

FACT LHO Management Committee Meeting

Thursday 24th April 2008

6 Crowlin Crescent

Present:

Vera McGrath	Corran Street
Joyce Carroll	Crowlin Crescent
Marie Ward	Cranhill Community Project
George MacMillan	Strone Road
Malcolm Robertson	Newhaven Road

In Attendance:

David MacKenzie	FACT
Jenny Black	FACT

1. **Apologies:** David Ford, Marie McCairns, Janette Henderson, Ellen Downes, Danny Muir and William Brown.
2. **Declarations of Interest:** None
3. **AOCB:** 3 more correspondence items.
4. **Previous Minutes and Actions Arising:**

Owner Occupiers – David MacKenzie advised that he had been out speaking to a number of owners. He advised that most of the people he spoke to were not able to attend regular meetings and therefore it would probably be best to have an Owners Consultation Group in which FACT contact owner occupiers at their homes regarding issues and get feedback this way.

Marie Ward – Committee formally welcome Marie as a member.

Cranhill Community Project Board – David MacKenzie advised that he attended the Cranhill Community Project AGM and has been voted on as a Director. He asked if any committee member wished to be a member of the board to let him know as soon as possible.

**Action:
D Mackenzie**

GHA Repairs Call Centre – A Committee Member asked if a GHA tenant is flooding an owner occupier below, would it be possible for the tradesman who attends to repair the tenant's home to assist the owner occupier also? David MacKenzie will look into this.

Minutes Agreed.

5. GHA Customer Service Strategy (presentation): Handouts provided.

David MacKenzie talked the Committee through the presentation that had been given by the new Customer Service Director, Martin Armstrong.

David MacKenzie hopes that every tenant who contacts the office at least feels that they have been listened to and given respect even when staff are unable to give the tenant what they are looking for.

6. Performance Report:

Give Ups

- Increase in evictions.
- Increase in absconds – David MacKenzie pointed out that every abscond is discussed with himself and Sharon O'Hare.
- Increase in the amount of tenants moving to private lodger.
- Decrease in amount of deceased.
- Decrease in the amount of "other reason" category.

Lets

- Second period in a row where there has been no lets over 4 weeks and on course for a third period with no lets over 4 weeks.

Arrears

- Excellent performance. 6th in the whole city.
- Former tenant arrears also good.

David MacKenzie pointed out that FACT are best performers in the majority of Key Performance Indicators in the North East and second best in the remaining.

7. MSF Housing Futures Meeting (1st April 2008):

David MacKenzie advised that the outcome of the meeting was that the multi storey flats are now classified as Medium Core Stock. David advised those at the meeting of the greatly improved performance statistics including the decrease in turnover and vast improvement in

letting statistics. We are therefore now able to begin investment work in the multi's such as addressing the flooding issue and begin modernisation work (double glazing, heating, new kitchens and bathrooms).

In order for the MSF's to be classed as Core Stock performance will have to be sustained over a longer period.

David pointed out what a great achievement this was for FACT.

8. GHA Draft Neighbour Relations Strategy:

Action:
J.Black

Any other committee members requiring a larger print copy were advised to contact the office. David MacKenzie asked Committee to read document and get back to him with any comments and he will then formulate a response.

Action:
D Mackenzie

David MacKenzie to invite Brian Healy (NRT Manager) to visit Housing Management Sub Committee.

9. Membership Applications: All applications approved.

10. Meetings/Events before next Management Committee:

- **Tenant Conference 29 April 2008** – Conference for tenants not already involved in Committee.
- **GHA Chairs Forum, Wednesday 7 May 2008**
- **North East Shared Services Steering Group meeting 12 May 2008**

11. AOCB:

- **Silver Deal Active Programme** – In Bellrock Community Centre every Monday morning. Exercise and Arts programme.
- **Playbusters** - Spanish for beginners – 20 week course, every Monday evening, starting Monday 28th April 08 held at Parkhead. David MacKenzie will look into possibility of perhaps holding a similar course in Cranhill.
- **Pharmacy** – David MacKenzie was approached by a pharmacist enquiring about the population of Cranhill with a view to opening a pharmacy up at the Lamlash shops. The Committee advised that objections from other pharmacies have stopped plans for a

Action:
D Mackenzie

pharmacy in Cranhill before. The committee would support, in principal, the opening of a pharmacy in Cranhill.

Action:
D Mackenzie

- **GESH Building** – David MacKenzie to find out what this building is being used for.

12. Correspondence:

- **Tenant elections to the Board of GHA** – David Ford has put himself forward to be on the GHA board.
- **Letter from the Scottish Government re Communities Scotland** – Communities Scotland has been scrapped, now two different bodies - **Housing Investment Division** (funding / wider action) and **Scottish Housing Regulator** (regulatory).
- **East Glasgow Public Partnership Forum Executive Group Nomination Form** – Committee responded to this individually.
- **SFHA Conference 28th May 2008 Sustaining and Regenerating our Communities**

13. Date of Next Meeting: 29 May 2008 @ 6.30pm