

Report to Clydebank Housing Association Management Committee

From the Tenant Panel – David Sweeney, Carole Sweeney (Central Clydebank), Sandra Queen, Jessie McCormick, Elma Stewart, Jim Stewart (Radnor Park)

16 December 2016

We took the task of reviewing the Association's **provision of services in closes and common areas**, seriously. We:

- Attended training on the background of Housing Associations
- Reviewed and discussed the Estate Management Policy
- Reviewed and discussed the draft Estate Management Procedure
- Reflected - Does it cover all scenarios? Does what is written down work in reality? We asked Senior Staff to provide examples, answer queries and shadowed the Estate Caretaker on 2 occasions
- Concluded - What works well? What can be done better?

Please find our conclusions below:

Overall we felt **satisfied** about the Association's provision of services in closes and common areas.

We recommended that further chargeable services could be provided to alleviate some of the issues being encountered by the Association. This has since been actioned by Joe Farrell, Housing Manager, who incorporated this into the Tenant Conference. On the back of the feedback, we understand that more consultation will take place with tenants with a view to implementing new services in 2018/2019 if there is demand.

What works well?

- **Estate Caretaker** - The introduction of the Estate Caretaker has clear benefits for the Association and the estates. This was evident on our walkabouts with Alan Thompson, the Estate Caretaker. We are happy with the duties being carried out and we can clearly see how his role fits into the Estate Management procedure. Alan's attitude is positive and he has a good way with tenants. We appreciate it is a temporary part-time post but if it was possible, the Association might benefit from this role being permanent and full-time.
- **Estate Management procedure** – This will be a useful document. We passed lots of feedback for improvement/clarification on the draft Estate Management procedure to Joe.
- We appreciate the many problems the Association has in dealing with the following but that the Association is doing what it can in these incidences:
 - owner occupiers in all house types
 - abandoned cars on their private land
 - dog fouling

What can be done better?

- It was apparent that there are issues with the Council not picking up bulk uplift promptly enough. We recommend increased communication with the Council.
- When looking at the draft Estate Management Policy, we highlighted where parts were not being carried out in the way described and where the Association could go further such as involving local shops/schools in litter issues.
- Members of the panel from Radnor Park felt that all Association caretakers should be working the same way, with similar job descriptions.
- The provision of weekend caretaking for all caretakers could be considered.

We enjoyed the process and experience but it was quite intensive for us. We look forward to choosing a new topic in the New Year after a well-earned break!

As this was our first scrutiny exercise, we'd welcome any feedback from the Management Committee on the process we followed and the points raised/conclusion.