

Orkney Residents' Panel

Minutes of meeting held on Monday 13 May, at OHAL Offices, Kirkwall

Present: Kate Barrett (Tenant OHAL) Pat Law (Tenant OIC) Chris Soames (Tenant OHAL); John Foster (Sharing Owner, OHAL) Linda Lennie (Tenant OIC) Catherine Price (Tenant OHAL) Inga Ross (Tenant OIC) Kath Fennell (Sharing Owner, OHAL) Ria Leslie (Tenant Participation Officer, OIC) Suzy Boardman (Communication & Engagement Officer, OHAL) Paul Scott (Head of Housing & Customer Service OHAL) Part.

Apologies: Jon Barker (Tenant, OHAL) Alma Murray (Tenant, OIC)

Facilitator:

Minutes: Suzy Boardman

Item	Action
<p><u>Welcome</u></p> <p>– SB thanked everyone for coming and welcomed CP to the group.</p>	
<p><u>Next Steps for Scrutiny Project/Tenant Led Inspection</u></p> <p>Members were asked to keep in mind that when looking at the 2 organisations that we are not comparing like with like as they both offer a very different service.</p> <p><u>OIC Garden & Close Maintenance Procedure</u> Mentions the Scottish Social Housing Charter Outcome 6 which states that “tenants and other customers live in well-maintained neighbourhoods where they feel safe.” This procedure highlights the tenant contractual responsibility to look after and maintain their gardens and other communal areas as part of their tenancy agreement. It also specifies what they expect from tenants in terms of keeping pets under control and picking up after them It details how staff will deal with other estate management issues such as anti social behaviour and neighbour disputes, listing the steps that can be taken.</p> <p><u>OHAL Estate Management Policy</u> Also includes the Scottish Social Housing Charter Outcome 6 in the introduction. It goes on to list the objectives for the policy; to make sure the neighbourhoods are kept to a decent standard where residents feel safe and satisfied with their local area. It goes on to detail the Estate Management Standards, including disposal of rubbish and other household items, anti-social behaviour garden and grounds maintenance. The difference here being that OHAL provides a grass cutting service to individual gardens and must monitor the contracts during estate inspections.</p> <p><u>OHAL Estate Inspection Form</u> The group went on to discuss the scrutiny project to carry out a tenant led inspection of Estate Management. They looked at copies of the current estate inspection form which is used by OHAL staff when carrying out the visits, it lists specific things that</p>	

<p>are being checked including grass cutting and grounds maintenance, any sheds or other items in the gardens, general rubbish, roofs, gutters etc. This would be followed by the group when carrying out their visit.</p> <p>The area selected was Liberator Drive, Kirkwall – being a new, shared scheme. Letters will be sent out to tenants to make them aware of this visit and inviting them to come out and speak to us while we are there.</p> <p>Members were reminded that anything that is shared with them during the visit is for the discussion with the group only, SB referred to the code of conduct that members have all signed.</p> <p><u>OHAL Garden & Grounds Maintenance Contract</u></p> <p>The group then looked at the specific contract for the Liberator Drive area, detailing the work to be carried out by the contractor.</p> <p><u>PS joined the meeting</u></p> <p>The purpose of PS joining the meeting was to underline the importance of estate management and the wider remit that it covers (not just grass cutting). He went over the current arrangements of 2 announced visits per year and went on to say that this is under review and new arrangements would be 1 announced visit with housing officer and senior staff out and about in various locations providing opportunities for tenants to raise any suggestions or issues. To support this visit the Housing offers have all been assigned certain areas/schemes in which they will really get to know the local tenants, part of this will be carrying out ad hoc visits to include management of the estates and reporting back anything that needs dealing with. This is hoped to improve relationships with all the tenants in the area and be more pro active at spotting and dealing with any issues as they arise.</p> <p>Information on the Housing Officers and their patches will be widely publicised on our website, facebook page and in the next newsletter.</p> <p>Finally, PS answered a query that had been brought up at a previous meeting about sharing owners being able to opt in or opt out of the grass cutting service. Currently SO are responsible for their own gardens and when we looked at extending the service to SO. It was seen to be unfeasible due to the increased administration and management which the costs would have to be covered by tenants and could see an increase by as much as 5%. That being said sharing owners are still able to make their own arrangements with the contractor if the wish to.</p> <p>There followed some discussion about OIC tenants not receiving the same level of service that they might expect and although they understand that it is different to OHAL they would like to have some of their questions answered.</p> <p>SB suggested that this exercise could provide an opportunity of OIC tenants to put some of these comments in their report to be delivered to OIC management & elected members.</p>	
<p><u>Tenant Day</u></p> <p>Dates were discussed for the Tenant Day and everyone agreed that Friday 30th August would be the most suitable date to avoid, holidays, cruise ship visits and local festivals.</p> <p>Some ideas for the day include:</p>	

<ul style="list-style-type: none"> • Cyber security – trading standards • Scottish Fire & Rescue • Environmental Health • Make a Stand – Womens Aid and include help for men • THAW • Wick Interested Tenants 	
<p><u>AOCB</u></p>	
<p>Session concluded: 4pm</p> <p>Date of next meeting: Wednesday 12th June 2pm at OHAL to draft some questions for the Tenant Led Inspection – those unable to attend on that date can email their suggestions to SB or RL</p> <p>Tuesday 16th July 2pm Meet at OHAL then we will all go to Liberator Drive to carry out the inspection (duration approximately 2.5hrs)</p>	