



**Angus Housing Association Scrutiny Group Angus Members Meeting on  
Thursday 24<sup>th</sup> April 2025 2pm – 3.30pm at Russell Square, Arbroath**

**In attendance**

**Angus Housing Association:** Diana Finnie, Tenant Engagement Assistant (TEA)  
Lydia Banks, Tenant Engagement Officer

**Tenant Representatives:** P Baxter, J Gibson, H Falconer, J Martin, G Riach, C Donald

**Apologies:** V Stewart

**1. Welcome and apologies**

TEA welcomed everyone and noted apologies from V Stewart

**2. Reflection on what the group have achieved**

TEA handed out a copy of the groups scrutiny journey so far which detailed the session plans and feedback and recommendations from the 4 sessions held so far.

The TEA explained that the recommendations from the session that was held in January about the standards for letting void properties had been passed to Kevin Lynch and John McGee as the Void Management Policy is up for review on 14<sup>th</sup> May. The TEA to send a copy of the policy after this has been to the Service Delivery Sub meeting. The group can discuss this and add any comments/suggestions to be passed onto Kevin and John after the 14<sup>th</sup> May as the policy can be updated at any time.

J Martin commented that neighbours left a property in pristine condition, but this was redecorated with the wallpaper being stripped and the walls emulsioned. Do we charge tenants to repaint a wall? – It is up to the Maintenance Officer and their discretion, but we would tend to not recharge the tenant for one wall.

The TEA asked if anyone would be interested in taking part in more in-depth scrutiny. G Riach said he is still interested but J Martin has declined as she is having neighbour issues and is too busy at the moment. The TEA to speak to the Dundee

group to see if anyone would be interested and if so, will arrange a team meeting online to start.

### **3. Next steps for the group**

The group were given a calendar of upcoming monthly meetings until November and were asked what they would like to discuss in these meetings.

There was a lot of discussion around Estate Walkabouts which are being held from May to August 2025 in different areas across Dundee and Angus. The TEO explained about Rate Your Estate which involves tenants giving us feedback about the area in which they live.

The group were asked if they thought this would be a good idea and agreed it was. The TEA handed out a list of the Estate Walkabouts and agreed to send out everyone a copy of a feedback sheet for tenants to record their views and this would be brought to future meetings to discuss and agree any actions and recommendations.

The TEA to send out a copy of what the Housing Officers and Maintenance Officers use for their walkabout recording.

After further discussion a common theme emerged about communication and with regards to maintenance, what is the officer's role and tenant's role. It was suggested that members of the group could shadow a Housing Officer and Maintenance Officer. This is to be discussed in future meeting. J Martin said she would be interested in this.

H Falconer commented that AHA does a good job with a quick response to repairs that have been reported.

Some other areas for future meetings include discussing the tenancy pack for new tenants, what goes into this, does it need updated?

The TEO advised that we would be completing another Tenant Satisfaction Survey (the last one was 2022) and would like the groups views on the action plan from this. This details what tenants told us and what we did. We are also putting together a video of this to put onto our social media. You Said, We Did, What Next.

### **4. AOCB**

The group were asked if they would like to continue to meet monthly and they unanimously agreed. It was agreed that Estate Walkabouts would be an ongoing item on the agenda moving forward.

### **5. Date of next session**

22<sup>nd</sup> May (2pm to 3.30pm, Russell Square, Arbroath)