

Note of meeting held 26th November 2024

Subject: Tenant Scrutiny Group – meeting seven.

Venue: Aberdeen Office – 680 King Street, Aberdeen

Time: 11am till 1.45pm

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

Overview of the meeting

The plan for the meeting was to deliver our final meeting of 2024, discussing our progress so far and plans for 2025. We also wanted to discuss the design of our new scrutiny webpage and review the draft of our partnership agreement.

The group continues to maintain momentum with two new tenants showing an interest in the group prior to the meeting.

Item discussed	Notes
Welcome and housekeeping	<p>Members 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 and building.</p>
Apologies and badges	<p>SH relayed apologies received. Two new members were expected but were unable to attend.</p> <p>Some of the remaining volunteer badges were handed out along with new lanyards.</p> <p>KP missed having a badge created with the group so her photo was taken, and a badge will be presented in the new year.</p>
Review of actions from previous meeting	<p>There were no amendments to the meeting notes from September. Actions were reviewed as below:</p> <ul style="list-style-type: none"> • That all members should have received copies of the Annual Assurance Statement presentation delivered by the Director of Housing. • We need to arrange time in the new year to prepare tenants digitally for weather related interruptions to the meeting schedule. • SH provided answer to previous question regarding any relationship between the scrutiny group and Langstane's audit committee. The response from the Director of Housing was that there is no relationship. • A draft of the groups partnership agreement with Langstane Housing Association would be ready for group members to review.
Website design	<p>SH discussed with the group the challenges of getting the whole group to feed into this task along with the importance of getting it completed as soon as possible.</p> <p>This is an important task as the page will help promote the good and important work of the group.</p> <p>RB suggested that SH provide three design options / drafts, similar to the examples given to tenants when planning the annual report this year.</p> <p>All other members were happy with this plan so SH will create draft content and provide this at a meeting in early 2025.</p>
Reviewing partnership agreement	<p>SH presented copies of the draft 'Partnership Agreement' for the group to read and provide feedback on. This document is intended as guidance and will be an informal agreement as to the purpose, function, and processes of the scrutiny group.</p> <p>Scrutiny members and management will be invited to review the document with the aim of finalising and publishing the document in early 2025.</p> <p>The group spent time going through the document and proposing a number of edits, which SH will incorporate into a second draft. SH also explained that we are waiting for those members not in attendance to have the opportunity to provide feedback along with management and the board.</p> <p>In terms of presentation and format of the drafted document:</p>

Item discussed	Notes
	SH provided copies for all members. One tenant required a large print version and SH created a version with a buffered background for another tenant. Although the other members do not need the buffered background for their future documents everyone was happy for future agenda's to have this additional feature.
End of year survey	<p>SH asked members to complete a quick survey asking them for feedback on their experience of the scrutiny group so far. Those attending completed the survey or took it home to complete (with a freepost envelope). SH asked that all surveys be returned by the end of December.</p> <p>Those not in attendance will also be asked to complete the survey.</p>
Walkabout planning for new year	<p>SH proposed a day trip to Peterhead to complete a number of neighbourhood walkabouts in the new year. It would include return travel to Peterhead from Langstane's King Street office.</p> <p>All members were happy with this suggestion and are looking forward to their first project.</p>
Tenant Participation Strategy review	<p>SH asked the group if they would be willing to complete an armchair review of our Tenant Participation Strategy. This will include answering a few short questions to assess if the strategy is fit for purpose and to review the associated action plan.</p> <p>All members were happy with this and look forward to receiving the questionnaire.</p> <p>Each member agreed their preferred methodology in terms of either receiving hard copies or digital. Digital will include questions delivered using the Survey Monkey platform.</p>
Christmas get together to say Merry Christmas and thank you	<p>SH proposed a Christmas get together so she and Langstane could wish all members a Merry Christmas and thank them for their involvement in 2024.</p> <p>All members happy and will hope to attend.</p> <p>SH promised to check availability and propose a date.</p>
Any other business	<p>KH suggested that moving forward the group are allowed to review feedback from the rent increase consultation. SH advised that this would be possible once all responses were anonymised. The group were happy with this. RB proposed that the group next year look not just at feedback but the process it takes from consultation to any appropriate action by staff members or teams. SH agreed this would be good and will be planned into the group annual plan at our 2025 meetings.</p> <p>RB also suggested a wall planner so the group can keep track of their plans. BL asked if instead of a paper planner, could a digital version be created which could be shown to the group on the big screen.</p> <p>This chimed with earlier discussions about the group going as paper free as possible. SH agreed to make every effort to reduce paper usage, however explained there will tenants who require hard copies and therefore we will continue with this so not to create any barriers.</p>

Item discussed	Notes
	<p>Below are following actions agreed by the group to be started in 2025: SH will post meeting agenda's and previous meeting notes as normal, however members will have to take these to meeting's with them to prevent more printing.</p> <ul style="list-style-type: none"> • The agenda on the day will be presented on the large screen so everyone can see. To make this easier on the eye, a buffered background will be applied (as stated above). • The group will continue to review and discuss ways to save excessive paper usage.
Date and planning of next meeting	At the beginning of January SH will email the group asking for their availability for January and February. From this meeting dates will be proposed.

Outcomes

- Members were issued an end of year survey to gather their views on the group's progress so far.
- Group happy to be involved in the review of the Tenant Participation Strategy as an armchair exercise.
- The group will continue to meet every second month with more frequent meetings arranged where necessary.
- SH and group reviewed partnership agreement and discussed introducing a confidentiality agreement as the group moves forward. We may also look at a volunteering guide as the group progress.
- Members still interested in a neighbourhood walkabout as their first scrutiny project.

Next / future steps for SH

- Create template options for design of webpage.
- Request badge for KP and provide this to tenant in early 2025.
- Collate feedback from end of year survey and create summary. Then share with members for discussion.
- Allow all members to feed into the initial draft of the partnership agreement. This edited draft will then be available for further discussion and review by senior management and Board.
- Planning to start for walkabout day in Peterhead.
- Create agenda's with buffered background for all future meetings.
- 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.

Actions on hold

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