



Minutes of Meeting

Tuesday 1 May 2018 at 2pm

11 Waverley Place, Aberdeen, AB10 1XH

Present: Pam Gatt-Hall, John Watt, May McLeod, Colin Stewart, Ken Willox, (tenants)
Catherine Coutts (Tenant Participation Officer)

Apologies: Celia Tremain, Richard Robertson (tenants)

1. Welcome, Introductions and Apologies

Catherine welcomed everyone. Apologies noted as above.

2. Previous Minutes of Tuesday 6 March and matters arising

The previous minutes were read and agreed as accurate.

Proposed by Colin Stewart. Seconded by Ken Willox.

3. Expenditure/Budget update

Colin and Ken have set up a spreadsheet to track expenditure.

4. Alan Morrison Above and Beyond Award

Ken had visited Trophy International to have a look at suitable trophies. He will ask if he can bring a sample trophy along to the next meeting so that everybody has the chance to see it. The group looked at p260 of the Trophies International catalogue and liked the small trophy with the star on top (CBG1A), 9.25", £70 plus engraving. If this turns out to be suitable, it was suggested we order 5 initially.

5. The Chain - summer newsletter

Catherine is working on this, with the middle 4 pages being devoted to Alan's award. There will be a slight delay in publication this year due to the sheltered magazine and strategy coinciding with usual date. Catherine will include the CaRTO advert that we are using in the Sheltered Magazine.

6. Sheltered Magazine

This has had to be delayed slightly to allow for the volume of work that this entails.

Catherine explained that due to the high number of contributions, it was necessary to

increase the pages from 32 to 40, and CaRTO agreed. Next year it would be advisable to issue guidelines for submissions ie word limit, digital photos only, etc and allow more time for staff to work on it (although now that we have the design, it shouldn't take quite so long). Catherine said she would check the prize details on the letter and post on Basecamp.

7. Digital Involvement project

CaRTO are keen to get this project going. Catherine will contact SCVO with a view to getting them along to a meeting to provide support. It was agreed that the pilot project would be for sheltered tenants only, and not the larger community.

8. Tenant Participation Strategy

There was a discussion about content and Catherine showed the group what she had done so far. A draft will be posted on Basecamp for your feedback as soon as possible.

9. Promotional Materials

The group decided to keep looking for a promotional bottle rather than rush into buying something for the sake of it.

10. Regional Networks

Colin gave an update and he is now on the Regional Networks for Aberdeen.

11. NETRALT (North East Tenants Residents and Landlords Together) update

NETRALT tenants had formed a sub-group and worked on a mystery shopping project together. This group was entirely tenant-led and no staff was involved. The tenants made several observations and recommendations for improvement at each of the NETRALT landlord's offices. Their main question was "how do we go about applying for a home?" and observations were made about the reception and customer service. The report will now be given to landlords, who have four weeks to respond. Castlehill did extremely well, thanks to our customer service team. A copy of the Mystery Shopping report is available from Catherine, or on Basecamp. The report will be updated once the landlords have responded.

12. AOCB

Catherine advised the group that a sheltered tenant had contacted her re the guest room charge at sheltered schemes increasing to £25 per night. The group agreed that this may not offer value for money and suggested a meeting with Jim and the tenant to discuss it.

**The next meeting will be held on TUESDAY 5 JUNE at 2PM
at 11 WAVERLEY PLACE, ABERDEEN, AB10 1XH**