



WDC/WDTRO Liaison Meeting No.68
Thursday 27th August 2020, 2pm Via Zoom

Present:

Councillor Diane Docherty	Housing Convener (chair)
Frances McGonagle	Littleholm TRA
Georgia McCambley	Central Radnor Park TRA
Harry McCormack	Tullichewan TRA
Janette Donlin	Dalmuir TRA
Scott McClelland	Area Co-ordinator – Ward 2 &3
Stefan Kristmanns	Housing Development Co-ordinator
Peter Barry	Strategic Lead
Joanne Sutherland	Homelessness service co-ordinator
David Lynch	Area Co-ordinator –Wards 4,5a and 5b
John Kerr	Housing Development & Homelessness Manager
Edward Thomas	Housing Operations Manager
Alan Young	Housing Asset & Investment Manager
Jane Mack	Snr Housing Development Officer (Tenant Participation)
Tracy Crichton	Housing Co-ordinator – wards 1 & 6
Tom Black	Technical officer
Hanne Thijs	Housing Development Officer (Tenant Participation) (minute taker)

	Item	Action
1	Welcome, introductions and apologies Apologies received from Billy Neeson, Polly Wheelans and Suzanne Bannister	

<p>2</p>	<p>Update re discussion at full Council meeting 26/8/20</p> <p>Peter Barry joined meeting to give clarification and discuss any concerns the WDTR0 had regarding discussion about HRA and DLO that took place at full Council meeting on 26/8 in relation to a paper on the impacts of COVID. Downturn of DLO through lockdown, still paying wages, but had no income. Some staff were furloughed, 80% of wages covered, 20% had to be covered by Council. One of the options in the Council paper was to explore whether HRA could fund the DLO's lost income. Been discussed by COSLA and Audit Scotland happy to give Councils this flexibility. Councillors raised concern about this option at Council meeting and the potential £2.1m gap in DLO total budget . Only part of this figure is likely to be considered from HRA as some of these costs may still be recovered through work completed in the rest of the year. Too early to say what the final financial impact on DLO will be. If this money were to come from HRA, clear cost would need to be confirmed, would need to consult with tenants and would need to consult with Scottish Housing Regulator (SHR). Peter wanted to clarify the situation with tenants as this is likely to be discussed widely and emphasised that long way from any agreement and that JRG and WDTR0 would be fully consulted. Frances advised she had listen to the Council discussion and had been concerned but happy to hear Peter's clarification and assurances about consultation.</p> <p>Peter Barry left the meeting.</p>	
<p>2</p>	<p>Update on actions from previous minutes – (Stefan Kristmanns)</p> <p>Windows at West Court, no written update. Edward Thomas advised no progress due to Covid and will get prioritised when possible in next couple of months.</p> <p>Working group to review communication when lifts not working - Scott will look at getting a group meeting set up before the next Liaison and provide an update then.</p> <p>Repair call handling information - Stefan discussed call handling stats provided and Cllr Docherty asked for stats from non-Covid affected months and more information on average waiting time . Suzanne confirmed that monthly reports go to DLO Board so Stefan to get these and have as a regular agenda item so can build up trend information and monitor performance. Waiting time is key area for tenants – average waiting time given so also want to know what is longest and shortest waiting time in relation to average.</p> <p>District heating – no progress due to Covid. Alan Young been in touch with John McKenna to let him know WDTR0 meetings have resumed, to then provide update. Jane requested that written info is provided as can be technical and tenants need time to digest before discussion.</p> <p>Fire safety report – Edward Thomas noted consultant has resumed work on report. Looking to get report to committee in November and so will be discussed at Pre-HACC Forum.</p>	<p>Scott McLelland</p> <p>Stefan Kristmanns</p> <p>Alan Young</p>

	<p>Tenant involvement for new build design – John Kerr will update on this in his Forward Plan update on the agenda. Have completed a survey of new tenants of recent new build projects and a report on their views is available. Frances noted that doors should be considered for new builds as there are accessibility issues for people with disabilities.</p>	
<p>3.</p>	<p>Building Services -Information circulated ahead of meeting.</p> <p>Tom Black discussed briefing note. Confirmed that not all staff back to work, some still furloughed and hoping as we move into Sept, more staff are back at work. Backlog is declining, had initially concentrated on external repairs but now also doing internal. Plans to work within localised areas to get backlog down further being looked at. Frances and Jane asked for clarity as previously told this option was no longer being considered and had agreed that move to this method of working would need tenant consultation. Alan Young clarified that Martin Feeney had had discussions with other stakeholders and the backlog would be cleared before looking at new method of dealing with repairs. Action : Jane to contact Martin Feeney for confirmation and Cllr Docherty to be included in email.</p>	<p>Jane Mack /Martin Feeney</p>
<p>4.</p>	<p>Housing Operations - Information circulated ahead of meeting</p> <p>Scott McClelland gave update on new neighbourhood team. During lockdown were vital in dealing with vulnerable tenants and once lockdown eased brought in full job specs. Been very busy, on patrol to midnight every day. Feedback has been positive and high visibility of staff been well received. Also dealing with emergencies and ASB concerns and Scott happy with how they are integrating into caretaker service.</p> <p>Neighbourhood team can act as professional witnesses and been successful in dealing with incident witnessed at West Court Multi storey flats of people throwing things out of a window, they contacted police and can go to court if necessary. Team very enthusiastic and Scott getting lots of ideas from them. ASB officers will be mobile and back in areas within next few weeks, working within government guidelines. Scott will let WDTR0 know when they are fully active. Frances confirmed that neighbourhood team been fabulous ,they are on the ball and visible.</p> <p>David Lynch gave an update on caretakers who since lockdown adopted a Covid-19 awareness cleaning routine focusing on touch plates, handrails etc. David acknowledged drop in some of their duties to allow them to focus on Covid cleaning. Neighbourhood care-taking team now available at weekends so have a caretaking service 365 days a year from 8am to 4pm.</p> <p>Tracy Crichton gave update on housing officers who are working from home and been contacting tenants to check if any support needs. Initially dealing with homeless lets and emergency calls but since end of June introduced mainstream lets, completing viewings and sign ups with PPE, social distancing in place. Also doing inspections in areas. Moving towards normal practice but not fully there yet.</p>	

	Edward Thomas noted that staff working very hard, thanked tenants for patience during lockdown and recovery plan and asked for continued patience as moved through recovery phases.	
5	<p>Update on work agreed through Tenant Priority Budget 2019/20</p> <p>A lot of work which had been halted due to lockdown is being restarted. Outstanding work on the spreadsheet being progressed by Tom and Craig .</p> <p>In relation to Littleholm laundry option which had been a proposal from previous year so not on the spreadsheet, David Lynch confirmed that had conducted joint inspection with building services and architects and has drawings and costings to consider – work has a lot of additional complications with regard to plumbing and wiring. There are options and David will arrange a local meeting with tenants to discuss and invite architect Leong Lee too.</p>	David Lynch
6.	<p>Forward Plan Update (info provided by John Kerr)</p> <p>John Kerr shared video of one of the 126 units at the St Andrews development. First handovers end of Sept. New handover processes due to Covid-19 and will use more digital content for user guides on heating etc but still have physical handbooks. Will be a break in handovers from 10th Dec over festive period as not fair to tenants to move at this time so any slippage on site might mean more moving in in 2021. Going to use “show home” model to help with viewings.</p> <p>John reminded group of desire to set up a new tenant design group to look at enhanced specifications and energy efficiency measures for future housing – was tenant interest and John will send out invites as soon as possible.</p> <p>New social housing will be important for providing new homes and also for economic recovery so want to be developing ambitious but achievable plans for the future and are assessing all HRA sites for suitability .</p>	John Kerr
7.	<p>Tenant Participation Update (Jane Mack)</p> <p>A summer TP Update was issued 3/8 and emailed to Housing teams, TRA members and elected members. Focused on introducing Hanne , encouraging new proposals for the Tenant Priority Budget and the review of the TP Strategy.</p> <p>Autumn edition of the Housing News being put together and will be a full 8 page edition and due to be posted to tenants around 23 Sept.</p> <p>The annual report on TP progress is going to Housing committee on 2/9 and the paper includes a copy of the Strategy action plan and performance report. The Strategy survey is to help gather views on what is currently working and what needs improved so tenants and staff are encouraged to give their views.</p> <p>Will also review what other consultation can be done depending on how lockdown restrictions change. The new Strategy is planned to go to February 2021 committee and survey is open until the end of October.</p>	Staff and tenants

	<p>Throughout lockdown kept in touch with most of our active tenants by phone and our FB page has been an important way to keep in touch and to help spread useful information and support for people. The Scrutiny Panel , JRG and the WDTR0 meetings are all taking place via zoom so most of our participation activities have been sustained – only face to face meetings not happening so means some TRAs not been meeting but Hanne will be contacting them after the summer recess and see what support can be given. Some groups been using zoom and FB to keep in touch and been going really well.</p> <p>Have put together some COVID guidance and any group with questions or any concerns should just get in touch. There are no plans to open offices up for meetings so virtual meetings will remain in place but we'll also do more to get paper copies of material out to people to aid participation at virtual meetings. Lockdown has brought difficulties but there are also opportunities as many people are more aware of the community around them so we want to make the most of that too.</p> <p>Harry McCormack acknowledged hard time but Facebook been good for Tullichewan TRA and helped them link in to other services for the community and been more interest in the TRA due to them keeping people up to date.</p>	Hanne
9	<p>AOCB</p> <p>Frances McGonagle asked if anyone knew when Lady of Loretto Nursery was opening again – Jane to find out and confirm..</p>	
10.	<p>Date of meeting - 2pm Thursday 22nd October, via Zoom</p>	