



## Minutes of Meeting

Tuesday 5 June at 2pm

Carden Place office, Aberdeen, AB10 1UT

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**Present:** Pam Gatt-Hall, May McLeod, , Colin Stewart, Celia Tremain, John Watt, Ken Willox, Catherine Coutts (Tenant Participation officer), Mhorag Ewen (Housing Manager)

**Apologies:** Paul King, Richard Robertson

### 1. Welcome and Introductions

Catherine Coutts (CC) welcomed everyone. Apologies noted as above.

### 2. Previous Minutes of 1 May 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. Commencement order for the Housing (Scotland) Act 2014

Mhorag explained the background to the commencement order and how it will affect the ways we do things. The Scottish Government have provided an information pack to landlords. The new Anti Social Behaviour and Allocations aspects of the Act will be introduced first, on 1 May 2019. Subletting and succession will follow on 1 Nov 2019.

One of the most important changes to highlight is that tenants must inform us of a new household member living in their home, and they must have lived there for 12 months before we can consider an assignation, joint tenancy or succession. It does not matter if they can evidence them staying there by having their names on bills etc, they must notify us as their landlord. Staff will know to ask if there have been any changes to the household, check and update our systems as necessary.

A campaign to tenants to communicate the changes is necessary. As legislation is changing, this involves changes to the tenancy agreement so a letter to all tenants will go out by 1 November 2018. Tenants will be advised to keep the letter safe as it forms part of their

agreement. We will also mention the changes repeatedly on the website and in the newsletter over the next 18 months.

A full consultation on the Allocations policy is required prior to 1 May 2019, including a report on how we consulted (i.e. a couple of pages).

Mhorag asked for volunteers to join an implementation sub-group to and she will post relevant info on Basecamp.

#### **4. Landlord Report**

CaRTO have been asked to look at the landlord report design and content for the 2018/2019 report. Those present were happy to keep the same design. CaRTO were asked to decide on what stats to include - HomeHunt, suspended allocations, applicants, waiting list info was mentioned, along with new build info. The timescale was discussed:

CaRTO to advise Mhorag of content they would like (on BaseCamp) END OF JUNE

Final draft to be ready Aug/Sept

Out by 30 October

#### **5. Expenditure/Budget update**

CaRTO's bank account will be open soon. Colin and Ken are signatories. Catherine has access to view but not carry out transactions.

Catherine will find out what the position with VAT is and advise the Treasurers.

#### **6. Alan Morrison Above and Beyond Award**

The trophy was discussed in detail. Trophies International will send proofs for CaRTO to make a decision. It was decided that we buy 3 trophies. The application form will go in The Chain newsletter and be available on the website.

#### **7. Sheltered Magazine prize winners**

The winners, chosen by David Lappin, are Pam Gatt-Hall for her photo "A Wintery View" and Moira Strommen for her poem "In Praise of Torry". The prize is £50 for their schemes and it was suggested that we arrange a photo op for both winners to receive their prize from CaRTO members. Congratulations to both winners.

#### **8. Tenant Participation Strategy and Action Plan**

The group had already given feedback on the strategy on Basecamp, and staff had also had the chance to feedback so Catherine has incorporated the wording changes. The question

of whether it should be “Tenant Participation” or “Customer Participation” was discussed again and a vote was taken to keep Tenant Participation.

Catherine will start working on the action plan and timescales and bring to the next meeting for discussion and feedback.

## **9. TPAS National Excellence Awards**

Catherine suggested that she nominates CaRTO for several categories to raise CaRTO and Castlehill’s profile and (potentially, hopefully!) boost morale:

**Tenant participation champion of the year - organisation:** *Castlehill*

**Tenant participation champion of the year - group:** *CaRTO*

**Tenant participation champion of the year - individual:** *Colin Stewart*

**Best practice in communicating landlord’s performance information to all customers**

**Best practice in Involving Customers in Services**

**Best practice in digital involvement -:** *CaRTO/NETRALT for Basecamp (Colin)*

The applications are fairly onerous and the deadline is end of August so Catherine will get started on this mid-July.

## **10. NETRALT update**

Mystery shopping - Colin is still waiting for some landlords’ responses and has chased them up. Once all the landlords have responded, the report can be published.

Housing, Health & Wellbeing event - NETRALT has been asked by TPAS to organise an event and are working with partner agencies to make this happen. We are looking at a Saturday in September at Hebron Church. More details will follow.

## **11. AOCB**

Catherine suggested to the group that if they are keen to have a Christmas do then it might be useful to start thinking about this now, or any other social event.

**The next meeting will be held on THURS 5 JULY at 2PM at HEBRON CHURCH, SUMMER STREET, ABERDEEN. All are welcome.**