



Annual General Meeting of CaRTO (Castlehill Registered Tenants' Organisation)

Wednesday 5 December 2018 at 3pm

**Committee Room, Castlehill Housing Association, 7 Waverley Place, Aberdeen,
AB10 1XH**

Minutes

Present: Pam Gatt-Hall, Paul King, Colin Stewart, Celia Tremain, John Watt, Ken Willox, Duane Wood, Fi Garioch (Communications Officer), Catherine Coutts (Tenant Participation Officer)

Apologies: None

1. Welcome and Apologies for Absence

Catherine welcomed everyone to the meeting and noted that there were no apologies.

2. Approval of last AGM minutes

The minutes from 2017's AGM were proposed by Colin and seconded by Celia.

3. Secretary's Report

Colin provided a report as detailed below:

"First of all, I would like to thank each of you for your invaluable contributions, suggestions, input and hard work over the last year. It has been another hectic year with some amazing achievements, but sadly overshadowed by the sudden tragic loss of our friend and CaRTO Chair, Alan Morrison. We will never forget him and we chose to create an award in his memory as a tribute to his kindness, dedication and enthusiasm.

It was a pleasure to see some new faces at our meetings. I would like to thank May McLeod for her input and welcome Duane Wood as our most recent addition.

I would also like to thank CaRTO stalwarts Ken Willox, Pam Gatt-Hall, Celia Tremain and John Watt for another year of being active members, working together to make a difference, with a hefty dose of laughter and good fun!

There are now three tenants on Castlehill's Management Committee, Ken Willox, Paul King and myself, which is incredible and highlights the impact we tenants are having at a strategic level.

We have all settled into using Basecamp as our preferred method of communication, which has streamlined our online conversations and given us an easier way to keep all our CaRTO files in the same place, even Celia has now managed to post a message.

Having our own budget has given us true autonomy and enabled us to take advantage of training opportunities and buy promotional material we may not have otherwise had the chance to. We are able to keep track of expenditure and prioritise what is best value for our group by making use of our devolved budget.

CaRTO are members of TIS (Tenants Information Service) and CIH (Chartered Institute of Housing).

We now have an accessible meeting space at 7 Waverley Place in Aberdeen for us to hold meetings and events without any additional cost.

What have CaRTO done this year?

Alan Morrison Above and Beyond Award

We shortlisted two nominations before passing to Alan's family to choose the winner. The finalist will receive £100 and a unique trophy. The person who nominated her will receive £50. This will be promoted in the Spring edition of The Chain. We are hoping to be able to take the photographs tomorrow.

Tenant Participation Strategy 2018-2021

This was a huge piece of work as tenant participation has developed so much since the last strategy. CaRTO were involved in every aspect of revising the Tenant Participation Strategy and gave it final approval. Catherine will work with CaRTO throughout to ensure strategy outcomes and objectives are being realised.

Rent Review and Consultation

As a Registered Tenants Organisation, CaRTO has the right to be consulted about any proposed changes to the rent for your homes. Castlehill review the rent annually and the process of reviewing the rents started early in October when we sent out information about our rent consultation events and some information on how rental income is spent. CaRTO members attended rent review workshops held in different locations and were able to express their priorities and thoughts on the impact rent changes may bring. The consultation is still underway and tenants will be informed of the final decision by the beginning of March 2019.

Annual Charter Performance 2017-18

CaRTO were involved at every stage, suggesting data for inclusion, changes to design, ideas for articles and gave their final approval prior to publication.

Allocations Policy Review

The implementation of the Housing (Scotland) Act 2014 requires Castlehill to conduct a review of their Allocation Policy. CaRTO were consulted on the proposal for the Allocation Policy Review and have taken part using an online survey. The survey is still open. Feedback will be used to draft a revised Allocations Policy, which will be given to CaRTO to review before it is passed to the Senior Management Team (SMT) and the Management Committee. The policy will be launched by 1 May 2019.

NETRALT

We continue to play a very active role with this group, with three tenants, Ken, Celia & myself and Catherine attending regularly.

Regional Networks

I am on the Regional Networks Region 1 Committee which gives me the opportunity to meet with members of the Scottish Government and other committee members from the other 3 regions. Earlier this year I had the opportunity to go to a Question & Answer session with the housing minister Kevin Stewart. I am also on the Age, Home & Community Advisory Board.

NETRALT/TPAS Study Visit

We have been asked to present an info session on their continued successes to attendees from all over Scotland in March. This is a brilliant opportunity to highlight our achievements and promote CaRTO's work.

NETRALT event

We were involved in the inception, organisation and promotion of the All About You – health, housing and everything in between event held at Hebron Church in September. We had our own table manned by CaRTO members, special thanks to Ken for being at the table

for the whole day. It was fab to see the brand-new pull up banner and promotional items being used for the first time.

Turfhill Court Open Day

Ken Willox attended this event, designed to publicise void properties at this sheltered scheme in New Deer. Thanks to Ken for flying the CaRTO flag and promoting our group.

Sheltered Magazine

We reinstated the Sheltered Magazine, which was a resounding success and very popular with tenants, visitors and staff, with one tenant even sending a copy to relatives in Canada to show them how well we do sheltered housing in Scotland! We sponsored two £50 prizes for contributions which helped to increase the amount of submissions to the point we were inundated.

Sheltered Guest Room Charges

CaRTO successfully lobbied to reduce the guest room rates at our sheltered schemes after a tenant brought the increase to our attention.

Implementation of the Housing (Scotland) Act 2014

We were given the choice and decided that Scottish Government template was best to communicate the changes to Scottish Secure Tenants, rather than the Scottish Federation of Housing Associations (SFHA).

Tenant Participation Advisory Scotland National Good Practice Awards 2018

I was absolutely delighted to win the Tenant Participation Champion Award and would like to thank you all for your support. Winning this award is not only for me, but is great for CaRTO to get our name out there and be recognised for what we do.

NETRALT came Runner Up in the Best Practice in Involving Customers in Services category for the mystery shopping project that we were involved in.

Our very own Tenants Participation Officer, Catherine, was a finalist as Tenant Participation Staff Champion.

Consultations

Freedom of Information

Fire Safety

Energy Efficiency Standard for Social Housing (ESSH)

Scottish Housing Regulator framework

Training

One Click Away – Building Digital Communities

(Pam, Ken & John attended this event presented by TIS and learnt about Digital inclusion which will be useful when we get working on the pilot project of Digital Inclusion within one of our Sheltered Properties. (see Pam's report on basecamp)

TPAS Annual Conference (see Pam's report on basecamp, mine to follow)

It's All About the Money - Engaging Tenants in Housing Finance

Participatory Budgeting

Scrutiny in Procurement

After the Act

Future plans

We look forward to supporting the community garden at Aquhorthies Circle in Inverurie and tackling the issue of digital inclusion for our tenants. We have mystery shopping training coming up, which will enable us to be even more involved in how Castlehill deliver their services. Scrutiny should be something we focus on next year and I hope as many of you as possible will take part. We also look forward to working with Fi Garioch, the new Communications Officer, who will deal with the website, landlord report, info leaflets etc with our input.

I would like to give a huge thanks from all of us in CaRTO to Catherine for all her hard work and dedication to CaRTO and making us an award-winning panel, without her dedication we would not have progressed so far as we have and in such a short time.

Finally, I would like to close by reiterating how much I enjoy working with you all and I look forward to continuing to be part of CaRTO's future development.

Thank you.

Colin Stewart

3. Treasurer's Report

A brief overview was given of the expenditure allocated within the CaRTO budget.

4. Constitution

It was agreed that the constitution does not require any amendments at this time.

5. Election of committee

Chairperson – Colin Stewart

(proposed by Pam Gatt-Hall, seconded by Paul King)

Secretary – Ken Willox

(proposed by Colin Stewart, seconded by Celia Tremain)

Treasurer – Colin Stewart and Ken Willox to share role

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

The meeting closed at 2.30pm.