West Dunbartonshire Tenants and Residents Organisation (WDTRO) members attend this meeting on your behalf.

Please read these minutes and contact the WDTRO or your Tenant Participation Officer if you would like more information or would like to give your view on a topic discussed – contact details are below.

The date of the next WDTRO meeting is:
**Thursday 14th May at 2.00pm, 1Lomond Court, Westbridgend**

– Representatives from any TRA are welcome to attend, discuss common issues and propose items for the agenda of the Liaison meeting.

Date of next WDC/WDTRO Liaison meeting is on:
**Thursday 28th May at 2pm in Dalmuir CE Centre Clydebank**

**Contact details:**

**WDTRO;**

**Hugh O’Donnell,**
**Tel:** 01389 732979

**Email:** hod2@talktalk.net

**Mail:** 1 Lomond Court, Westbridgend, Dumbarton, G82 4BU.

**Tenant Participation;**

**Jane Mack,**
**Tel:** 01389 737281

**Email:** jane.mack@west-dunbarton.gov.uk

**Mail:** Housing Strategy Section, Council Offices, Garshake Road, Dumbarton G81 3PU.
Present:

<table>
<thead>
<tr>
<th>Councillor David McBride</th>
<th>Housing Convenor (Chaired meeting)</th>
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<tr>
<td>Isobel Rankin</td>
<td>Dalmuir MSF TRA</td>
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<td>Harry McCormack</td>
<td>Tullichewan TRA</td>
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<td>Hugh O’Donnell</td>
<td>Westbridgend TRA</td>
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<td>Francis McGonagle</td>
<td>Littleholm TRA</td>
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<tr>
<td>Lorraine Watson</td>
<td>CATRA</td>
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<tr>
<td>John Drake</td>
<td>Planned Programme Co-ordinator</td>
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<tr>
<td>Helen Turley</td>
<td>Head of Housing and Community Safety</td>
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<tr>
<td>Janice Lockhart</td>
<td>Homelessness &amp; Allocations Manager</td>
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<tr>
<td>Scott McLelland</td>
<td>Team Leader (ASIST)</td>
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<tr>
<td>Tracy Crichton</td>
<td>Senior Housing Officer</td>
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<tr>
<td>Jane Mack</td>
<td>Tenant Participation Officer</td>
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<tr>
<td>Megan Molloy</td>
<td>TP admin assistant</td>
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Apologies:

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<th>Robert Carson</th>
<th>South Drumry TRA</th>
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<td>John Kerr</td>
<td>Housing Strategy Manager</td>
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<tr>
<td>Myra Feeney</td>
<td>Acting Section Head Estate Management &amp; Caretaking</td>
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<th>Item</th>
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<tr>
<td>1.</td>
<td>Welcome and apologies noted.</td>
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<td>2.</td>
<td>Note of Meeting 29/1/15 and update on actions</td>
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The note of the last meeting was agreed with the following amendments;

Item 6
6.93% is the proposed rent increase not 6.3%.

An update on the following actions were discussed;

Page 2 –bins issues.
Helen met with students of Caledonia University who will be following bin collections to see who is leaving bins out for a six week period over summer. There are no firm dates yet. They will receive help from Estates and will be directly talking to
people to explain why extra waste won’t be picked up and to educate people on recycling. They will be mostly concentrating on hotspot areas to help people understand the problems. An article on bin collections and the importance of recycling will still feature in future editions of the Housing News.

Page 3
John Drake gave a progress report on the close upgrades. A copy of the next programme of close upgrades was handed out at the meeting and will be attached with the minutes. Pictures of closes completed in Clydebank were circulated around the meeting. On the council’s website under ‘Be the Best’ there was a comment of thanks from a tenant so the close upgrades are making a difference. Once upgraded, the Housing Officers will monitor the closes to ensure that they are maintained. 20 blocks in Clydebank have already been completed.

3. Update regarding managing ASB in non- public reassurance areas (Scott McLelland)

The reduced number of ASIST officers had been raised as a concern by tenants however ASIST is only part of the Anti-Social Behaviour team and they work together with the four other sections within the team; Public Reassurance, Noise Enforcement, Mediation and Early Intervention. These teams all work together in non Public Reassurance areas as well as Public Reassurance areas. Weekly meetings are held with Police Scotland to discuss anti-social behaviour and target the worst affected areas. There have been number of changes within the team in the last five months and they are looking at new ways to be effective. From 1st of April all calls will be managed through the Anti Social Behaviour team, this will make them more effectively managed and a more timely response can be given. It was noted that issues surrounding anti social behaviour can be complex and the process lengthy.

The teams deal with the following issues;
ASIST- deals with serious crimes
Public Reassurance- deals with underage alcohol purchase, youth disorder and work closely with the Police.
Early intervention team- work jointly with social work and focus on diversionary activities for under 16s (The Pulse).
Mediation team - help resolve neighbourhood and parking disputes.
Noise Enforcement - work at night and can issue fixed penalties for noise. Also deal with littering and dog fouling.

It was asked if the dog fouling night team gets results. Scott confirmed that patrols were reduced in dark nights however in the summer, hotspots will be targeted. They will also work during the day with Greenspace.
Lorraine (CATRA) advised that they were doing a community dog fouling initiative in Alexandria – working with the dog fouling team and have set up a website. Scott will make sure his team target the area.
It was asked if Scott could do a briefing note on how all the ASB teams work to give people a better understanding – Information leaflets on each section been provided and to be issued with minutes.

It was asked how long before a warrant is served for drug dealing. Timescale is out with Council control but work closely with the Police who share information and as soon as a conviction is granted, the ASB team are made aware so that the eviction process can begin. Scott confirmed that there have been a number of successes in Dalmuir in the last 2 years because of information from the community including thirteen convictions for drug dealing and 250 criminal convictions under the Misuse of Drugs Act.
Councillor McBride commented that these number show good results and this information should get back to tenants as they need to be made aware that their information can make a difference. Scott confirmed that there had been a number of articles in the Clydebank Post and they would continue to advertise their work.

4. Estates Management Update

**Aurora House**
Clydebank staff has now moved to Aurora House on the third floor. The move went very well and there was no disruption to the service. Public access is still through the One Stop Shop on Kilbowie Road.
The move coincides with a change to working practices
involving the use of new technology (tablets) which are being tested. The tablets will allow the Housing Officers to work remotely but still have access the Council’s network and systems therefore being able to spend more time in their areas.

Close painting
Estates are monitoring the progress of the Contracts team to ensure as many closes as possible are upgraded with the available funds.
From the comments made at the last Liaison meeting, the letter to affected tenants were changed to include information about how this money came about and the involvement of the WDTRO.
Pictures of some closes before and after the close painting and steam clean have been taken and once they have some in each of the towns, an article for the Housing News will be submitted.

Legal
Legal cases – number remains the same however have some bin issue cases that are coming close to a Notice being served and will continue to update on progress.

New Tenant Visits
Looking at how new tenant visits are reported. Difficulties getting a suitable time to meet new tenants often a problem as people busy moving in and other commitments. Target is for visit to be done within 3 weeks but feel this is often too soon for visit. Therefore if the visit isn’t completed within 3 weeks it shows that the target is missed although a new tenant visit will still be carried out.
In February, 86 new tenants were due a visit from new lets – 20 were completed within 21 days (22%). However, including carryover visits from the previous month, the total number of new tenant visits carried out in February was 180.
A new performance scorecard has been developed and it’s hoped that this new method of reporting will better reflect what is actually being achieved.

Annual Visits
Also looking at approach to annual visits. The new tenant visit is the first visit and from there the HO’s will work towards
seeing each tenant on a yearly basis. Also looking at how this information is recorded so that it can be reported on an area by area basis. Annual visits will include a full inspection of the property and will note who is living there and if they have any pets.

| 5. **Update on Allocations Policy Consultation Proposals**  
**(Janice Lockhart)** |
|---|
| Allocations policy was held back for the new Housing Act and were waiting for the Scottish Government to produce Guidance. Scottish Government have confirmed this week that guidance on the new Housing Act 2014 will not be available until October however the review of Policy can still be done on areas that the Guidance doesn’t cover. There will be an article in the Spring Edition of the Housing News and an online survey. Janice outlined the areas that will be included in the survey including suspensions, length of tenancy before moving again, letting plans, Housing panel. A review of the Sheltered Housing policy also going to be done in conjunction with CHCP. There will be a link to the survey in next edition of the Housing News and tenants and applicants will be encouraged to take part.  

At the WDTRO’s request Allocation staff had also held 2 allocations sessions that week. Although there was poor attendance at the sessions those who attended had found it to be useful and this was agreed by tenant reps present. |

| 6. **Tenant Satisfaction Survey and Improvement Actions**  
***(Jane Mack)*** |
|---|
| The annual tenant satisfaction survey is scheduled to go out August /Sept but prior to that Stefan is looking for people interested in being involved in the scope of the questions that get asked – at the moment, each year, a range of specific housing service questions get asked and if there are areas that tenant reps think should be included in this year’s survey then they can be involved and Stefan’s contact details will be put on the minutes and anyone interested in being involved to contact him.  

Stefan Kristmanns, |
7. **WDC/WDTRO Liaison Remit review (Jane Mack)**

The remit has been out for comments from Officers and tenant reps. The key principles and purpose of the meetings has not been changed and the emphasis remains on a partnership approach to developing services. The remit of the meetings has been updated in relation to Housing Charter etc. and out of date references to stock transfer and the regulators Housing Performance Improvement report have been taken out. Any final comments were invited and Councillor McBride reiterated the Council’s support to the meetings and the positive outcomes achieved.

One issue that the tenant groups had raised was the timing of the meetings and that the 2pm start meant that some groups couldn’t send representatives to meetings due to other commitments.

As it’s important that as many tenant reps can attend and for them to be seen as representative, at December’s Liaison meeting it was agreed that a survey would be issued to all groups. Responses from 8 groups were received and the results were circulated at meeting – copy to be issued with the minutes.

The most favoured time was 4pm but most groups that stated that also stated that they were happy with 2pm too – there was 2 groups that specifically wanted 4pm and 2 groups preferring alternating between 2pm and 4pm. Officers preference is for 2pm starts and it is important that officers from Helen’s Management team are able to attend so Jane suggested a compromise of alternating the 2pm and 4pm starts and as it was Dumbarton groups specifically preferring the 4pm start that the Dumbarton meetings are at 4pm and the Clydebank ones are at 2pm – Agreement was made and the meeting times will be alternated between 4pm for Dumbarton hosting and 2pm when Clydebank is hosting. Final version of Liaison Remit as well as updated details of meeting dates and times for the rest of the year to be issued with minutes.

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8. **Tenant Participation Update (Jane Mack)**

Jane confirmed that been awarded a Silver Accreditation from
TPAS for tenant participation. This is an assessment of how the Council engages with its tenants and customers and involves them in influencing decisions about housing services. They assess the structures and arrangements in place, the support and resources dedicated to tenant participation and the outcomes and successes that have been achieved. The WDC/WDTRO Liaison meeting plays an important part as one of the main structures for tenant representatives to be involved in discussion and influence decision making. Once the final report is received will create an action plan which will be shared with all groups and officers. Are pleased with the silver accreditation and good to get external validation but the action plan will also help us make further improvements and particularly focus on influencing outcomes and being able to demonstrate that.

All the tenant rep, officers and Councillors were thanked for giving up their time to attend the TPAS focus groups.

TPAS are also hosting briefing sessions on the Housing Scotland Act and have produced a Tenant Guide to the Act which has sent out to all groups and put on the TP web pages.

Number of consultations coming up – Allocation Policy and rent consultation process.

An audit of groups going to be started in next few weeks and will be assessing the resources groups have and any additional support or training that they need.

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<th><strong>Forward Plan Update (Jane Mack)</strong></th>
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<td><strong>Hill Street Update</strong></td>
<td>The development is progressing really well and phased handover of the 37 properties is scheduled between May and July 2015. Been involvement of a number of reps from the Brucehill TRA in the project – been kept informed as well as being involved in choosing a number of items for the properties such as kitchen units and flooring. This is the first new build project designed in-house by the Council and are being built to a high standard of energy efficiency. An issue regarding the street name arose as, unknown to Housing or the tenant reps involved with the project, Planning</td>
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All groups to note

Jane
were looking to change the name from Hill Street to Cunningham Square due to the changes in road layout of the area. Prior to the Planning meeting, the community became aware of the proposal and were unhappy with the name change. They started a petition to keep the name Hill Street in focus and the housing department and project team were supportive of this. The community were successful and in attending the meeting, the name Hillstreet Square was agreed. Following on from this, John Kerr has met with Planning and the outcome is that their Policy and Procedures have been altered to ensure that any known group or community are asked if a change is required. Therefore, as part of any future new build this will be included in the consultation process.

Helen also gave the following updates,

**Beardmore Place**
Cubes development has 54 properties and is way ahead of schedule. It will ready in July/August and the council will have 100% nomination rights (ie tenants will be nominated from WDCs waiting list.) WDC will also have nomination rights for Brucehill.

**Second Avenue/Singer Street**
Demolitions will be carried out and will start new builds on site in March 2016

The Kippen Dairy site was discussed. There was a concern raised over the area losing their public park and it was asked if Caledonia HA would have to pay compensation for this to the community and Helen will investigate.

WDC is working on a WDC Design Standard which will increase energy efficiency. It is still being developed and has been sent out to Housing Associations for consultation. All future New Builds will have to be built to these standards. Main Housing partner, the Wheatley Group, had already welcomed the design standard. Further information on the Standard will be made available.

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<td>The rat problem in Brucehill was discussed. Tracy confirmed</td>
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she had met with the housing officer and there had been a walkabout with Environmental Health. The rats are due to litter and overgrown gardens which Estates will pursue with the tenants.

**Update re SHBVN HRA Guidance**

Harry McCormack (Tullichewan) and Jim Hendry (Risk Street) have also been representing WDC TRA’s along with tenant reps from across the country in a tenant focus group run by SHBVN on the Implementation of HRA Guidance that has been issued by the Government. The tenant’s focus group’s purpose is to identify what resources are required to ensure that tenants are fully involved in the guidance implementation and HRA activity. The SHBVN is also running an officer’s support group which John Kerr attends. There are 2 more meetings of the focus group in April and May and either Jo/Harry /Jim will feedback to all groups.

11 Date of next meeting Thursday 28th May
2pm Dalmuir CE Centre