



Scottish Viewpoint team meeting 29th January 2019

Background

Customers: Bruce Blaney (Dundee), Robert Dickson (Edinburgh), Ron Bowes (Rosyth)
Colleagues: Sandra Brydon (Director of Scotland), Charlton Leung (Business Support Analyst) and Eveline Armour (Involvement Advisor).

Matters Arising

Update on the digital pilot project; expected to be in Dundee and possibly Dumfries and will need customer involvement.

Customer promise assessments

Customers gave feedback for the assessment at South Tay Street and Palais Court, Dundee. Recommendations include

- Need more transparent information around major works
- Publish plans for 5 year programme
- Invite Mears (cleaning contractors) to a future Viewpoint meeting to look at addressing low satisfaction for stair cleaning.

Customers' ideas will influence improvements to our neighbourhoods

Quarter three performance monitoring

Customers reviewed the quarter three performance report, highlighting complaints handling, anti-social behavior, repairs and arrears. Customers suggested

- Benchmarking our figures with our peer group.
- Ensure contractors are working within contract conditions.
- Additional front line support for customers on Universal Credit to help with increases in arrears and rent collection issues.

Customer monitoring of performance to ensure meaningful reporting methods

Rent consultation results

Customers discussed the results of the rent consultation, accepting that whilst this is a legal requirement, customers' ability to influence the increase is limited. Home Group keeps up-to-date with other social landlord's rent consultations, and draw comparisons. Viewpoint agree it's important to be realistic about what can be achieved. Board will meet next week to consider a 2% rent increase proposal- customers felt 4.3% (RPI + 1%) was realistic, and would keep up with increased running costs across all industries.

Update on communal repairs

Viewpoint gave their views on sharing communal repairs with other customers in the same block, and agreed sending a text - with note attached "no response required" would work and be cost effective.

Rent affordability

Viewpoint discussed rent affordability and recognised that we require detailed data to measure affordability, which would include income levels from customers. Generally speaking to be affordable, rent should account for around no more than 30% of the household income. The big challenge is that customers may not want to share this information with us, and without it there is a gap and we need to make assumptions based on statistics available on for example national average income levels. We hope to review our rent setting policy, whilst ensuring that we are as commercially aware as possible. We will use a model with the Scottish Federation of Housing Associations to compare rents with other social landlords.

Customers' input will influence accurate consultation and information gathering

Handling complaints and compensation

Customers discussed how we can handle complaints better and when we should give compensation, including

- Ability to track previous communications on the system
- Resistance at Customer Service Centre to recognise/acknowledge customer expressions of dissatisfaction as complaints- in accordance with the Scottish Public Services Ombudsman guidelines any expression of dissatisfaction should be recorded as a stage one complaint.

Customers' feedback will improve the complaints handling processes

Viewpoint team meetings 2019-20

Customers looked at an initial draft for 2019/2020 meetings, adding health & safety and voids, agreeing that items can be added throughout the year.

Customer recruitment events for 2019/20

We will be running nine open house events in the 2019/20 programme for customer involvement. Customers nominated Kirkliston and Southhouse as two for Edinburgh.

Estate walkabouts

Viewpoint agreed a change in communications to customers about estate walkabouts to ensure that they are customer led. Colleagues are required to carry out estate inspections as part of their estate management remit but have not always involved customers. We now invite customers and explain in the letter that if no customers respond, the estate walkabout will not go ahead. The estate walkabout planned for Rosyth did not go ahead this month as no customers responded.

All estate walkabouts will be customer led

Agenda and priorities for the next meeting

- Maintenance programme for 2019/2020
- Repairs performance report
- Customer promise assessments
- Estate walkabouts

This feedback will shape the agenda for the next meeting in January 2019

Total cost: £426.20 including lunch, refreshments, and travel

Date of Next meeting: Tuesday 26th March at 11am (Edinburgh – venue tbc)