year. Stating that the group would be informed well in advance of information being gathered for preparation of the statement, so they can have their say before Board of Management approval, which is the final part of the process.</p> <p>Copies of the PowerPoint presentation along with the handout JS provided were posted or emailed to group members depending on their preferred format.</p>
Anti Social Policy review with Martin Toward	<p>The group was prepared for this review prior to the meeting through the method of a question sheet. The questions were prepared by MT and the housing team, focussing on four areas of the policy that the team specifically wanted to look at.</p> <p>These included:</p> <ul style="list-style-type: none"> <li>• Welcome calls / visits and timings of these after the tenant signs their tenancy agreement</li> <li>• Anti social behaviour (ASB) categories and timescales for dealing with each category</li> <li>• Actions that the association uses to deal with ASB i.e., warnings, anti social behaviour orders and evictions</li> <li>• What is not categorised as ASB i.e., one off noise complaints, street parking and social gatherings, asking, is this representative?</li> </ul> <p>MT and group members worked through the question sheet, discussing these points. There was a good level of conversation and feedback from the members. MT also provided explanations regarding certain parts of the policy, such as, why the timescales for each category of ASB are in place, which provided members with more context and insight into how the housing team deal with ASB on a day to day basis.</p>

Item discussed	Notes
	<p>Some members who provided apologies posted their question sheet to SH who in turn passed them to MT, allowing their feedback to be included in the review.</p> <p>The group had also discussed the ASB review on their WhatsApp group chat. SH wrote this content out on a word document and passed it to MT after the meeting, so these comments were also considered in the review.</p>
Review of actions from previous meeting	<p>To round off the meeting SH reviewed the actions from the previous meeting in July.</p> <p>One of these was for SH to find out whether RB recent appointment onto the TPAS Scotland Board of Management would be a conflict of interest. SH checked with TPAS Scotland and was assured there is no conflict of interest.</p> <p>Another action was to communicate with association staff, informing them about the group. In terms of how the group was formed, training and work completed, along with future plans. SH provided an update which was to report that on 18 September SH (with RB present) presented a PowerPoint presentation during the staff monthly session. This was to explain about the group along with explaining what scrutiny is and is not. The presentation was very well received by staff and received positive feedback.</p> <p>RB and three other members were invited with only RB able to attend. The reason only specific members were invited and not the whole group was that SH used the availability information provided by the group for September and was therefore able to identify members who may be able to attend.</p> <p>SH commented further that there are a couple of action which still need to be addressed such as the group photos. SH feels that due to a couple of members not able to attend regularly this action should be put on hold. Members agreed with this.</p> <p>Another point was the partnership agreement – a draft is not yet available therefore SH assured the group it will be ready for the next meeting so the group can review and comment.</p> <p>SH will also provide an answer at the next meeting regarding KH enquiry about the relationship between the scrutiny group and the audit committee.</p> <p>There were no comments from group members regarding edits or corrections to the July meeting notes.</p>
Discussion about what is next for the group	Next the group will focus on designing their scrutiny website page and organising a walkabout for the new year. The group will also review a draft of the partnership agreement, so it then move forward to staff review.
Any other business	None
Date and planning of next meeting	<p>The group are happy to meet once more this year and then break till the new year.</p> <p>SH stated she would communicate with all group members to get a date organised for November. We will then break for Christmas and meet again in January / February.</p>

## **Outcomes**

- Members enjoyed presentation by JS and are extremely interested in being part of the assurance statement in 2025.
- Group also enjoyed having the opportunity to speak with MT about the ASB policy review.
- Continue to arrange meetings every second month with more frequent meetings arranged where necessary.
- SH and group to continue to work together on webpage and framework.
- Members still interested in a neighbourhood walkabout as their first scrutiny project.

## **Next / future steps for SH**

- Email and post JS's PowerPoint presentation on the annual assurance statement.
- Preparing time with all members to make sure they are digitally prepared for winter time if meetings are unable to take place face-to-face.
- Enquire as to the relationship between the scrutiny group and Langstane's Audit Committee.
- Partnership agreement draft to be ready for group review at November meeting.

## **Actions on hold**

- Arrange a session where all tenants can attend a session for some promotional photographs of the group. For publicity use.