



Minutes of Meeting

Tuesday 3 April 2018 at 2pm

Committee Room, 4 Carden Place, Aberdeen, AB10 1UT

Present: John Watt, Colin Stewart, Ken Willox, (tenants)
Catherine Coutts (Tenant Participation Officer)

Apologies: Pam Gatt-Hall, Richard Robertson, Celia Tremain

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.

Catherine noted that the CaRTO logo had been finalised and handbook reprinted. The sheltered magazine had been collated and sent to Foyer Graphics; we are waiting for the first draft. Tenants will be asked for feedback when draft is available. The Freedom of Information consultation and the Scottish Housing Regulator framework responses were submitted. All other matters arising were covered in the agenda.

Proposed by: Colin Stewart

Seconded by: Ken Willox

3. Alan Morrison Above and Beyond Award

Following on from the discussions at the March meeting, Ken had visited Trophies International in Rosemount and discussed our requirements. He recommended that CaRTO purchase several trophies, and then each year just add the engraved metal name plate. This would save time and avoids the risk of the trophy being discontinued.

It was suggested that dark blue writing be used (depending on the style of trophy) so as to fit in with Castlehill's logo. It will say Alan Morrison, Above & Beyond on the trophy with the year and winner's name on the plate.

Colin and Ken had worked on the nomination form and the group were happy to go ahead. Catherine will come up with an introduction and the terms and conditions. This will need to be approved by the group at the next meeting so as to meet the deadline for the summer newsletter.

CaRTO members will post their suggestions for their trophy choice on Basecamp and a decision will be made by the group at the May meeting.

4. Potential visit to Maryhill re Going Digital

After a discussion, it was felt that perhaps a visit would be quite costly, especially as there is a similar NETRALT study visit in September. It was suggested that we could possibly do a conference call or video call with Maryhill instead and Graham from SCVO (Scottish Council of Voluntary Organisations) CC to organise this.

CC to speak with Gail Robertson (Director of Housing Services) and Jim Anderson (Housing Manager - Sheltered) to find out implications of the digital involvement pilot project at Craigievar now that it is staffed by Cornerstone rather than Castlehill.

5. CaRTO Action Plan 2018/2019

It was agreed that the digital involvement project at Craigievar should be done by the end of the financial year. The project will be on the agenda for the next meeting.

CaRTO will have a presence at the TPAS Conference in November this year, with two tenants and Catherine attending. The group will decide who is going based on who will use the opportunity to its full potential and bring back knowledge and good practice to share with the rest of the group. This will be discussed at a future meeting.

An annual social/team-building outing has been built into CaRTO's budget. This will be discussed at the next meeting.

It was agreed that "Expenditure" be added to the agenda as a standing item, to enable the group to keep track of money spent and projected expenditure now that CaRTO has a devolved budget and will be making their own decisions on spending.

6. Tenant Participation Strategy

CC showed the progress she had made so far with the tenant participation strategy and action plan. She will keep CaRTO updated and ask for feedback throughout the process. The strategy has now to be ready to go to the Management Committee by May 22 so this will be Catherine's primary focus.

7. Promotional Materials

It was agreed not to rush purchasing promotional materials and it is better to take the time to make the right selection and get value for money. The silver hard-back notebook with a black logo was approved by those present. CC to order.

We ran into a problem with the metal water bottle that everyone liked. The logo would end up being too small to read. The company offered a different option on a slightly larger bottle, but the logo would be wrapped around the bottle, meaning that there is a risk of recipients removing the wrapper, therefore defeating the purpose of promotion. CS has ordered a sample bottle from elsewhere.

8. Regional Networks

Colin explained that the North of Scotland Regional Network AGM will be held at 10:30am on Saturday 12 May at Woodhill House in Aberdeen. Attendees must book in advance by 27 April, and bookings may be restricted to two per group. Colin, Ken and John are going, plus Catherine.

The Networks have undergone restructuring and at the AGM, a vote will take place to decide the new committee for the North of Scotland. Each group (RTO or formally recognised by their landlord, such as a Scrutiny Group) may nominate a representative to be on the new committee. There are two places available for each of the following areas - Aberdeen, Aberdeenshire, Angus, Argyll and Bute, Dundee, Highland, Moray, Perth and Kinross, Orkney, Shetland and The Western Isles.

Colin is on the current committee and an associated advisory group, and we are very hopeful that he will be re-elected. Colin further explained that there appears to be an anomaly with this proposed system. For example, Aberdeen City Council have approx. 20 RTOs and many other groups, whereas we, as a smaller RSL, seem to be at a disadvantage with our two groups. It is likely that a landlord's tenants will vote for their own, rather than on merit. CS and CC will contact the Scottish Government to enquire and follow this up.

(The Regional Network is made up of Council and Housing Association tenant groups, working together to influence the development of national housing policy, ensuring that

tenants views are reflected in policy discussions. The Network works in partnership with the Scottish Government.

If you would like more information, please speak to Catherine or go to regionalnetworks.org.uk)

9. 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 were 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.

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

