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 17 September at 2.00pm, Overtoun Court Cafe, Clydebank**

– 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 29th October 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.
**WDC / WDTRO Liaison Meeting No.38**  
**Thursday 27th August 2015, 4pm at Council Offices, Dumbarton**

**Present:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councillor David McBride</td>
<td>Housing Convenor (Chaired meeting)</td>
</tr>
<tr>
<td>Hugh O'Donnell</td>
<td>Westbridgend TRA</td>
</tr>
<tr>
<td>Harry McCormack</td>
<td>Tullichewan TRA</td>
</tr>
<tr>
<td>Francis McGonagle</td>
<td>Littleholm TRA</td>
</tr>
<tr>
<td>Isobel Rankin</td>
<td>Dalmuir MSF TRA</td>
</tr>
<tr>
<td>Lorraine Watson</td>
<td>CATRA</td>
</tr>
<tr>
<td>John Hainey</td>
<td>South Drumry TRA</td>
</tr>
<tr>
<td>Robert Carson</td>
<td>South Drumry TRA</td>
</tr>
<tr>
<td>Myra Feeney</td>
<td>Acting Section Head Estate Management &amp; Caretaking</td>
</tr>
<tr>
<td>Janice Lockhart</td>
<td>Homelessness and Allocations Manager</td>
</tr>
<tr>
<td>Alan Young</td>
<td>Capital Programme Co-ordinator</td>
</tr>
<tr>
<td>John Kerr</td>
<td>Housing Strategy Manager</td>
</tr>
<tr>
<td>Helen Turley</td>
<td>Head of Housing and Community Safety</td>
</tr>
<tr>
<td>Jane Mack</td>
<td>Tenant Participation Officer</td>
</tr>
<tr>
<td>Megan Molloy</td>
<td>TP admin assistant</td>
</tr>
</tbody>
</table>

**Item | Action**
---|---
1. **Welcome and apologies noted.**

2. **Note of Meeting 28/5/15 and update on actions**

   Previous meeting minutes were agreed with no amendments.

   An update on the following actions were given;

   - **Page 2**
     **Parking Arrangements Update**
     Still problems with car parking at the Kippen Dairy site due to building work starting there, John will raise concerns with Cordale HA.  
     
   - **Page 3**
     **Roads**
     South Drumry wrote to roads about white lining. They were told the roads would be painted in the next allocation in April but there has been no progress. John Hainey to forward email to

   **John**

   **John Hainey/ Jane**
<table>
<thead>
<tr>
<th>3. Waste Management on Housing Estates – report submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apologies received from Frank Maguire and report submitted in his absence – copy enclosed with the minutes.</td>
</tr>
<tr>
<td>Refusal of some people to recycle continues to be a problem. Housing Officers will pass on names of those with over spilled bins. One of the biggest problems is with private lets. Have to divert caretakers as don’t want to leave mess due to rodents.</td>
</tr>
<tr>
<td>Alan and Myra’s team are working to improve bin storing as bin shelters were first designed to only hold one bin per household and now households have multiple bins due to recycling.</td>
</tr>
<tr>
<td>Waste management will be kept on the agenda for next</td>
</tr>
</tbody>
</table>
4. **Service Standard performance- (report attached)**

This report had been sent out with agenda to raise tenant awareness of the standards ahead of them being involved in their review. The service standards will be reviewed to ensure that they reflect tenant’s interests. The standards do not have to all be charter indicators. The service standard performance is on the council’s website and updated quarterly.


<table>
<thead>
<tr>
<th>All groups to note</th>
</tr>
</thead>
</table>

5. **Rent Consultation Review Working Group**

Following the release of the Scottish Government’s Guidance on the Operation of the Housing Revenue Account (HRA) was an opportune time to review the Council’s rent consultation practice.

A working group including Interested tenants, RTOs and Sheltered Housing Forum representatives as well as individual tenants was set up to review the rent consultation process and have had 2 meetings.

The purpose of the working group was,
- to understand the Council’s legal and regulatory requirements in relation to rent consultation,
- to review the existing practice,
- to consider good practice demonstrated by other landlords
- and to better understand how the HRA is used.

The Scottish Government’s HRA guidance identifies transparency about the HRA as essential for all Landlords and
provides a valuable tool for tenants (and staff). One of the main issues to come from this group and the SHBVN tenants group that Harry and Jim were involved in, is identifying that training to help understand how the HRA is used, its relationship with to the Capital Programme and the Business Plan is needed.

The working group are of the opinion that the current practice of reviewing a draft HRA and proposed rent increase should not be described as a consultation, nor was there any feeling that it puts tenants at the centre of HRA decision making processes. The group would like to see different options for rent and spending levels being considered as part of the annual rent consultation.

A questionnaire gathering information and good practice from other landlords are being collected just now and a full report including the working groups’ recommendations are being put together for the HMT on 8/9/15 and will also be widely shared with tenants.

The general consensus was that the HRA is a very significant issue for tenants and improving their involvement in the actual decision making process associated with setting rents is needed. It was also recognised that the whole process could not change overnight but that a process of change is needed and should start this year.

**The Rent Review Working Group next meet at 10 AM on the 23rd September, Council Offices, Dumbarton**

---

6. **Estate Management Update (Myra Feeney)**

In conjunction with HEED’s Health & Safety Officer, **Fire Safety letters** were sent out to all owners and tenants regarding bulk left in common areas. Housing Officers will take action on things being left out as this is a safety issue. Owners who share a common area with tenants will also be left notices. CATRA reported that owners in 5 Gray Street didn’t receive the fire safety letter, Myra will check this out and ensure they get one.

**Multi-storey lift rescue** was also discussed. It is important for...
people to know what to do if they get stuck. Every tenant in multi-storey flats been sent a letter and the information will be put in the new tenant handbook for MSF tenants.

### 7. Tenant Participation Update (Jane Mack)

**Dumbarton & Vale Of Leven Federation** has been disbanded as weren’t able to form a committee – the groups in Vale and Dumbarton have been urged to continue support of WDTRO. Funds of £728.93 have been returned to the TP budget for use by other groups.

To help build on group’s effectiveness, running a training sessions for **group secretaries** or anyone interested in supporting their secretary - being held on 16/9/15 at 6PM at Garshake.

Also running a **website briefing** on TP pages and other useful Council info available online on 23/9/15 at 6PM at Garshake – Harry McCormack from Tullichewan also agreed to help and will speak about Tullichewan’s use of Facebook in promoting their activities.

**Sheltered Housing Forum** is still going well with representatives from all 9 sheltered complexes attending. They have also been able to create a joint Association and been awarded a £10,000 lottery award for outings and entertainment in the complexes.

**A Fire Risk Assessment** had been done at Alexander Street because it was a former commercial property. We’ve had confirmation from HEEDs H& Safety officer that not required for TRA flats in former residential properties as residential properties are exempt. A lot of useful information was collected while working with CATRA throu’ their Fire Risk Assessment and this information has been put into a leaflet and distributed to groups that have community flats to share fire safety information.

We are funding 3 Tenant reps from Tullichewan, Risk St and CATRA to attend the **Tenant Participation Advisory Service tenant conference** in November and will be asked to update groups on what they learn from it.

**Pre HACC Forum** – opening up to any tenant and advertising subjects of future committee papers to alert tenants to what’s coming up – final paper will still only be available a week ahead.
of Committee but will help groups plan when they want to focus on particular subjects of interest. TP webpage being updated with the info and an article going into the Autumn Housing News to promote.

Beginning to put plans together for **annual tenant event** – Housing Management Team and WDTRO have been asked for suggestions and a date in the beginning of December being checked out – fuller details should be available for October’s Liaison meeting and event will be well advertised.

**WDTro/ Jane**

---

8.  **Forward Plan Update (John Kerr)**

**New builds**

37 new properties been completed in **Hillstreet Square, Brucehill**. The last tenants moved in at the beginning of the week. Been completed to a high standard within the timescales and budget – given credit to Jackie Gallen and Dorothy Buchanan given.

Cube finalised 54 properties in **Beardmore Place**. They are now planning to build 31 new properties in **Carrick Terrace**, the final housing mix has still to be agreed.

Demolitions in **Singer Street**, Clydebank will hopefully be completed in January 2016. A clear-out and safety checks have to be completed prior to this. The final design will be decided after demolitions.

**Design Standard**

It is proposed that the design standard used in Hillstreet Square will be the standard for all future new builds by West Dunbartonshire Council. Any property with WDC and Scottish Government funding will need to meet this standard. The Hillstreet design includes two wheelchair adapted properties and also meets the silver standard for energy efficiency. Jamie Dockery, Housing Policy Officer will be attending the next WDTRO meeting to further discuss the proposed design standard.

**Allocation Policy**

- We now restrict the number of offers an applicant
reaches to 3, after which the applicant will be suspended for 12 months from receiving further offers of housing.

- a tenant must have maintained a tenancy in a satisfactory manner for 12 months before they would be considered to be allocated a new home.

- A Housing Allocations Panel to be introduced to deal with complex issues not covered by the current allocations policy

- Local lettings plans will be developed in consultation with tenants, residents and other relevant stakeholders. These plans will be reviewed on a 12 monthly basis and will allow an element of choice based letting be introduced to the allocation of properties where no or little demand exists

Changes to be implemented by 31st October 2015.

Local Housing Strategy (LHS)
Officers working group has been set up to work on the LHS going forward. A consultation strategy is being developed and will include tenant consultation. The report on the strategy will be going to committee in November 2016.

Tenant Satisfaction Survey (TSS)
The TSS is still to be finalised. Feedback has been positive. Satisfaction with front line staff has significantly increased. The report will be finalised in mid September. A summary report will also be developed and shared widely.

9. AOCB

Devolved Budget for Tenancy Sustainment
Myra confirmed this devolved budget in its first year was £25,000 and has now increased to £85,000. The money is used to help people in need create a home and remain settled in the property. Certain criteria have to be met in order to receive it. The budget was developed as part of the tenant sustainability exercise. The money generally goes to those who
are starting their first tenancy as they are in most need of help to furnishing their home. There were 119 abandoned properties last year which were never furnished so getting settled in a property will help reduce the cost of abandoned properties. The budget is a discretionary budget and not an entitlement. It is still in its early stages so unable to give figures yet on it’s effectiveness but is being monitored.

The budget was confirmed as coming from the HRA. Tenant representatives were disappointed with the lack of consultation and hadn’t been able to answer queries about it because they didn’t know about it. The lack of consultation was discussed and was confirmed that it had come from suggestions made as part of the void management self-assessment a few years ago.

Jane highlighted the importance of getting information on new initiatives to tenants as quickly as possible and that the Liaison meetings was where this kind of information can be discussed.  

| 10 | Date of next Liaison meeting- Thursday 29th October 2pm Dalmuir CE Centre |

All to note.