



WDC/WDTRO Liaison Meeting No.65
Thursday 27th February 2020, 2pm at Dalmuir Community Centre,
Clydebank.

Present:

Frances McGonagle	Littleholm TRA (chaired meeting)
Councillor Diane Docherty	Housing Convener
Polly Wheelans	Littleholm TRA
Georgia McCambley	Central Radnor Park TRA
Billy Neeson	Westbridgend TRA
June Todd	WDTRO
Douglas Clark	Littleholm TRA
David Lynch	Area Co-ordinator –Clydebank
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)
Ryan Chalmers	Finance Section Head
Jim Fraser	Repairs – Technical Officer

	Item	Action
1	Welcome, introductions and apologies Apologies received from Harry McCormack, Peter Barry, Scott McLelland , Suzanne Marshall and Martin Feeney ,	
2	Updates on outstanding actions (Update sheet circulated) Alternative supplier for landing windows getting costed and assessed if cost	

	<p>effective. Don't have a firm timescale from Consultancy Services but will keep group up to date and hopes for a timescale within the next 4 weeks.</p> <p>Working group to improve communication – initial meeting set up but had to be cancelled due to number of tenants who couldn't make proposed date - meeting to be rearranged.</p> <p>Call handling performance report – outstanding but also being pursued through JRG as information provided to them not sufficient. Edward Thomas confirmed new phone system gives good monitoring.</p> <p>Action : Jane to email Stephen Daly on Diane's behalf and ask for the data and for him to come to future meeting.</p> <p>Meeting to be arranged with WDTR0 members following their requests for alternatives to storage heaters in MSFS – to cover District Heating, long term future of gas and impact on housing sector. Alan Young collecting information together and WDTR0 will then be invited to a meeting.</p> <p>By 2025 Scottish Government don't want any new homes to rely on a fossil fuel heating systems.</p> <p>Updated Fire Safety Report should go to May Housing & Communities Committee and will share report with WDTR0.</p> <p>New Build Design Consultation group - invites to go out –John will send out a couple of dates and will avoid Thursdays to suit .</p>	<p>Jane/ Stephen Daly</p>
<p>3.</p>	<p>Update on ASB and caretaking service review (Edward Thomas)</p> <p>Edward advised that progressing well. All ASB new staff in place – now up to 8 in team (from 6) 4 day time and 4 back shift – in training phase so will be fully operational late March. Staff keen to start and will provide cover 3pm – 2am – 7 days a week.</p> <p>Caretaking – now appointed 3 seniors – will work closely with the area housing teams. Will continue to reprioritise tasks and react to issues too. Committed to retaining dedicated caretakers for each multi-storey flats following the engagement meetings last summer as this was something tenants wanted kept.</p> <p>Induction and training ongoing. Should 'go live' by end of March and back shift will be 1pm – 12 midnight, 7days a week.</p> <p>Question asked about how tenants can contact the out of hours staff and was confirmed that can be contacted through the usual out of hours number.</p> <p>Hopefully they will be a reassuring, visual presence for tenants and Edward confirmed in the evenings they will be in pairs and Scott has a working group</p>	

	<p>on Health and Safety issues.</p> <p>Will be manual checks for regular duties so no time to spend hours in office.</p> <p>Question asked about how TRA's be kept up to date and updates will be given at Liaison meetings but Edward also agreed some specific communication for the Multi-Storey Flat tenants would be a good idea as they will see the biggest change.</p> <p>Question asked about using the noticeboards for information but also pictures of the new staff . David will ask new staff but often staff not keen to have pictures publically displayed. Staff will all wear I.D. badges so tenants will know who they are.</p> <p>Problems with teenagers hanging around in blocks at Littleholm was raised as at the weekend had over 100 hanging about and they had flares. Edward will liaise with the police and CCTV and that is the sort of situation they would want the out of hour staff to concentrate on.</p>	<p>Edward Thomas</p>
<p>4.</p>	<p>Review of Rent Collection Policy (Ryan Chalmers)</p> <p>Number of years since last reviewed and been internal changes plus introduction of Universal Credit that need to be incorporated into the Policy.</p> <p>Ryan circulated copy of draft policy with proposed changes in red.</p> <p>Corporate Debt are responsible for full rent collection. Since reorganisation of Housing Officers they have been doing early interventions with new tenants as they will already have had contact with tenant through allocation and sign-up.</p> <p>Appendix changes reflect the new working practices of the Housing Officers. Online survey being used to collect tenant views and been extended to 13 April as article being included in spring Housing News. Reviewed policy will go to May's Housing & Communities Committee (HACC).</p> <p>Question asked about DWP delays as can create arrears and often backdates then can't be applied and tenant gets left with arrears.</p> <p>Ryan confirmed that do have regular liaison meetings with DWP and they don't pursue tenant when they are waiting on Universal Credit. Focus is on getting a sustainable arrangement and do take other debts into account - look at bigger picture.</p> <p>Relies on tenant being open about other debts and can liaise with Working4U colleagues. Focus is on communication and creating a relationship with tenants so that staff have the full picture and can provide support.</p>	<p>TRA members encouraged to complete survey</p>

	<p>Item 6 - 6 actions without milestones? –Confirmed that Tenancy sustainment actions had been transferred to Suzanne and she had focused on rent collection and much work been done. Many of the remaining Tenancy Sustainment actions needed the IHMS and it's delay and personnel changes meant the milestones still to be created but will be carried into new year.</p>	
<p>6.</p>	<p>Forward Plan Update (info provided by John Kerr)</p> <ul style="list-style-type: none"> • St Andrews – First handovers planned for May • Haldane, Creval Court and Aitkenbar - Progressing well and all on target. • Dumbarton Harbour – Piping, drainage and ground works all complete and road to finish next week, issues with contractor but progress will continue and won't affect plans. • Queens Quay – Tail end of contractual process and should go onsite end of March. • Buy Backs – Going well and have secured additional £600,000 funding from Scottish Government. • Clydebank East and Pappert – Design stage and wanting tenants views • Housing have declared an interest in current Clydebank Health centre site as it is moving to Queens Quay. • Demolition at Clydebank East progressing well and only 1 block remaining - will probably be completed by July. Design stage ongoing but site will be secured. Opportunities have arisen to help develop site so worth taking time. • Queens Quay and Pappert housing developments aim is to be carbon-free so looking at Passivhaus model of building. • Will be carrying out a Better Homes assessment and will share with WDTRO. • Gypsy/traveller site at Dennistoun Forge – Scottish Government providing additional funding £90,000 to improve standards, meeting next week with officers and will also meet with site tenants to set priorities. • Current Local Housing Strategy(LHS) runs out 2022 so will start the refresh of the LHS and will want tenant involvement in that process. Private housing not seen the improvements there's been in social housing but challenge is to try to increase that – still valid to have 	

	<p>tenants views as has an impact on look of areas.</p> <p>Question asked if Clydebank East will just be developed by WDC? –John advised it might not - keeping open mind and might consider other tenures but not seeking a Housing Association partner at this stage.</p>	
7.	<p>Tenant Participation Update (Jane Mack)</p> <p>Rent setting consultation –survey closed on 15/12/19 and report going to Council on 5/3. Thanks given to everyone who came to the public meeting at the Clydebank Town Hall in October and those who completed the rent setting survey. The final total of responses was 845 which is a massive increase from last years’ 257 so people either getting more interested and see that they can influence the outcome or other change was that an individual mailing out to all tenants might have got people’s attention more that it being just included with the Housing News.</p> <p>Preferred rent option from the survey is 1.9% option with 40.6% of votes. Council meeting next week will confirm decision and all tenants will then get a letter formally advising them of the increase and what the increase will be for their rent.</p> <p>Tenant Priority Budget – Public meeting took place on 6/2/20 and 7 new proposals got the go ahead- 1 at McColl avenue needs more discussion . Budget still open for proposals so would encourage all TRAs to have a walkabout and see what improvements can be put forward.</p> <p>New Tenant Association been set up at Willox Park sheltered housing complex- have had their first committee meeting and have a public meeting arranged for 18/3 to agree their constitution and can then get a bank account set up. They a small Association just representing the 36 tenants there so probably won’t be joining the WDTRO but been given Harry’s contact details.</p> <p>Staff update. Only ended up with Alex for a couple of week before she started another job unfortunately but do have another preferred candidate and just waiting on references so hopefully she will be starting in about 4 weeks. In meantime Jane supporting the groups as much as possible.</p>	
9	<p>AOCB</p> <p>None raised.</p>	
10.	<p>Date of meeting - 23 April 2020, 2pm in Council Offices, 16 Church Street, Dumbarton, G82 1QL</p>	

