

# GREAT WESTERN Tenant Partnership

Minute of Full Board Meeting held on Tuesday 3 March 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
Eunice Imrie	Tenant Member
Lillian Woolfries	Owner Member
Ann Kilgour	Owner Member
Margaret McGrow	Owner Member
Chris Kelly	General Member

## **In Attendance**

Martin McNulty	Community Housing Manager
Colin Walker	Estate Co-ordinator
Sophia Hassan	Minute Taker

### **1. Apologies**

George Campbell	Tenant Member
Archibald Galbraith	Tenant Member
Ann McLean	Tenant Member

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

None declared

### **3. Previous Minutes**

The previous minutes of 3 February 2009 was proposed as an accurate record of the meeting by Ann Kilgour and seconded by John McGlynn

### **4. Matters Arising**

Martin advised the Board that work has commenced at Blairdardie MSF's with the Light up Project. The contractors are currently working on the installation. He further highlighted that Colin and another member of staff will be attending the next Public meeting in order to finalise what the LHO would be doing.

The Board were informed that good feedback was received from Martin Armstrong (Executive Director of Housing & Customer Service) in relation to GWTP Wider Action Newsletter. He was impressed with the work that the LHO has carried out for the local people living in the area.

Martin highlighted that GHA are going through a procurement process to identify a contractor to fit a lift in the Ancaster Complex. Martin will keep the Board fully informed of the progress that is being made.

The Board were advised that the consultation document (Section 68A Director – RSL Return) was sent to the Housing Regulator within the given timescale. Every Board member has been given a copy of the response.

The Board were also advised that the LHO Conference would be put back until a later date. Martin stated that is due to the Homechoice pilot and Common System, Common Sense being introduced. The team will also be involved with the Customer Service Excellence process, which would involve an assessor visiting the LHO as part of the GHA assessment for 3 weeks. The new Repairs Contract would also be introduced in the beginning of April, which would involve more training for the team.

## **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.

- SFHA Housing Scotland Magazine
- SFHA – Social Reporting Conference: What is it and why should we bother – Wednesday 4 March 2009, Celtic Park
- EVH – One Day Seminar and AGM – Sunday 29 March 2009, Crown Plaza, Congress Road, Glasgow
- Parliamentary Report 2008 from John Robertson MP
- Scottish Public Services Ombudsman Housing newsletter
- Scottish Parliamentary Report from Bill Butler
- Information booklet from GoWell
- SHARE Committee Bulletin
- Inclusion Scotland ‘Home for Life’ Conference Report and DVD
- Letter from Netherton Community Regeneration Group advising of next monthly meeting
- PATH (SCOTLAND) Newsletter and a subscription application
- TPAS Information: -
  - Promoting Race Equality in Housing, Monday 2<sup>nd</sup> March 2009, Jurys Inn Hotel, 80 Jamaica Street, Glasgow, 2pm – 4pm
  - TPAS Scotland Annual Conference & AGM 2009, 2<sup>nd</sup> -4<sup>th</sup> October 2009, Apex Hotel, Dundee
  - Tenant Participation Workers Conference, Marine MacDonald Hotel, North Berwick, 7<sup>th</sup> – 8<sup>th</sup> May 2009
  - TPAS Aims, Services, Experience Membership – information in relation to joining with TPAS

Ann O’Brien expressed her interest in attending the EVH One Day Seminar and AGM on Sunday 29 May 2009 at the Crown Plaza. Colin would book this event for Ann.

## **6. Membership Applications**

Total Applications = 3

## **7. Sub Committee Minutes**

### Housing Management Sub Committee

No minutes were brought to the meeting due to the sub committee not approving it in the first instance

### Finance Sub Committee

No issues were raised.

### Repairs and Investment Sub Committee

Ann asked if KBR's would be getting done in Banner Drive. Kate stated that this has been put into next year improvement programme.

Martin confirmed that works would be carried out to properties to remove any staining that is affecting the cladding.

Kate advised that the sub committee has not yet been given an updated list of staff names and phone numbers.

The Board were handed out the Investment Programme for 2009//2010. Martin discussed the projects that would be carried out during the year.

Martin stated that Maureen and Sandra are in the process of identifying customers who do and don't want KBR's. For people who don't want KBR's more addresses will be put onto the programme so that it maximises the numbers.

## **8. Owners Forum**

Margaret McGrow distributed the minutes of the last Owner Forum Meeting dated Wednesday 10 December 2008.

Colin highlighted that GWTP have not been inundated with complaints regarding the Customer Service Centre.

Martin stated that the comment regarding the customer service centre is not reflected throughout the city. GWTP continue to have positive experience with the centre.

## **9. Homechoice Update**

Martin advised the Board the Homechoice goes live on Tuesday 17 March 2009. Staff are currently being trained on the new system. Fiona Mills (Homechoice Support Officer) is carrying out this training.

Martin added that Fiona would be based within the LHO to support the team through this process once it goes live.

The Board were informed that that the work done in the West would be evaluated and given to GHA to make a decision whether or not to role out this process.

GWTP need to talk to the relevant Registered Tenant Organisations within the area and any other groups to make people aware of the new letting process. Colin would

be writing to each Registered Tenant Organisations to advise that Fiona will be attending future meetings.

#### **10. Tenant Participation Action Plan (Review)**

Colin presented the Tenant Participation Action Plan to the Board. He went through the plan with the Board.

He stated that the partnership has achieved the things that were set out in the action plan.

The Board raised no issues.

#### **11. Wider Action Update**

Colin updated the Board on the Wider Action Activities that will be taken place next year.

He highlighted that the themes have reduced to 4. These include:

- Attractive Environments
- Jobs & Training
- Stronger Safer Communities
- Supporting Tenants

The Board were pleased with what was planned.

#### **12. AOCB**

The Board were given the Training Programme for the coming year. Board members discussed the training programme at their last training session on Tuesday 24 February 2009. A few amendments were made. Colin will send out the amended programme to the Board.

Martin stated that the Chairs Forum would be put on the agenda as a standard item to be discussed at each meeting.

#### **13. Date of next meeting**

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