

**FACT LHO Management Committee Meeting**  
**Thursday 25<sup>th</sup> September 2008**  
**6 Crowlin Crescent**

**Present:**

Vera McGrath	Corran Street
Joyce Carroll	Crowlin Crescent
Marie McCairns	Gantock Crescent
Malcolm Robertson	Newhaven Road
David Ford	Sumburgh Street
Janette Henderson	Lamlash Crescent
Danny Muir	Malin Place
George MacMillan	Strone Road
Ellen Downes	Lamlash Crescent
Jim Ward	138 Fastnet Street
Hugh Devlin	138 Fastnet Street
Mick McCabe	North East Shared Services
Councillor Jennifer Dunn	Glasgow City Council

**In Attendance:**

David MacKenzie	FACT
Sharon O'Hare	FACT
Jenny Black	FACT

1. **Apologies:** Marie Ward and William Brown
2. **Declarations of Interest:** None
3. **AOCB:** None
4. **Previous Minutes and Actions Arising:**

**Gaille McCann** – A letter has been sent accepting her request to come along to Committee meeting.

**KBR One Offs** – May be able to include these properties done this year. Mick McCabe will look at budget.

**Minutes Agreed**

## 5. Discussion with Councilor Jennifer Dunn:

Councilor Dunn thanked Committee for inviting her to attend the meeting and invited them to contact her with any issues they may wish to discuss with her.

**Old Demolition Land** - David MacKenzie informed Councilor Dunn that there was vacant land in Cranhill that can not be maintained by GCC due to the condition the land was left in by GCC when they carried out demolition work before GHA was formed. David MacKenzie explained that FACT was getting no support from Council with these problem areas as no one in GCC was taking responsibility to get this sorted. Councilor Dunn advised that she will look into this.

**Landlord/Land Services** – Committee discussed the poor service provided by these GCC departments in Cranhill. They advised that the close stairs and landings are often not cleaned or swept and the windows are never washed. It was also pointed out that back courts are a mess. Both David MacKenzie and Mick McCabe believe that things will improve when Landlord Services comes under GHA control.

**Bins** – The Committee expressed their dissatisfaction at the bins having to be pulled through the close in order to be emptied, it was agreed that better access is required. David MacKenzie advised that a large amount of money needs to be spent to sort out the problem of access to the bins and also providing residents with the right type of bins.

A Committee member said that they have had problems trying to get GCC to replace lost/damaged bins. Councilor Dunn said that she would take this up with Council.

**Chemist** – Sharon O'Hare asked whether Councilor Dunn was aware as to whether the proposed Chemist shop based in Lamblash Crescent was going ahead. Councilor Dunn advised that there was a problem with this but she would need to find out more.

## 6. Discussion with Mick McCabe:

Mick McCabe introduced himself to the Committee. He advised that he was focusing on 3 issues:

- **Customer** – staff, tenants, Committee, external (eg. GCC).
- **Standard/Quality** – Delivered on time.
- **Performance** – Service delivery has to change.

A Committee member asked how GHA funds are allocated to LHO's, how is it ensured that FACT gets a fair share. Mick McCabe advised that allocation of money is based on needs and requirements of the area determined by a stock condition survey. The GHA citywide is

allocated a set amount of money for KBR's, a certain amount of money for heating, doors, etc and we are given our proportion of that. David MacKenzie confirmed that the Multi-storey flats are priority for investment. Will have to focus on doing one block at a time while the stock is medium core.

## **7. Performance:**

**Lost Rents** – Housing Officers are ensuring that properties are tenanted as quickly as possible. There has been a fair amount of deaths - staff need to ensure they are sensitive but do need keys back for property in a reasonable amount of time.

**Give Ups** – less compared to this time last year. 20% of all give ups this year so far have been tenancies lasting less than a year which is concerning.

**Letting** – 25% of lets have been allocated to Homeless applicants. GHA are looking for this figure to increase to 40%.

**Turnover** - Still best in city for percentage of lets made within 2 weeks.

## **8. Future Direction of GHA:**

There is a need to determine where GHA are heading, we need a clear purpose and strategy. Since FACT, along with many other LHO's are no longer going through Second Stage Transfer, we need to know what happens next, what will the management structure be? What power will Committees have? GHA do not have the answers to these questions as yet and it was highlighted that it is important that FACT are represented when these important issues are being discussed.

## **9. Policy Consultation – Interim Complaints Policy:**

Committee were given a summary of the Interim Complaints Policy – the full document is available to those who want it. FACT have always adopted the GHA's complaints policy in the past.

The document focused on the introduction of the GHA Customer Service Centre. It states that the call centre will try to resolve customer's concerns on their first contact and if they are unable to do this they will investigate the complaint on the customer's behalf, keeping them up to date and checking the customer is happy with the outcome. The document also says that all complaints will be logged in the same way across the organisation, initially this will be done at the call centre with plans to introduce the system in LHO's also.

## **10. Membership Applications: One application - approved**

**11. Meetings/Events before next Management Committee:**

Meetings brought to Committees attention.

**12. Correspondence:**

- **Tenant Participation Event** – Raddison Hotel, Wednesday 12<sup>th</sup> November.
- **Invite to Chairs to official opening of Customer Service Centre.**

**13. Date of Next Meeting:** 30<sup>th</sup> October 2008 @ 6.30pm