



WESLO TENANT PARTICIPATION COMMITTEE

Minutes of the above meeting held on Thursday 17 June 2010 Bathgate Office at 7.00pm

Present from Weslo: David McLaren, Housing Manager
Margaret Walker, Admin Officer
Susan Anderson, Estates Manager, Bo'ness
Donna Jack, Housing Officer, Bo'ness

Tenants:

Eileen Stirling – Tenant Director, Bathgate
Janette Wallace – Tenant Director, Stoneyburn
Evelyn Johnstone – Livingston Station
Jim Porter - Bathgate
Kevin Symon - Uphall
Sybil Watt – Bo'ness

1 Apologies for Absence

Action

Gillian McAllister, Assistant Housing Manager
Alex Bow – Tenant Director, Bo'ness
Andrew Sneddon, Tenant Director, Linlithgow
Glen Mulligan - Fauldhouse
Hugh Ruck – Livingston
Gordon Smith – Bo'ness
Colin Torrie - East Calder

2 Introduction

As this was an additional meeting Margaret agreed to chair the meeting and confirmed that Evelyn will chair the July meeting.

3 Previous Minutes

The minutes of the meeting held on 22 April were approved by Janette Wallace and seconded by Eileen Stirling.

4 Matters Arising

a) **Tenant Handbook** - David advised that we have a revised mock up that will be issued to the group before we proceed. He also advised that we have been able to secure some sponsorship for the production of the handbooks from Forsters Roofing Contractors.

DMcL

b) **Older Persons Advisory Project (OPAP)** - Margaret advised that to date there have been 119, there was no significant change in benefits secured, these were £191,774 – £19,720 of this is made up of Housing Benefit.

- c) **Garden Aid Scheme** – David reported that tenant feedback has been favourable and that we are looking to conduct a survey to measure the satisfaction levels of those participating in the scheme at the end of the growing season.
- d) **Equalities Action Plan** -David reported that we had received a number of responses from the letters to tenants who had identified a particular need and we were pursuing these.
- e) **TPAS Annual Conference 2010** – It was noted that Eileen, Jim, Glen and Kevin would not be able to attend. Margaret agreed to review previous attendance and contact the successful delegates as soon as possible.
- f) **Dates of Future Meetings** – At the April meeting David asked the committee to consider the time that the meeting is held. As there was no general consensus the meeting will continue to be held at 7 pm on a Thursday evening.

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5 **Policy Procedure Reviews**

a) **Fire Damage Repairs**

David explained that Weslo categorise Fire Damage repairs as Minor – less than £2,500 and Major – over £2,500; major fires will be referred to our Insurers . David went on to explain the process of recovering costs where considered appropriate. Procedure approved.

b) **Specification & Conditions for fitting Laminate Flooring**

David explained that as the installation of laminate flooring required the removal of and adjustments to skirting, upstands and doors, tenants need to apply for approval before fitting. Permission will not generally be withheld unless the property is an upper flat. Procedure approved.

c) **Matrimonial / Relationship Breakdowns**

David explained that the booklet referred to in the guidance note outlines procedures to be adopted in the event of a relationship breakdown. Procedure approved.

d) **Mutual Exchanges**

Procedure approved

e) **Racial Harassment**

Procedure approved

f) **Reactive Maintenance**

David explained that this procedure is the one that affects tenants most. In order to deliver an efficient and effective service each repair category is allocated a response time. More often than not it is the response time that creates tenant dissatisfaction.

Evie asked how we recognise good service. David explained that in the event of a tenant making a specific comment about good service, then this would be passed to

the individual and their line manager. He also explained that we operate an appraisal system that aims to recognise good service.

DMcL

David undertook to amend Section 1 to incorporate Right to Repair - 7 day repairs.

Procedure approved.

g) **Re-let of Void Houses**

David outlined the procedure adopted by staff in the event of a tenancy termination; this included information on asbestos testing and the inclusion of Energy Performance Certification.

Procedure approved.

h) **Renewal of External Doors**

Procedure approved.

i) **Succession, Transfer of Tenancy & Assignment**

After some clarification as to what constituted a Succession, transfer and assignment the policy was approved on the understanding that a section regarding successions would be included.

DMcL

j) **Venetian Blinds**

Procedure approved.

k) **Reimbursement for Tenant Improvements**

David explained that this procedure is seldom used as we have installed more modern central heating systems, double glazing and quality doors in the majority of our properties. The policy outlines the types of tenant improvements that would be reimbursable.

Procedure approved.

Any Other Business

There being no other business the meeting closed at 8.10pm.

Date of Next Meeting

Thursday 8 July at 7pm in the Weslo Boardroom.

Chair – Evelyn Johnstone

ALL