



BIELD HOUSING & CARE

Minutes of the meeting of the Partnership Forum

2nd of November 2023

Stirling Court Hotel

Present:

Maria Duncan	MD	Inchkeith Court
Deborah Docherty	DD	Bridge Court
Gillian Merrett	GM	Ashgrove Court (Zoom)
Iain Kirkman	IK	Dean Court
Margaret Smith	MS	Gordon Court
William Smalley	WS	Lynn Court Oban (Chair)
Joe McLean	JM	Jamaica Court

Apologies:

John Thompson	JT	Craigengar Park
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In Attendance:

Zhan McIntyre (ZM)
Head of Policy & Customer Standards

Robert Black (RB)
Customer Standards Administrator

Tracey Howatt (TH)
Director of customer experience

Liz Peacock (LP) (Zoom)
Head of Business and development growth

Ron Mould (RM)
Sustainability Net Carbon Manager

- Action 1. ZM Feedback issues with Heating to Liz Peacock regarding the regulation of temperatures at developments especially Dean court & Gordon court.
- Action 2. LP Arrange a meeting with tenants at effected developments
- Action 3. ZM to work with TEPL and the business development team to organise an Environmental reform working group (Tenant action on sustainability)
- Action 4. ZM – Invite property operations manager to the next PF meeting to talk through how the development temperatures are controlled and how the heating control system works
- Action 5. ZM – Speak with property to get signage changed to Tenants parking only.
- Action 6. ZM – Update safety and security leaflet
- Action 7. ZM – feedback to head of housing regarding Posters at developments
- Action 8. ZM- to invite customer contact service to next PF meeting to discuss Customer contact service role within the organisation.
- Action 9. RM – Discuss with team to investigate Gordon courts lights
- Action 10. LP – to investigate electric heated blankets to distribute to tenants.
- Action 11. ZM – to check with Tappi service manager for availability to book a visit for the PF.
- Action 12. ZM – look at putting tape around hoover cords to prevent it being a trip hazard
- Action 13. ZM – Arrange for Health and safety manager to visit dean court to look at stairs into bin store with the view to possibly painting as it is currently a risk.
- Action 14. ZM – send GM background on Guestrooms.

1. Welcomes & Introductions

WS extended a warm welcome to the Partnership Forum (PF) meeting.

2. Apologies & Absence

Apologies were received from John Thompson.

3. Minutes of the Previous Meeting and matters arising.

Minutes were agreed.

IK – Stated that on page 3 of the previous minutes the issue of thermostat temperatures had been raised.

IK- Radiators are on at various times during the day and throughout the night but the communal lounge is cold. The Thermostats are not gauging the temperature within the room.

RM – Data readers have been fitted in Dean court to track the temperatures to get a better understanding of the temperatures at the development.

LP- Accepted that there had been a lack of communication between tenants and Bield when the systems were put in place with no explanation. LP stated co-production is part of the new corporate strategy and the Development and Business growth team will ensure tenants are involved going forward.

TH- Suggested that when installation is happening could the contractors not issue some training and guidance on the new systems to our tenants and to the onsite development staff

GM – Asks if we could not use the Scandinavian model and monitor the outside temperature and not the internal temperatures this would solve the issue.

LP – The systems should be using the outside temperature to gauge and adjust the internal temperature of the building.

IK – Is there a difference between flat and communal areas as 22°C is fine in our flats but not to heat a large communal lounge.

RM – The data loggers in dean court have been placed to log the temperatures at various heights and width of the communal areas to get the true and accurate temperatures at dean court.

TH – The temperature is controlled by a colleague in the Glasgow office and as we are more than aware the temperature and weather can be significantly different from east to west and more so if we consider any wind chill. Would be worth finding out how the system works when the temperatures vary across the country?

WS – The issue of carparking has been brought up at previous meetings however we have no way of preventing it being the issue.

GM – suggested that people parking in development carparks should have to identify themselves.

MD – stated the sign at her development was changed to state Tenants, visitors and staff carparking.

TH – We cannot police our carparks and would not be expecting staff to do so. Letters have gone out to developments with parking issues to be distributed to tenants to give consideration over parking.

IK – It is not safe for staff to control carparking to challenge strangers is not safe.

GM – we should be able to challenge people for Identification when they come in to the development.

TH – Staff can ask but we have no right to enforce any visitor to show their identification.

GM – If this is the case why are the main doors to some development not securely shut

TH – This is down to tenant preference at developments. Tenants are always encouraged to lock their flat doors as the main security measure.

4. TP Updates

PF Current Membership - 8

BIG Current Membership – 5

No meetings held – Members contacted to update on the Tp strategy.

Communication Champions Current Membership – 5

Current programme of work:

Performance report

Rent setting

Bield Calendar

Bield Bulletin

Next Meeting January 2024

Compliments & Complaints Collective Current Membership – 3

Current Programme of work:

Reviewed five complaints, including delay to refund, boiler and lift breakdown. This Group was also opened to staff to join.

Next Meeting Jan 2024

Equality & Diversity Network Current Membership – 4

Current Programme of work:

Worked on Happy to translate. Mystery shoppers researched by calling in. Improvements needed, will sit with customer contact services to ensure we have the provisions to respond to translation requests.

RTO's – 0.

Interested tenant list - 53 tenants on list.

Letters issued: Tenant portal & Allocation policy review.

5. Energy and sustainability update

LP- Thanked the members for inviting them along to the meeting. An update on what is going on within the Development and Business Growth team. There is lots of projects currently underway, but these are at a very early age.

LP- These projects are in line with the new asset management strategy along with the cooperate strategy. Bield's very ambitious strategy sets out the organisation wants to be "setting the standard for independent living"

LP – It is important through the setting the pace, our people, our homes, our communities that we involve tenants through tenant participation in decisions and planning we are making for the organisation.

LP – some of our aims and objectives are,

- investing over £225 million over the next 10 years in our people, properties and communities including building 400 new homes for independent living.
- Bringing currently closed assets brought back into use by 2028
- Develop a retrofit solution to improve the energy efficiency and cost of heating our exciting homes.
- Develop Bield's first design standard for independent living including the digitalisation of our developments to support ageing in place and preventative care.

RM – overview of some of the projects that are in the early stages. We are working on an innovation hub at Coxtton gardens. We are looking to bring back the closed assets at Carntyne Gardens back into use by conversion of the closed asset to 5 one-bedroom flats along with building an extension to create 8 one-bedroom flats and build 6 two-bedroom cottages.

RM – We are working on energy efficiency retrofit feasibility studies at Manderston court, Gordon court and Craigengar park. Architects have been appointed to complete a full EnerPHit study at these developments, the studies are due to be completed by January 2024. Dean court & Donaldson Court are under review for the next appraisals.

RM – Other projects that are currently underway.

- Thermographic surveys have arranged for all developments They have commenced and due to be completed by early December.

- Led lighting – Replacement of existing halogen/ florescent light fittings with new LED. Current developments that have been listed for these works are Campsie gardens, Glenview court and Springfield gardens with work due to be completed by the end of March 2024.
- Photovoltaic panels have been installed at the eagle street and surveying is being carried out at Carron court and south loch park for PV installs with the intention to also survey Castlebrae Glebe in the future.
- ASHP heating, Discussion with contractors to design a heat pump system for Castlebrae Glebe.
- ExASHP, survey has been commissioned for a NIBE exhaust air source heat pump unit for the cottages at Hillcrest. If the properties are suitable one unit will be commissioned for an initial trial period.

MS – How can we save energy when the lights are always on?

RM – this should not be the case, the lights should dim. Will add this to our list to look into.

MD – asked if the light fittings where just in the communal areas or if it would be in the flats also.

RM – confirmed that it would also include the bathroom and kitchen lights within the flats.

IK – All very positive, especially the plans for dean court as the general tenant feeling is that the building has been getting run down to be closed. IK invited RM & LP to the lets meeting.

RM & LP stated the will check diary's and communicate with Area housing manager.

IK- Co-production with tenants should take place at district level to ensure their views are being listened too.

RM – Tenants are currently involved at local level.

LP –At project level tenants are involved in the co production, this is proving to be very positive with projects.

GM – What are the cost implications for tenants and where are the funds coming from?

LP – Through the options appraisal process the invest and return for the business is laid out for the management team and board. The business will be looking to have access to fund, grants and capital from Bield but looking to get as much funding as possible to reduce the bill for these projects that will need to be funded by Bield.

MS – When NIBE is up and running would it be for those on communal heating or for those who pay their heating independently?

RM- These would be fitted to those on individual meters. There is new legislation coming in for England & Wales to push for individual meters.

ZM – Do we use the electricity that is generated from Eagle Street or is it sold into the grid?

RM – Currently any energy generated at Eagle Street is being used by the business.

ZM – When the Panels are fitted at the development is it to be used by the tenants or sold to the grid?

RM – At Carron Court the energy will be used for communal use however at South Loch Park it will be used by individual tenants.

GM – Are Airfryers still being distributed as several tenants don't use them and are giving them away. Would it not be better to supply a heated over blanket, they are very energy efficient?

LP – completed understandable comment and I will look into this.

GM – Asked if it would be possible to visit the Tappi Hub on the back of the the conversation from Liz and Ron

ZM – Will check with the Tappi manager to arrange a date for a visit.

6. Rent Setting Discussion

ZM – It is that time of year where we must look and consult on the rent setting for the next financial year. In previous year we have produced 3 percentages figures for tenants to choose from. This year we are proposing to produce one figure, and this will be in line with Septembers CPI figure.

ZM – The setting point would be 6.7% however we are still waiting on Finance to compile the budget for the next financial year to ensure the percentage that is proposed can sustain the current projects and plans that have been proposed for the business.

ZM – The Rent consultation leaflet will also contain figures on “what does your rent do” the changes in charges for Staff, energy, meals and domestic costs. Along with gathering some information on personal income and support information along with equalities questions.

ZM – We are planning to take a multi-channel approach in distributing the rent survey to our tenants. We aim to reach every tenant and provide them with an opportunity to voice their opinions. Here are the channels we will be using:

- Email – we will send the survey via email to all tenants who have an email address – which is around 800. We will also email POAs and Financial Guardians where we hold email addresses for them

- Poster with QR code – we will ask local managers to display posters with QR codes
- Paper copies - please share paper copies at any Tenant Meetings and Visits. Any completed surveys can be sent directly to me.
- On website – the survey will be available for tenants to access on our website
- Bield Bulletin – we will include an insert in the Bield Bulletin
- My Bield – tenants registered on My Bield will get a message pushed to them

IK – Does this exclude heating & hot water costs

TH- those charges are not part of the rent setting process LP is currently working on those figures but hopefully those will come down slightly or be frozen instead of any increases taking place.

IK – What is in place for those tenants that cant read?

TH – This information should be on our CX system however we would expect individuals to have assistance in place independently of Bield to assist with their personal needs.

GM – There is some very personal question on the leaflet that would put people off replying. Why do you need this information and who will have access.

ZM – Access to this information will be restricted. It is to show a brooder view to the board of the impact the rent increase will have on our tenants but also to ensure we can assist through our income maximisation officers any tenants who are struggling.

GM – I still disagree that this is needed.

ZM – Put a stronger message to make tenants aware that the questions are optional and that they do not need to answer them and have a box at the end of the leaflet for name Address etc for those who do not want to be anonymised.

7. Verbal CX customer portal update

ZM – my Bield has been live on the 9th of October and there is already 97 people registered. In August our staff updated as much tenants emails as possible on our housing system. This increased the amount of tenant's email addresses held by Bield for 400 to 800.

ZM – My Bield is still at a very early stage and at the moment you can request a repair, check your tenancy and rent details. Along with being able to send out messages to tenants if something is happening within the local development for example if the lift has broken down and the engineer has been called.

MS- can you log in for someone else to report a repair

ZM – this would not be possible as the personal information that is needed.

GM – does it give you a timeline for the repair's completion?

TH – No however there is general information regarding the repair policy in the tenant handbook. Emergency 6 hours, urgent 3 working days and non-urgent 28 working days.

GM – We have been waiting for a part for the lift at Ashgrove for a while and the panel is being held together with tape, so tenants and visitors are very anxious of using it.

TH – The My Bield could be used to send out a message to say that the lift is awaiting apart but is safe to us.

8. Review tenant participation – proposal

ZM – Alan Morris, Robert & I are currently undertaking the task of replacing the current tenant engagement strategy. We are currently at the scoping stage with the view to visit as several developments

to meet tenants face to face to gather their views on TP. Alongside this we are looking at what other housing associations are doing currently to engage with their tenants.

ZM – As part of this role the partnership forum will play a special role in this as we go through the consultation phase. The view is that the strategy will be in place by June 24 and everything is on the table to ensure we are engaging and co-producing as much as possible with our tenants.

9. Learning and Networking Events

Opportunities for latest quarter

SFHA, Energy & Net zero conference 28th of November 10am – 4pm (Glasgow)

TPAS, FOI Seminar 29th of November 2pm – 3pm (Teams)

TPAS, introduction to planning consultation seminar 6th of December 1.30pm - 2.30pm (teams)

TIS, Tis the season- Christmas Gathering 7th of December (TBC)

10. AOB, Expenses

GM – Can we have an update on the guestroom and why we are no longer taking payments.

ZM – Due to the short-term letting legislation that came into effect from the start of October we currently cannot accept payment for our guestrooms. It is not an ideal situation however due to the vast area and number of local authorities we work in it was not feasible to charge people for using the guestrooms. This also means we have temporarily paused the partnership with Trust and Hanover to provide the holiday club.

ZM – We are working with the SFHA on a joint approach who are lobbying for us to have the guestrooms added to a list of exemptions for the legislation.

Dates for 2023/24

Date of next meeting: **1st February 2024**