

# GREAT WESTERN Tenant Partnership

Minute of Full Board Meeting held on Tuesday 5 May 2009  
In GWTP Office, 46 Munro Place

## **Present**

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

## **In Attendance**

Martin McNulty	Community Housing Manager
Colin Walker	Estate Co-ordinator
Andy Skinner	Minute Taker

## **1. Apologies**

Archibald Galbraith	Casual Tenant Member
Eunice Imrie	Tenant Member
George Campbell	Tenant Member

## **2. Expression of Interest**

None declared

## **3. Previous Minutes**

The previous minutes of Tuesday 7 April 2009 was proposed as an accurate record of the meeting by Chris Kelly and seconded by Ann McLean.

## **4. Matters Arising**

Martin advised the Board that work is ongoing at Blairdardie MSF's with the Light up Project. GWTP have made up the shortfall from initial funding gap via savings. When the project is complete an opening ceremony will take place with a small celebration taking place within the Blairdrum Centre.

Martin stated that the process of funding and procuring a contractor to fit a lift in the Ancaster Sheltered Housing Complex is ongoing. Martin will keep the Board fully informed of the progress that is being made.

Martin advised that all temporary GWTP staff have had their contacts extended to March 2010.

Martin stated that the new Building Services Manager is Duncan Brown. Duncan attends fortnightly meetings with Carina and Martin and will also attend the Repairs and Maintenance sub committee. The service centre is no longer located at Hecla Square with Maryhill's Thornton Street yard now serving the West area.

Colin Walker advised that the LHO Conference will be held on Friday 26<sup>th</sup> June at the Beardmore Hotel, Clydebank. On route to the conference we will take a tour of the LHO area.

## **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
- CIH information booklet on Community Regeneration
- CIH information booklet on Financial Inclusion
- CIH information booklet on: Take your Partner – RSL Mergers and Partnerships
- CIH Newsletter - Scottish Housing Matters
- EVH Social Employers Conference 2009: Movements in Motivation – Wednesday 17 June 2009 – Beardmore Hotel, Clydebank
- Letter from EVH regarding EVH Recruitment Services
- SHARE Committee Bulletin
- Tenant Participation Advisory Service – Annual Conference & AGM 2009 – Friday 2 October 2009 – Sunday 4 October 2009 – Apex Hotel, Dundee
- Tenant Participation Advisory Service Annual Report 2007 – 2008
- Newsletter from TMH Drumchapel

## **6. Membership Applications**

None

## **7. Sub Committee Minutes**

### Housing Management Sub Committee

Martin went through the stats from the housing management meeting taking particular time to highlight sitting tenant arrears and noting that GWTP is under the city wide target.

### Finance Sub Committee

Kate Walker asked what `stars of the west` was. Colin explained that it was a youth diversionary project which was delivered in partnership with Strathclyde Police, Strathclyde Fire and Rescue, Culture and Sport Glasgow and Glasgow Housing Association. Great Western Tenant Partnership was the leading LHO on behalf of Glasgow Housing Association.

### Repairs and Investment Sub Committee

Margaret Aird pointed out an ongoing problem with communal aerials and lack of TV points in bedrooms following the cladding works and questioned whether this would leave owners and tenants alike without a digital signal.

#### **8. Owners Forum**

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

Margaret Aird questioned why GWTP couldn't have a substitute to attend when other LHO's seem to be able to have this. Colin to speak to GHA (m) on this matter.

#### **9. Performance**

Martin stated that it has been a good year in terms of KPI's. We're exceeding targets on all areas of our business.

Our overall letting performance was 80% of lets within four weeks against a target of 60%.

This years target was 2.83% which is significantly lower than the GHA citywide target of 4.18% we were slightly over target with sitting tenant arrears at 2.94% which equates to £3000 over target. We continued to reduce arrears from £245,952 in March 2008 to £239,990 at March 2009.

Our lost rents target was £367,081.00 however our actual lost rent figure was £86,185.80.

Lillian asked if any lost rent was due to previous tenants not wanting regeneration work.

Martin stated that it's important for tenants to participate in Investment works, but appreciates that tenants may not want to participate. Martin went on to state there is often the opportunity for catch-up work in some cases.

Our target for re-housing homeless customers was 40% our actual was 34% this was due to the target being implemented throughout the year.

Chris asked if all 48 homeless referrals were housed. Martin replied that it was only 48 referrals received and not all referrals were housed. Martin advised that the west of the city and GWTP receive higher numbers of referrals than other areas within the city.

Martin once more advised that the staff team achieve great results and often excel against city wide targets and that the team should be congratulated.

#### **10. Annual Accounts**

Ian Lee from Scott Moncrieff presented GWTPs accounts for the last financial year. This was discussed in detail, no issues were raised. Ian advised that he would send copies to the Scottish Housing Regulator and Companies House. Ian confirmed that he would be attending our Annual General Meeting on Thursday 11<sup>th</sup> June 2009.

## **11. Homechoice**

Colin Walker presented a report on the recently introduced Homechoice pilot, this report was discussed in great detail and covered staff training, policy information, councillor surgeries and open days. Martin will request an updated report from Fiona Mills Homechoice Support Officer for the July meeting.

## **12. Chairs Forum**

Previous minutes of the Chair's Forum were distributed and discussed in detail. Kate advised that all Board Members would be receiving a folder containing all information relating to Empowerment and Engagement in the near future.

## **13. LHO Conference**

The LHO Conference this year will take place on Friday 26<sup>th</sup> June 2009 at the Beardmore Hotel. Martin has formally written to Martin Armstrong and other senior officers with the view to attending. Graeme Hamilton, Service Development Manager, West LSS will facilitate the event on our behalf.

## **15. Tenant Participation Action Plan 2009**

Colin Walker distributed both the Tenant Participation Action Plan 2009/10 and a report relating to these years Tenant Participation Grant 2009/10.

The Board raised no issues and approved both the Tenant Participation Action Plan and Grant for 2009/10.

## **16. AOCB**

Colin advised that GHA have launched a new complaints process, Colin will deliver a presentation of the Customer Concerns Process at the June meeting.

Martin advised the Board that Glasgow Housing Association is seeking accreditation for customer service excellence throughout the organisation. Great Western Tenant Partnership will be participating on Wednesday 20<sup>th</sup> May 2009. The assessor will be specifically looking at Wider Action within GWTP. Martin McNulty and Colin Walker will both be interviewed as part of the process.

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

The next Board meeting will be held on Tuesday 2 June 2009 @ 09:30 in Munro Place.