



WESLO TENANT PARTICIPATION COMMITTEE

Minutes of the above meeting held on Wednesday 21 March 2018
Bathgate Office at 6.00pm

Present from Weslo: Liz White, Housing Manager
 Caroline Polson, Assistant Housing Manager
 Nicola Hughes, Housing Officer

Tenants: Kenneth Redmond – Uphall
 Graham Lawson – Armadale
 Eileen Porter – Bathgate
 Jim Porter – Bathgate
 Janette Wallace – Stoneyburn
 Robert McCulla – Bo’ness
 Joyce Cameron – Uphall
 Derek Grierson - Bathgate

Guest: Tony Kelly - TPAS

		ACTION
1	<u>Apologies for Absence</u> Colin Torrie Rozanne Steedman Dawn Greig Andrew Balfour Gillian Stewart	NH
2	<u>Networking and Introductions</u> Sandwiches and wraps were the snack for the evening and served as tenants made their informal introductions. Liz welcomed the new tenant members Robert, Joyce and Derek and everyone round the table introduced themselves giving a bit of their background and interests.	LW
3	<u>Minutes of Previous Meeting</u> The previous meetings minutes were distributed and Eileen and Jim agreed these were accurate.	LW

4	<p><u>TPAS Conference</u></p> <p>Liz advised that the TPAS conference would be held in November at Aviemore this year. Tony confirmed that there were two TPAS conferences one primarily attended by tenants (November) and the other for Housing Professionals in May.</p> <p>Liz explained that nearer the time tenants on the TPC will be asked if they wish to attend. Weslo would provide 2 places and financial assistance would be available to those who attend. Attendees require to follow up with shared learning in the form of verbal feedback at the TPC meeting and a brief report giving an overview of what they learnt from the conference.</p> <p>Liz also mentioned that TPAS are running a study trip to the Scottish Parliament which is taking place on 14 May 2018 between 10.30 – 12.30 and 5 November from 1.30-4pm. If anyone was interested then Weslo would book it on their behalf. Robert informed the group that he would be interested in attending. Nicola will email the link to everyone in the Committee.</p>	LW
5	<p><u>Allocation Review</u></p> <p>Liz explained that there will be an Allocations review due to changes in legislation. The TPC will be kept informed and a consultation exercise will take place as part of the review.</p>	LW
6	<p><u>Weslo Changing Lives Making A Difference</u></p> <p>Caroline introduced Weslo's promotion video which included two members of the TPC.</p> <p>The video was well received by the committee. Graham was pleased with the end result.</p> <p>Tony thought that the video could be split between the staff contributions and tenants. He asked Liz if she would be willing to facilitate a workshop at the TPAS conference her experience and benefits of producing this type of promotional material. Tony advised that he would make a formal request in writing with more detail.</p>	CP

<p>7</p>	<p><u>Spring Newsletter</u></p> <p>Liz told everyone that 'The Scrutineers' will be launched in the Spring newsletter which will go out at the end of April. To be discussed more fully as part of the Scrutiny slot.</p> <p>Liz asked for ideas for the newsletter so if anyone had good news stories or recipes that they would like to share. Joyce said that she done a sponsored walk over the bridges and had a lot of photos that she could share. Kenneth said that he would email in his recipe for his apple crumble.</p> <p>Liz explained that the magazine was changing and we were trying to engage with the tenants and make it more tenant orientated with tenant features and good news stories.</p>	<p>LW</p>
<p>8</p>	<p><u>Estate Inspections</u></p> <p>Caroline explained that the estate inspections will be starting around 30 April 2018. This is where the Housing Officer, Owner Liaison Officer and a representative from the Maintenance Department walk around the Estate checking on landscape areas, condition of gardens and footpaths etc. Last year tenants were asked to attend these walk arounds, however not many tenants came forward.</p> <p>Tony suggested that to get more of a positive response it may be helpful to get a 'You Said/We Did' section for the newsletter. Liz said that she would look to see if we can get any examples to put in.</p> <p>Robert advised that in Bo'ness Weslo bought over a derelict house and turned it into a family home. Liz explained how Weslo bought the property and some of the grants that were involved in this.</p>	<p>CP</p>
<p>9</p>	<p><u>Annual Tenancy Visits</u></p> <p>Caroline explained the reasoning behind the new annual tenancy visits. Last year 60% of the tenants had an annual visit, next year we are hoping to meet a target of 95%. Caroline advised that there had been positive comments about these visits however we are still experiencing some negative comments from tenants who feel that the visits are intrusive.</p> <p>Joyce advised that previously she had issues with a Housing Officer but feels her new Housing Officer is very welcoming and puts her at ease. Liz explained that there had been huge changes in staff and all the Housing Officers should be approachable and if anyone felt</p>	<p>CP</p>

	<p>that they weren't then she wanted to know. There are changes coming with benefit reform so the annual visits are an attempt to reconnect and build good relationships with our tenants.</p>	
10	<u>Short Break</u>	
11	<p><u>The Launch Of The Scrutineers</u></p> <p>Samples of page layouts for the newsletter were disrupted to the group. A discussion took place on the layout of the pages and the most popular suggestions were noted to be passed to the Corporate Service Team to be included in the centre pages.</p>	
12	<p><u>Branding</u></p> <p>Samples icons were distributed and a discussion took place on preferences, the group then came up with their own icon. It was agreed that the branding should be a blue circle, with a blue tick in the middle and text with reference to Weslo Scrutiny.</p>	
13	<p><u>Drop In Surgeries</u></p> <p>To gain more information for the Tenant's Handbook it was agreed that there would be two drop in surgeries. As well as publicising them in the newsletter, Weslo would write out to all new tenants to advise them of the surgeries. Liz said that we would need tenant volunteers to facilitate the drop in surgeries.</p> <p>One of the surgeries would take place at 66 North Bridge Street, Bathgate and one would take place in Whitburn, as this is where Weslo has a large turnaround of voids.</p> <p>Liz will organise a venue in Whitburn and a room will be made available in the Bathgate office for the third week in May.</p> <p>There is a draft questionnaire however there was not adequate time left to review and amend and it was therefore agreed that this would be completed at the next meeting.</p>	
14	<p><u>Any Other Business</u></p> <p>The next meeting will be on 11 April 2018 at the Bathgate Office.</p>	