



**WDC/WDTRO Liaison Meeting No.
Thursday 25th June, 2020 via Zoom video conferencing**

Present: Jane Mack, Hanne Thijs (minute taker), John Kerr (chaired), Edward Thomas, Frances McGonagle, Harry McCormack, Joanne Sutherland, Jacqui Peacock, Martin Feeney and Alan Young

	Item	Action
1	<p>Welcome, introductions and apologies</p> <p>Apologies received from Councillor Diane Docherty, Douglas Clark, Maureen Dempsey, Polly Wheelans, Billy Neeson, Janette Donlin and Georgia McCambley</p>	
2	<p>Introduction</p> <p>JK welcomed everyone and thanked the members of the WDTRO who have been involved in engagement activities during the pandemic, he said that the council is appreciative of the hard work and patience and that it is important for tenants to remain involved as things change.</p> <p>He noted that the council is now moving from the response phase to the recovery phase and feedback from tenants is an important part of that.</p>	
3.	<p>Repairs restart plan</p> <p>MF first apologised for sending out the briefing note late yesterday, he noted that information from the Scottish Government is updating frequently which means that the repairs service are having to move their work patterns continually.</p> <p>MF spoke through the repair restart briefing note, highlighting that the service has been working with reduced staffing levels with team of about 70/80 providing emergency repairs, other staff redeployed and about 130 not providing any service at the moment. Some changes including staggered starts are interim measures for 6 months, looking at making more flexible service for long-term.</p> <p>External works restarted, concentrating on sites where scaffolding has been up long-term. Re-roofing recommenced, environmental works (safe paths etc</p>	

restarted), end of this week 30-40% of pre-Covid levels, hoping to increase this within coming weeks so long as safe working can remain.

Current figures for outstanding repairs are:

Routine Repairs

- outstanding repairs excluding emergency, right to repairs and voids – 2929; of these
- internal repairs – 2077
- external repairs – 852
 - Alexandria – 176
 - Dumbarton – 110
 - Clydebank – 566

Not included in the routine repairs

- capital repairs 605, roofs renewals, environmental works (paths etc.) kitchen, bathroom, shower, window / doors installs
- direct sub contractor repairs – 484

Total outstanding repairs 4018

MF hopes that reporting of outstanding routine repairs can restart mid/end July, they are hoping to phase in new works so that this is manageable.

MF asked for feedback on proposed new model for dealing with non-urgent repairs. Repairs would be planned for a sub area within the council over a 6 week period (flexible depending on amount of work). Each area would be returned to after 18 weeks in a cyclical repairs roster. Roster could be flexible – some areas may need more or less time. Other housing providers doing it this way, tenants would know when repairs will take place in their area and less travel time for staff so more productive. Initially this could be an interim model, with consultation if it worked and wanted to roll out permanently.

FMcG asked if not easier for people to phone in repairs during the pandemic instead of letting them build up. MF advised that due to lower staffing levels, this had not been possible although emergency repairs were done. FMcG asked if people might be confused by new system, MF said that will probably take some time for people to get used to this but once people understand it may be a simpler process for people but appreciated that communication about the process will be very important .

HMcC asked why repairs were not logged during pandemic. MF advised that no other housing providers have been logging repairs, SHR have acknowledged this. New system would help to stagger repairs service when lines re-open.

JP unsure how tenants will feel about proposed change as all tenants feel their repair is important, some tenants might not like this. MF acknowledged that is completely different repairs service, but current system inefficient and old fashioned.

JM said that discussions with tenants raised concerns about how quickly can

	<p>get through backlog before new repairs are logged. Questions about resourcing repairs. MF said that through further analysis can look at best way to prioritise backlog repairs. In the future, all repairs can be done by appointments.</p> <p>JK noted that some positives but some concerns raised particularly with reference to communication. MF said that he can provide more information on proposed system and can provide this to WDTRO, could have two-tier system for a time to clear backlog. Can test it as an interim.</p> <p>Action: MF to create further information for discussion with WDTRO and meeting to discuss in more depth.</p>	<p>Martin Feeney</p>
<p>4.</p>	<p>JK then offered opportunity for WDTRO to raise any other issues.</p> <p>FMcG asked for update on care takers. ET said that care takers are back to full time hours as of last Monday, focusing on outside work, littering picking etc, and urgent cleaning duties. Care takers assessing areas where work which was not urgent but has gotten worse and some interim solutions being looked at. ET highlighted some areas where tenants have done some work in-leau of staff which has been appreciated.</p> <p>FMcG asked about night-time hours of staff and ET confirmed that neighbourhood team now back to midnight. Looking to get another communication to residents of flats to introduce staff.</p> <p>JP asked for clarity on times of operation for staff in her area, ET confirmed caretakers will be there until 4pm, neighbourhood team will be there from 2pm to midnight.</p> <p>Action: ET to get communication out to tenants about responsibility of everyone to help keep spaces clean.</p>	<p>Edward Thomas</p>
<p>5.</p>	<p>Tenant Participation Update (Jane Mack)</p> <p>JM confirmed that the TP Strategy was being reviewed and that a survey to collect views from staff, tenants and Councillors had been issued and want to encourage people to give feedback. Been sent out to all TRA members and been on FB, and sent to staff. Would like managers to encourage staff to provide feedback. Survey open until end of August.</p> <p>Tenant Priority Budget</p> <p>Want to also start encouraging tenants to make proposals, £400k in budget, people on walks etc. may have seen things out and about that could be improved. Suzanne Bannisters team can then cost up proposals . Will need to consider how we get tenants to consider proposals depending on how lockdown eases – could do online voting. HT is working on some communique around this, to be sent out over next few days.</p>	<p>all</p>

6.	AOCB JM thanked everyone for attending meeting.	
7.	Date of meetings for 2020 TBC	

