

Tenants Panel Performance Meeting – Thursday 06 January 2011 – 1:30pm

Present: Siobhan Mullen, Alison Kerr (chair), Vera Robertson, Dyann Weir, Gillian Stewart, Grant Taylor, Bruce Adamson

Apologies: Jean Faulds

Next Meeting - Full Tenant Panel Meeting Thursday 3rd February 2010

Next Performance meeting – Thursday 3rd March 2010

Topic	Service Area & Manager	Details	Actions Arising	Comments
1. Tenants Panel Performance Report	Siobhan Mullen	<ul style="list-style-type: none"> ➤ Siobhan went through the performance report dated 6th January 2010. ➤ 12 indicators are green, 1 amber and 2 red – an improvement on October’s performance report. ➤ Each indicator was discussed at length, with concerns being raised regarding: <ol style="list-style-type: none"> 1. Percentage of arrears as percentage of net debt: At this time of year there is normally an improvement in the arrears figure due to the two free rent weeks. However, we have £80,000 more debt than the same period last year. There are also several evictions pending, which is disappointing due to the amount of effort that has been put into trying to sustain people in their tenancies, unfortunately sometimes it is not possible to get people to engage, and we have no alternative but to carry through the eviction process. This problem is being encountered by other local authorities across the country. Breich Valley/Armadale are showing particularly high arrears figures. There is also concern over the impact the closure of local cash offices will have on arrears, as this will give less choice for tenants to pay their rent. Linlithgow will lose their cash office in January. 2. Percentage of mainstream vacant properties let in 0-2 weeks This figure is improving but still under target. Housing staff have had approx. an additional 130 houses to let, due to the new build properties coming onstream. Also 40-50 empty houses had to be drained down over the Christmas period, mainly temp tenancies. <p>There have been some void properties empty for up to two years in North Reeves, but these will be coming back into circulation as have now been refurbished.</p> 	<ul style="list-style-type: none"> ➤ Item on agenda for February Tenants Panel, re Benefit Changes ➤ Tenants News article, highlighting the ‘cost of eviction’ 	

Topic	Service Area & Manager	Details	Actions Arising	Comments
2. Building Services – Severe Weather Update	Grant Taylor, Building Services	<p>Grant advised that since 29th November there have been:</p> <ul style="list-style-type: none"> ➤ 2500 emergencies received in Building Services ➤ Out of Hours calls have doubled ➤ 550 properties have phones down ➤ 100 need roof work carried out, which will involve scaffolding ➤ 77 have internal damage, due to flooding, eight have been fully decanted ➤ Very little routine work carried out as have had to focus on emergency repairs. ➤ Staff put onto snow clearing duties ➤ May need to bring in contractors as a result of the extra work created from adverse weather ➤ 6 weeks behind on capital programme works as been unable to carry out external works – may need to re-assess this ➤ Extra staff out over Christmas period – all staff went the extra mile, in extreme conditions ➤ Problems with supplies running out, both in our stores and with our suppliers ➤ Those that have been decanted, will be entitled to claim £15.00 per day compensation. The majority have no contents insurance and have been left with nothing. ➤ Housing staff will ensure link-up with Home Aid to support anyone affected by loss of contents due to no insurance <p>Repairs Performance – Grant produced a report, showing performance and talked briefly about Planned Maintenance performance.</p> <ul style="list-style-type: none"> ➤ In October, hit 95% ➤ Delivering better service up to end of November, but severe weather has impacted on this ➤ Building Services were a finalist in APSE awards under categories for ‘Most Improved’ and ‘Best Performing’ 	<ul style="list-style-type: none"> ➤ Article in Tenants News, using case studies to highlight effect no insurance can have on people's lives. ➤ Article highlighting the difficulties faced by Building Services and reason why normal service has been affected. 	

Topic	Service Area & Manager	Details	Actions Arising	Comments
3. Capital Programme Performance Update	Bruce Adamson	<ul style="list-style-type: none"> ➤ Projects that were due to start pre-christmas, have all been delayed due to weather. ➤ Bruce continuing to meet with contractors regularly to ensure projects can start when weather conditions allow ➤ Hoping to at least set up sites on Monday 10th January ➤ Landscaping works as part of up-grading projects also severely impacted in: North Reeves, Dick Gardens, Whitedalehead Road, Armadale, Blackridge ➤ Mooreland Gardens work being impacted on by Scottish Power, as overhead power lines need to be moved before roofworks can commence 	<ul style="list-style-type: none"> ➤ Update on capital programme progress will be a regular feature in each edition of Tenants News 	