



## Minutes

**Monday 7 October 2024 at 10am**

**Via Zoom**

**Chair:** Colin Stewart

**Minute taker:** Catherine Coutts - Tenant Participation Officer (TPO)

**Present:** Daphne Archibald, Mhorag Ewen (Director of Housing Services), Craig Fleming (Senior Property Services Officer), Liam Paterson (Property Services Officer)

**Apologies:** Pam Gatt-Hall, Lynne Murray (Housing Officer)

Agenda Item	Discussion	Action Required	By	Date
<b>1. Welcome, introductions and apologies</b>	Chair welcomed all to the meeting. No introductions were necessary. Apologies recorded from those who had advised via Basecamp.	N/A	N/A	N/A
<b>2. Declarations of interest</b>	Colin Stewart declared an interest as a Board Member of the Scottish Housing Regulator.	N/A	N/A	N/A
<b>3. Engagement Plan</b>	<p>Mhorag Ewen, Director of Housing Services, provided information on the Engagement Plan. The SHR has identified areas for improvement, which are that Castlehill review its performance for tenant satisfaction, percentage lets to homeless people, void management and rent collection and consider what improvement action it needs to take. CHA are taking some new approaches. The voids turnaround has improved from the previous year. Rent collection includes former tenancy debt and there is a new internal process to use the 28 days to engage. Rent is prioritised over recharges. A tenant satisfaction audit has been undertaken and went well; the last tenant satisfaction survey was after lockdown and we are looking at ways to engage more frequently, however the next full scale survey is due in 2025. The engagement plan is kept up to date so that we can evidence the work being done to improve.</p> <p>Colin highlighted the impact of long term voids/hard to let scenario. He also asked for clarification re floor coverings and was told that this is offered if in good condition.</p>	N/A	N/A	N/A

<b>4. Home Master</b>	<p>Mhorag confirmed that the new software system Home Master is an integrated system encompassing housing management, property services, compliance and finance. The go live date is 1 April 2025. Alana Allison has been seconded as project lead and the project is on track. The system is cloud-based.</p> <p>A tenant portal will be available, called My Home, which will offer digital services to tenants. Colin will be involved in the working group for this. The standard portal will launch on 1 April 2025, with phase 2 later on, including additional services tbc such as arrears repayment plan, repair diagnostics etc. A new website will be created to be fully integrated with My Home. Colin noted this should improve satisfaction and asked to be part of website working group.</p>	N/A	N/A	N/A
<b>5. Community Benefits update – Craigievar Mobility Scooter Storage Consultation</b>	<p>Craig and Liam had taken CaRTO, particularly Pam's feedback onboard and suggested converting an internal storage cupboard at back of building into mobility scooter storage. A single door would be converted to a double door and allow storage for 5 scooters. There is potential for an auto door to be installed. This was seen as least disruptive solution with limited space and would cause least disruption.</p> <p>Monaltrie Court curtains need to be replaced as do not have fire retardant labels. CaRTO in agreement this could be good use of community benefits fund.</p>	N/A	N/A	N/A
<b>6. CaRTO Online Chat Sessions</b>	Colin getting quotes to move this forward.	N/A	N/A	N/A
<b>7. Bank Account</b>	<p><b>Response to CaRTO bank account proposal</b></p> <p>Thank you for taking the time to submit the proposal. SMT met to discuss and as a result of the discussions, some points were raised. SMT are concerned that CaRTO could make itself vulnerable to reputational damage due to the level of risk involved in handling other tenant groups' money. The logistics of collecting and banking money for so many schemes could be complex and time-consuming. There is also not any succession plan should signatories leave their Castlehill tenancy, particularly CaRTO Chair who has volunteered to operate the account on behalf of all the groups. Therefore on this occasion SMT are unable to support the proposal.</p>	N/A	N/A	N/A
<b>8. Housing Perks update</b>	There have been 446 tenant sign ups, 775 vouchers have been bought, £84,402 has been spent via the app and savings have been made of £3771.	N/A	N/A	N/A

<b>9. CaRTO funding</b>	CC following up with Foudland Bloomer's storage unit request with Property Services.	N/A	N/A	N/A
<b>10. Training, networking &amp; conferences</b>	Colin is attending the TIS Conference 7/8 November in Glasgow. Both NETRALT and Tenants Together are finalists for awards. Similarly, both NETRALT and Tenants Together are finalists at CIH Scotland Awards, along with Castlehill's Independent Living Team.  Colin attending STEN in person event in Bathgate on 22 October.	N/A	N/A	N/A
<b>11. NETRALT update</b>	NETRALT met last week and have booked the Greyhope Centre for their Christmas meeting and lunch. All welcome.	N/A	N/A	N/A
<b>12. Tenants Together update</b>	Tenants Together are hosting a TPAS webinar on 13 Nov.  Tenants Together are facilitating 4 events as part of the Scottish Covid Inquiry. Tenants encouraged to participate to have their voices heard.	N/A	N/A	N/A
<b>13. AOCB</b>	Colin Stewart declared an interest as a Board Member of the Scottish Housing Regulator.	N/A	N/A	N/A