

# GREAT WESTERN Tenant Partnership

Minute of Full Board Meeting held on Tuesday 2 June 2009  
In GWTP Office, 46 Munro Place

## **Present**

Kate Walker	Tenant Member
Ann O'Brien	Tenant Member
John McGlynn	Tenant Member
Margaret Aird	Tenant Member
Ann McLean	Tenant Member
Eunice Imrie	Tenant Member
Lillian Woolfries	Owner Member
Ann Kilgour	Owner Member
Margaret McGrow	Owner Member
Chris Kelly	General Member

## **In Attendance**

Colin Walker	Estate Co-ordinator
Sophia Hassan	Minute Taker

### **1. Apologies**

Archibald Galbraith	Tenant Member
George Campbell	Tenant Member
Martin McNulty	Community Housing Manager

### **2. Expression of Interest**

None declared

### **3. Previous Minutes**

The previous minutes of Tuesday 5 May 2009 was proposed as an accurate record of the meeting by Lillian Woolfries and seconded by John McGlynn.

### **4. Matters Arising**

Colin advised the Board that work is ongoing at Blairdardie MSF's with the lighting project. Once work is completed GWTP will arrange a small celebration event within the Blairdrum Centre. An update will be given at the next meeting in July.

Lillian asked if any information has been received as to a substitute in attending the Owners Forum meeting. Colin highlighted that he has received no feedback from GHA (m). Information will be shared with the Board once received.

The Board were advised that Fiona Mills (Homechoice Support Officer) will provide a report at the next meeting in July advising how successful the Homechoice pilot has been.

Colin stated that the Customer Service Excellence Assessment visit went well. He thanked Margaret McGrow for the assistance received from Anniesland Court Residents Association. The assessor commented on the good initiatives the partnership was delivering.

## **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.

- Letter from GHA regarding 2009 Tenant Elections to the Board of GHA.
- Letter from GHA regarding the LHO Committee Member Conference – Wednesday 3 June – Radisson Hotel, Argyle Street
- Letter from The Scottish Government regarding the Draft Housing (Scotland) Bill: a Consultation – document attached
- SFHA Housing Scotland Magazine
- SFHA Newsletter – Comment
- Letter from SFHA regarding Financial Inclusion Conference on Thursday 25 June 2009 at the Teacher Building, St Enoch Square, Glasgow
- EVH Booklet: Committee Guide to EVH
- EVH - The Helen McGregor Award 2009 Application Form
- EVH Newsletter – Foundations
- EVH Social Employers Conference – Movements in Motivation – Wednesday 17 June 2009 – Beardmore Hotel, Clydebank
- EVH Half Day Seminar: Cutting Costs, not Corners – 21 July 2009 – Radisson SAS Hotel, Glasgow
- Parliamentary Report from Bill Butler
- Letter from Money Advice Scotland – Home Ownership Scheme Seminars
- North Glasgow Community Magazine - Connect
- Newsletter from Laidlaw Scott
- Letter from Rita Goodwin regarding Active Seniors Event – Tuesday 9 June 2009 – 10 am – 4 pm – Victoria Park, Whiteinch
- Information Booklet from Poppy Scotland
- Child Poverty Action Group in Scotland – Information Booklets
- Child Poverty Action Group in Scotland Training Programme 2009/2010 – Welfare Rights Training

## **6. Membership Applications**

Total applications received = 9

## **7. Sub Committee Minutes**

Housing Management Sub Committee – 21/04/09

No issues were raised.

Finance Sub Committee – 21/04/09

No issues were raised

Repairs and Investment Sub Committee - 21/04/09

No issues were raised.

**8. Owners Forum**

Margaret McGrow advised the Board that the next meeting of the Owners Forum would be held on Wednesday 1 July 2009.

**9. APSR**

Colin went through the APSR with the Board. After discussing this in detail the Board approved the document.

**10. Complaint's / Concerns Process**

Colin delivered a presentation to the Board on the new Complaint's and Concerns process. He highlighted the new procedures of how complaints from customers would be handled, with the new software system that has been introduced "Lagan".

No issues were raised.

**11. Annual Report 2009**

The Board went through the Annual Report. Board members had requested this at the last Training Session in May. All Board members were pleased with the layout of the report.

No issues were raised.

**12. Chairs Forum (Update)**

Information was distributed to Board members in relation to the Chairs Forum meetings.

Colin gave a presentation to the Board which was given at the last Chairs Forum Meeting by GHA Executive Team on Wednesday 27 May 2009.

**13. AGM 2009**

Colin asked Board members to remind friends/neighbours about the AGM taking place on Thursday 11 June 2009 at St Ninians Primary School. He advised that it's vital that the meeting is quorate

The Board were advised that no nominations have been received from other members of the partnership.

**14. LHO Conference 2009**

Colin advised that he and Martin had met with Graeme Hamilton our facilitator for the conference to devise a programme for the event. The Board were advised of the business which would be covered on the day.

Colin further added that Nancy Brown (Head of Customer Services) and Paddy McLaughlin (Quality Assurance Team Leader) have been invited to the conference.

#### **15. Empowerment Model**

Colin distributed copies of the response that the Board made to GHA Communications in relation to the Empowerment Model.

#### **16. AOCB**

Colin advised that Martin has spoken to Taroub Zahran (GHA Chief Executive) in relation to Bill McFadyen. Martin has suggested that as part of future Recognise Awards there should be a "Bill McFadyen Award". Colin highlighted that Taroub is keen to have future recognition award in Bill's memory.

Kate stated that she attended a meeting with Alex Neil (Housing Minister – Scottish Parliament), being the key speaker. She advised that she found him to be a sincere politician. She further stated that he answered every single question that people had raised.

#### **17. Date of next meeting**

The next Board meeting will be held on Tuesday 7 July 2009 @ 09:30 in Munro Place.