

# GREAT WESTERN Tenant Partnership

Minute of Full Board Meeting held on Tuesday 6 April 2010  
In GWTP Office, 46 Munro Place

## **Present**

|                   |                |
|-------------------|----------------|
| Kate Walker       | Tenant Member  |
| Ann O'Brien       | Tenant Member  |
| George Campbell   | Tenant Member  |
| John McGlynn      | Tenant Member  |
| Gordon Bulman     | Tenant Member  |
| Stuart Currie     | Tenant Member  |
| Margaret Aird     | Tenant Member  |
| Ann Kilgour       | Owner Member   |
| Lillian Woolfries | Owner Member   |
| Margaret McGrow   | Owner Member   |
| Chris Kelly       | General Member |
| Anne McTaggart    | General Member |

## **In Attendance**

|               |                              |
|---------------|------------------------------|
| Marion Burns  | Community Housing Manager    |
| Colin Walker  | Estate Co-ordinator          |
| Sophia Hassan | Minute Taker                 |
| Jackie Morris | West Shared Services Manager |

## **1. Apologies**

|            |               |
|------------|---------------|
| Ann McLean | Tenant Member |
|------------|---------------|

## **2. Expression of Interest**

None declared

## **3. Previous Minutes**

The previous minutes of 2 March was proposed as an accurate record of the meeting by Ann Kilgour and seconded by Lillian Woolfries.

## **4. Matters Arising**

Kate formally introduced Marion Burns (Community Housing Manager) and Jackie Morris (West Shared Services Manager) to the Board. She explained that Marion would take over Martin's position as the CHM for GWTP and TMH in the interim period.

John highlighted that he received the new membership card for Glasgow Gold.

Colin stated that he would like feedback from Board members who attended the CIH 3 Day Conference. Staff who attended the Conference have also been asked to provide some feedback in how they felt the day went.

John asked if any update was available in relation to the GHA(m) re-branding. Margaret advised that there has been no update. No Owners Forum Meeting has taken place since the last Board Meeting.

Kate advised that one of the answers to the Neighbourhood Management Strategy needs changed as it does not read properly. This was in relation to question three. It should read "we would wish for the same service to be delivered to customers who live in tenements and in the blocks". Colin highlighted that this would be changed.

## **5. Correspondence**

A list containing all the correspondence received in the last month was distributed to the Board. Board Members were asked to note that if any member is interested in the events they should contact Colin.

- EVH Event: Health & Safety Hot Topic – Thursday 6 May 2010 (Afternoon Event) – Jury's Inn, 80 Jamaica Street, Glasgow (12:30 pm – 17:15pm)
- EVH Helen McGregor Award 2010 Application Form
- Newsletter from Wylie & Bisset LLP (Chartered Accountants Business & Tax Advisors)
- Letter from the Scottish Government advising registered social landlords of Communities Scotland change of bank account.
- SHARE – Staff / Committee Bulletin
- Letter from SHARE regarding membership 2010 – 2011

## **6. Membership Applications**

Total Applications = 4  
All Tenant Members

## **7. Sub Committee Minutes**

### Housing Management Sub Committee – 16/02/10

Margaret Aird raised the issue of the Management Transfer included in the minutes. Colin highlighted that the tenant has left the tenancy. He explained that all cases are dealt by different agencies as necessary to resolve the anti social behaviour. If a case is considered as serious the neighbour relations team get involved on behalf of the LHO.

John asked Jackie if she was happy with the sitting tenant arrears at 2.98%. Jackie advised that anything under 3% is good. Marion advised that this has reduced further in the last period.

Colin advised the Board that the LHO will get the first phase of the Shafton Road back from Tuesday 18 May to Friday 21 May. Colin is working with Jean Wagstaffe (Housing Officer) in going through the nominations the partnership has to identify the people who are interested in the stock.

Colin also stated that he would do a report for the next meeting of the Housing Management Sub Committee regarding the Shafton site. He would include an update of the progress that has been made and a position statement of repairs that have been carried out in Temple.

The Board agreed in having the Shafton site and Temple as a standard item on future agenda's so that they are updated with the progress that is being made.

#### Finance Sub Committee – 16/02/10

Ann Kilgour stated that the £14 was spent to get a photocopy of a death certificate so that Pauline was able to close off a rent account

Lillian asked if the LHO would be involved in the Stars of the West this year. Colin mentioned that he would carry this out on behalf of the LHO's in the West. Colin has spoken to Debbie Gibson (Wider Action) with regards to getting match funding.

#### Repairs and Investment – 16/02/10

Ann Kilgour asked about the works getting done in North Knightswood. She stated that houses in her area have not had kitchen, bathroom renewal and re-wiring done. Colin advised this would be an on going programme as Knightswood is a large area.

John asked if the 30 refusals would be re-visited again. Colin advised that the LHO would visit the houses periodically to see if the customer would like the works done.

### **8. Delegate Reports**

Lillian advised that the Registered Tenants Organisation Federation would be holding their annual event in May. The LHO will receive notification of this nearer the time.

### **9. Jackie Morris**

Information was given to the Board in relation to the response to the questions that were asked at the LHO Committee Conference held on Wednesday 10 March 2010.

Jackie briefly discussed this with the Board. She stated that this will be updated regularly.

The Board were advised that there cannot be a reserved person for the area committees. GHA Board took this decision. Jackie explained that there will be only one person nominated from each committee within the four areas.

Jackie highlighted the area structures and how they would be set up. She advised that Pineview and TMH Drumchapel will join together. One Operations Manager will be responsible for the LHO's. Knightswood Housing Service Group and Garscadden and Speirs would be grouped together with an Operations Manager. Clydeside will team up with Argyle with one Operations Manager as well.

Whiteinch and Yorkhill are both SST organisations but are management only in terms of GHA as they have GHA stock that is looked after by their own staff. They will be linked to the area teams in terms of performance and in terms of Investment Clydeside would have the responsibility.

GWTP would have their own Operations Manager. The LHO would not be joining up with another LHO.

Kate advised the Board that the nominated person for the area committee would not be able to report certain information to their respective Board Members. Kate was unhappy about this. She would like examples from GHA to explain the type of information that they would not be able to share. Jackie advised that this may be in connection with sensitive and confidential information which would be decided and then relayed to the committees.

Jackie asked that if any Board member has any comments about any of the papers that were distributed should advise Colin by Friday 9 April 2010.

The Board were informed that a West Committee Conference is going to be held on Wednesday 14 April 2010 between 10 am and 1pm in Knightswood Community Centre. She asked if as many Board Members can attend. Transport would be arranged

#### **10. Chairs Forum**

Information was distributed to the Board in relation to papers received at the last Chairs Forum Meeting

Kate went through the minutes of the Chairs Forum dated 10 February 2010 with the Board. No issues were raised.

The Board also went through the draft Tenant Charter (PowerPoint presentation).

#### **11. AOCB**

Jackie advised the Board that GHA have a meeting with Unison with regards to getting the staffing structure sorted.

Kate raised the issue that she is not happy how taxis are booked by the LHO as she had fallen from the taxi when booked after the LHO Conference.

George advised that he had an owner on the phone advising that GHA have asked her to pay extra for the cladding to be done. The owner had previously come into the office and agreed a price. Marion advised that she would get Carina to check this.

Ann O'Brien asked if there were any developments in relation to the fire that took place at 2241 GWR. Colin highlighted that it is still ongoing. The contractors (Wates) have been to see the damage caused by the fire.

Colin highlighted that he will discuss the 2010 AGM at the Board training. Auditors will be invited from Scott Moncrieff (Iain Lee).

#### **15. Date of next meeting**

The next Board meeting will be held on Tuesday 4 May 2010 @ 09:30 in Munro Place.