

Minutes of CaRTO Meeting

Tuesday 6 March 2018 at 2pm

11 Waverley Place, Aberdeen

Present: Pam Gatt-Hall, Colin Stewart, John Watt, Ken Willox, Catherine Coutts (TPO)

Apologies: Paul King, Celia Tremain

1. Welcome and Introductions

Catherine welcomed everyone. Apologies noted as above.

2. Previous Minutes of 6 February 2018 and matters arising

The previous minutes were read and agreed as accurate. All matters arising were covered in the agenda.

Proposed by: Colin Stewart

Seconded by: Ken Willox

3. Update on amendment to constitution re office bearers & quorum

Colin had amended the constitution to reflect the changes discussed at the last meeting. All present signed two copies of the document - one for Colin to keep as Secretary, and one for Catherine to keep for Castlehill. A scanned copy will be posted on Basecamp.

4. Alan Morrison memorial award – application form, trophy and discussion

Catherine put together draft text for the Alan Morrison Above and Beyond Award. Those present discussed and amended the text as below:

THE AWARD

This award gives you the opportunity to pay tribute to someone who has gone above and beyond for you or your community. Caring neighbours and thoughtful people can play an important role in making our lives that bit easier, and this is your chance to make sure that these individuals are recognised.

THE PRIZE

The winner and the person who nominated them will be presented with their awards at xxxxxxxx on xxxxxxxx

The winner will receive £100 and a unique glass trophy. The nominator will receive £50 and a certificate.

THE RULES

You can nominate anybody, including relatives, friends and staff.

You cannot nominate yourself.

Nominations can come from all Castlehill tenants.

You can nominate one person per nomination form

The summer newsletter will be issued at the end of June, so it was decided that the middle 4 pages be devoted to the award, almost like an insert/supplement, that is differentiated from the rest of the content. We decided that (out of these four pages), page 1 would be the cover i.e. a photo of Alan, info about him and the award, pages 2 and 3 would be the nomination form itself and page 4 would be the rules and other information.

We still need to work out exactly what questions to ask and decide if people can submit supporting evidence e.g. a maximum of 3 photos. We also need to figure out when and where the award will be presented.

A discussion followed about how to promote the award on our website. Catherine will speak to Mhorag/Dynamic Edge about options re news feature placement to make it more prominent.

Ken and Colin offered to go and look at some trophies in person. We discussed size, quality, cost and engraving. Rough costs so far are approximately £80 to £100 for a glass trophy, plus additional cost for sandblasting/engraving (£15 for text, more for logo). It was recommended that we order a trophy well in advance and set aside approx. 2 weeks for engraving.

5. Change to CaRTO logo - approval? Handbook reprint - CaRTO info

All present agreed on the final version of the CaRTO logo and the revised text to replace the Tenants Panel section in the tenants handbook. Catherine to confirm with Foyer Graphics and get the handbook reprinted asap.

6. Tenant Participation Strategy

CaRTO agreed that the strategy review is an excellent opportunity to improve the way we do our tenant participation, how we can build upon the great progress that CaRTO has already made and how we can make a bigger difference working together. The role of the committee was discussed as there is a perceived apathy towards tenant participation. It was agreed that TP needs to be ingrained within every department and not be a stand-alone function or perceived as an added extra.

Catherine will add the strategy to the agenda and keep CaRTO update on progress. The deadline for completion is the end of August.

Catherine will put together some options/ideas for rent consultation as discussed. This will be added to the agenda too.

7. Sheltered magazine - feedback on front cover

Feedback was given on the two designs for the front cover of the sheltered magazine. It was agreed that white text is a no-go as there is insufficient contrast, so Catherine will ask the designers to change the text on the blossom cover to dark blue (as in the bird feeder one) and change the background so there is enough contrast.

There has been a brilliant response to the second letter asking for contributions, so Catherine is working through them.

8. Freedom of Information consultation - approval?

CaRTO's response to the Freedom of Information extension was approved by the group and added to by Colin. Catherine will submit this response directly after the meeting to meet the 7 March deadline.

9. Scottish Housing Regulator framework response

Pam had given Catherine a response already, and Colin will email his to Catherine. If anyone else wishes to contribute, they can. Catherine will merge the responses and submit by the 30 March deadline.

10. NETRALT - mystery shopping

There was no update because the mystery shopping group are meeting on Friday and haven't met since last CaRTO meeting. Colin will provide an update at the next CaRTO meeting.

11. AOCB

When saving documents on Basecamp, it is best to save as .pdf rather than in word, as a pdf will display without having to be downloaded.

Promotional materials were discussed and will be purchased before year end.

The next meeting will be held on TUESDAY 3 APRIL at 2pm at Waverley Place.