

Annual General Meeting of CaRTO

(Castlehill Registered Tenants' Organisation)

Wednesday 15 November 2017 at 2pm

Residents' Lounge at St Peter's Court, 191 Victoria Road, Torry, Aberdeen,
AB11 9NW

Minutes

Present: Alan Morrison, Celia Tremain, Colin Stewart, Pam Gatt-Hall, Brian Hall, Ken Willox, John Watt, Gordon Mackie, Rick Gerrie, Maureen Reid, Alan Dalgarno, Barbara Gray, Bertha McIntosh, Brian Henderson, Linda Skinner (Tenants)
Catherine Coutts (Tenant Participation Officer), Mhorag Ewen (Housing Manager)

Apologies: Libby Mitchell, Richard Robertson, Larry Duncan, Rita Barnes Lizabeth Williamson (Tenants), Graeme Ogston (Management Committee)

1. Welcome and Apologies for Absence

Catherine welcomed everybody, thanked CaRTO members for their considerable time, energy and expertise working in partnership with Castlehill Housing Association and congratulated CaRTO on reaching their first anniversary of becoming an RTO (Registered Tenants Organisation). Apologies noted as above.

2. Secretary's Report (Colin Stewart)

"It has now been a year since the Tenants Panel made the decision to become a Registered Tenants Organisation (or RTO). The Tenants Panel had developed and grown, and the time was right to progress and take the organisation to the next level, being officially recognised by the Scottish Government. We devised a constitution and set out our aims and objectives. We chose a new name – Castlehill Registered Tenants Organisation, a.k.a CaRTO.

Our main purpose is to encourage the tenants and residents of Castlehill to engage with each other and Castlehill, and to discuss policies and issues affecting all tenants.

The benefits to being a Registered Tenants Organisation include:

A right to be consulted over proposed changes to housing services
The opportunity of applying for grant funding from the Scottish Housing Regulator
The opportunity to get involved in regional RTO networking forums

In the year since CaRTO has been established, tenants have made many achievements and been involved in many different projects and meaningful activities.

- Three CaRTO members now serve on Castlehill's Management Committee
- CaRTO's Secretary was shortlisted as one of 4 finalists for the Tenants Information Service National Excellence Awards, recognising his voluntary work with Castlehill, with NETRALT, with social housing at a regional level and also his voluntary work outside of social housing with the wider community
- CaRTO integral in designing the new Castlehill corporate website
- Brought our tenants closer together by focussing on our Moray tenants and making it easier for them to be a part of CaRTO
- Moray tenants being involved in the development of Moray Tenants Partnership, which has now changed its name to Northern Tenants Partnership as it has grown to incorporate a wider area
- Developing a new design for Castlehill's Annual Charter Performance Report
- Discussing the results of the three yearly tenant satisfaction survey and how CaRTO and Castlehill can work together to achieve better outcomes in certain areas
- Fire Safety consultation
- Tenants have been consulted on the Freedom of Information Act
- Tenants attended "Value for Money" seminars
- Study trip to Blackwood's flagship assisted living development in Dundee
- Visit to the Scottish Parliament
- CaRTO tenants continue to play a significant part in NETRALT (North East Tenants, Residents and Landlords Together) and in fact make up a third of active members
- Two tenants went to the annual TPAS conference (TPAS stands for Tenant Participation Advisory Service), which is the leading conference aimed at tenants to educate, inform and inspire on all things tenant participation
- CaRTO asked that the annual sheltered magazine be reinstated and this is now happening, with a new look magazine to be published in April
- CaRTO have input as to what they would like to see included in The Chain newsletter
- A major achievement was CaRTO devising a devolved budget proposal that has been accepted by Castlehill

Going forward, we have lots of ideas and plans we are excited to be working with Castlehill on: including supporting tenants with digital participation, encouraging local groups and helping shape a better housing service for tenants.” - **Colin Stewart, Secretary**

3. Constitution

It was agreed that the constitution does not need to be amended at this stage.

4. Election of committee

Chairperson – Alan Morrison

(proposed by Celia Tremain, seconded by John Watt)

Secretary – Colin Stewart

(proposed by Pam Gatt-Hall, seconded by Celia Tremain)

Treasurer – Alan Morrison and Colin Stewart to share role

(proposed by Pam Gatt-Hall, seconded by Celia Tremain)

The meeting was closed at 2.30pm.