



WESLO SCRUTINEERS

Minutes of the above meeting held on Wednesday 10 October 2018
Bathgate Office at 6.00pm

Present from Weslo: Diana MacLean, Operations Director
 Caroline Polson, Assistant Housing Manager
 Nicola Hughes, Housing Officer

Tenants: Joyce Cameron – Uphall
 Eileen Porter – Bathgate
 Janette Wallace - Stoneyburn
 Graham Lawson - Armadale
 Jim Porter – Bathgate
 Kenneth Redmond - Uphall
 Frank Anderson – Bo’ness
 Colin Torrie – East Calder

Guest: Tony Kelly – TPAS

		ACTION
1	<u>Apologies for Absence</u> Derek Robert McCulla Ann Gallagher	NH
2	<u>Introductions</u> Caroline welcomed Mr Frank Anderson from Bo’ness? and Diana MacLean, Operations Director to the meeting.	
3	<u>Minutes of Previous Meeting</u> The previous meetings minutes were distributed.	CP
4	<u>Report to Scrutiny Panel (Tenants Handbook Project)</u> Diana thanked the committee for the report and presented a paper outlining the executive Team’s responses. She advised that the Executive Team were pleased with the more modern approach of a Calendar suggested by the Scrutineers.	DMcL

	<p>Diana agreed with the Scrutineers that the annual report is not being used by tenants, there are too many corporate brochures produced and this was an opportunity to streamline them. The annual performance report could be reviewed and aspects incorporated into the calendar, but there are certain performance statistics that Weslo need to report on. She told the group she is currently reviewing performance and will incorporate their suggestions into that review. To increase value for money Weslo are looking at sending out the annual reports via email rather than postage to those that have chosen this as their preferred method of communication.</p> <p>As outlined in the report the majority of the tenants recommendations were agreed.</p>	
<p>5</p>	<p><u>Rent Increase Consultation</u></p> <p>The proposed rent consultation leaflet was disturbed.</p> <p>Diana thought the booklet was really good and informative. However she wants to make the figures more meaningful to the tenants. The group were asked to agree the highlighted notes on these changes and improvements to last year's Tenant Approved leaflet.</p> <p>Frank questioned the make up and use of the RPI figure. Diana explained the background to the figure and the extensive use of RPI as a commonly understood and accepted figure. This is the figure used in the sector and enables benchmarking therefore we will continue to use RPI.</p> <p>Eileen thought the leaflet was good and only gave relevant information. She also commented on the vast differences between the services tenants receive from other landlords to those delivered by Weslo.</p> <p>Graham Lawson commented that Weslo is very much a victim of its own success.</p> <p>Tony Kelly suggested that Weslo should put information on what an increase would do for the tenant's i.e. new bathrooms, boilers and what a decrease would result in i.e. a loss in services.</p> <p>Diana advised that she still wants to improve the leaflet for next year but is pleased with the services that Weslo give their tenants.</p>	<p>DMcL</p>
<p>6</p>	<p><u>New Tenant Director</u></p>	<p>DMcL</p>

	<p>Diana advised that the Board will be looking for a new Tenant Director in February 2019. TPC and Scrutineers may wish to consider this vacancy. There will be an advert in the February 19 newsletter and should there be more than one candidate an election will be held.</p>	
7	<p><u>Housing Scotland Act 2014</u></p> <p>Caroline distributed the letter that will be sent to tenants advising of the changes to Tenancy Rights as a result of the Housing (Scotland) Act 2014. This letter will be sent to every tenant and should be attached to their existing Tenancy Agreement. This update has meant that tenants will not be required to sign a new tenancy agreement.</p> <p>Tony thought that no one will read it as it's very dry and had made this comment to Ann Cook. Eileen and Colin Torrie agreed. Frank suggested putting the Scottish Parliament stamp on the letter to draw more attention to the importance of the content.</p> <p>Caroline advised that the Housing Officers are also reinforcing the changes through discussion at Annual Tenant visits.</p>	CP
8	<p><u>Rapid Improvement Event 29th October to 1st November 2018</u></p> <p>Weslo are looking at developing their void process to improve the service for tenants. An external trainer will lead a systems thinking approach to our void process starting 29th of October. This approach will walk through Weslo's allocation/void process as to what our policy/procedure says and what we actually do in practice. Those involved will then create a new lean void process with recommendations to management. Members of staff are attending that cover each part in the process and we would welcome a tenant perspective. The opportunity was given to the Committee to see if anyone would like to attend:</p> <p>Frank Anderson, Joyce Cameron, Eileen Porter (would need to leave at 3pm each day), Graham Lawson (work dependent) and Janette Wallace (only wants to attend for 1 day) all volunteered to participate in this event.</p>	CP

<p>9</p>	<p><u>Training Session on Housing Regulation in Scotland</u></p> <p>Another opportunity was given to the committee to see if anyone would like to attend a training event in conjunction with TPAS and TIS regarding an update on regulation by Scottish Housing Regulator. Various venues are available however Edinburgh and Glasgow are the nearest options.</p> <p>Colin Torrie and Eileen Porter both agreed they would like to attend.</p>	<p>CP</p>
<p>10</p>	<p><u>Visit to Dundee – 29 October 2018</u></p> <p>Discussion took place regarding the travel arrangements for the trip to Dundee. Everyone can make their own way into the office and a bus would leave from the Weslo office. Further information on the day with times will follow by email.</p> <p>Graham advised that he might like to attend and would let Nicola know as soon as possible.</p>	<p>CP</p>
<p>11</p>	<p><u>Update/Next Steps</u></p> <p>Tony advised that he would be finishing up possibly before the end of the year. However before he leaves the committee he would like to have a plan on how to progress the committee and set up a structure of the scrutiny panel.</p> <p>It was agreed that the next meeting would take place on 21 November and would focus on shared learning through the various training events and an invite to Alison Kerr Tenant Representative for West Lothian Council. Tony would not attend the meeting however he would attend the January 19 meeting to address the Structure Document.</p>	<p>TK</p>
<p>14</p>	<p><u>Date of Next Meeting</u></p> <p>Next meeting will take place 21st of November 2018.</p>	<p>ALL</p>