



TPAS Members Enquiries Feedback

June - August 2022

Enquiry:

Q

We have recently had an incident in which one of our tenant representatives make some inappropriate comments on a public forum. They had signed a code of conduct on joining the group but looking at it now I think that its maybe not as robust as it could be for dealing with such incidences.

Would anyone be willing to share;

- Code of Conduct for any tenant/scrutiny groups

- Experiences of members breaching the code of conduct and actions taken.

Really appreciate any feedback.

Orkney Housing Association Ltd

A

I have experience of working with community members seeking to adjust behaviours that are not appropriate and also have various codes of conduct – please ask the member to contact me.

- Elderpark Housing Association

A

We are currently reviewing our processes for this as well, we are planning of putting together a Terms of Reference and a code of conduct for our tenant group.

I am happy to share what we currently have in draft form or meet to discuss with the member.

- West Lothian Council

Enquiry:

Q

We are currently reviewing our Customer Engagement Strategy and will be asking customers to feedback on what the strategy should include e.g. 1. Ways to become involved and 2. What the Strategy outcomes should be. Has anyone consulted tenants/owners for their input in other areas of their strategy, that they feel we should too?

River Clyde Homes

A

Absolutely. We involved customers in the entire document as we felt it's a working document that should resemble what customers want and how they want it. Including customers particularly in sections for:

- How the strategy was developed and who was involved
- Timescales for completion of actions set out in the strategy
- Training for colleagues, involved customers and board
- Customer involvement action plan

Hope this helps.

- Homes Group

Enquiry:

Q

Could you please ask members if they would share examples of their rent consultation documents (even previous years). We're looking to change the format of ours and hoping for some inspiration to spark dialogue with customers over the next few weeks.

Home Group

A

I have attached our last two years Rent Consultation papers – very similar in format – because of Covid we did not hold any live face to face consultation events. Last year we created a video recording of our online rent setting workshop and put it on our web site for tenants to access at a time that suited them.

- Highland Council

Enquiry:

Q

Do you have any particularly good examples of tenant participation with tenants whose homes are due for refurbishment? We have a scheme likely to be starting in the beginning of next year and would like any hints or tips, if possible.

South Lanarkshire Council

A

At Shettleston Housing Association when kitchens are due for upgrading the tenant is given the choice of a number of items to choose from as part of the tenants choices which include, 3 worktops to choose from for example oak block, black stone and white crystal gloss, 3 styles of kitchen doors for example white gloss, grey gloss and oak and also the choice of two different wall splashbacks for example white gloss or silver gloss this being a more modern method of tiling, this process from experience at Shettleston has a positive impact on the tenant feeling part of the installation process, and from my own experience at other organisations and from tenant feedback at Shettleston this is greatly appreciated as at some other organisations it is a case of white gloss kitchen and that is it, just a simple way in letting the tenant participate in the works involving there home, who really wants a kitchen in their home they don't like for the next 30 years?

Usually, we find that the three choices go well together.

- Shettleston Housing Association.

Enquiry:

Q

I was wondering if anyone has had network vulnerability assessments carried out? If you could please let me know what company you used and the indicative costs please. Many thanks.

Cathcart & District Housing Association

A

When I worked at Craigdale HA we used a company called Curious Frank to do this. I honestly, can't remember the costs though.

- Dalmuir Park Housing Association

Enquiry:

Q

I am looking for a wee bit of help. I am taking a report to our Board in September to request permission to recruit a TP/Community Engagement Officer. I'm trying to put together a job description for this purpose, do you have one that I could look at so that I could pinch bits from it and add to what I already have? I really want this post approved and want an excellent JD to put together to present to them to increase my chances of approval.

Waverley Housing

A

This is a section that was used previously in promoting the role of Community Engagement Officer.

COMMUNITY ENGAGEMENT OFFICER

The Community Engagement officer is a brand-new role in (Organisation) and now is an opportunity for us to create an exciting service that adds values for our customers.

Mission: Use every interaction to strengthen relationships with our customer and add value for them.

Aims of the service

Increasing engagement, increase people's ability to have a say, increase people's ability to be part of the community/ engage in the community, give people a sense of purpose and ability to do more.

Understanding the customer experience and translating this into knowledge that can be used by local teams and by (organisation)

Create links to services that add value for our customers including links to employability and improving resilience, health and wellbeing.

Building trust with tenants – we want to engage (we aren't just wanting to talk to you about rent!)

- Wheatley Housing Group

Enquiry:



What do other LAs do when it comes to concessionary TV licences for their Sheltered Housing complexes?

Aberdeen City Council



I just fill out a form every year as normal, been advised by TV licences all new tenants moving into complex after the change which I think might have been 2017 will have to pay if they are under 70.

Tenants that stayed in complex before change to the service still receive reduced rate £7.50 accommodation for residential care ARC.

- Shettleston Housing Association



We apply for a Concessionary License for our sheltered housing tenants. Over 75's get this free and under 74 and 10 months have to pay £7.50 a year. If the organisation enquiring goes onto www.tvlicensing.co.uk it explains there, who's eligible to apply.

- Link Housing



I am emailing in response to the above. However, I'm not entirely sure this information is what you are looking for but this is what we do.

We have 3 separate Retirement Development Complexes that we deal with TV licences for, of which we receive three separate TV schedule forms in July, August & December that we have to complete each time.

One section of the form is for under 74 years and 11 months & dependent of when their tenancy start date was & dependent on which development they stay at, they need to pay £7.50 but we pay this on their behalf as they are covered by Preserved Rights. However, any new tenant that moves into the complex under this age is responsible for paying their own TV Licence & make their own arrangements to do so - we don't include their information on the form.

The second section of the form is for tenants aged over 74 years & 11 months of which we complete - no fee is payable for them or anyone who lives with them.

- Manor Estates Housing Association

Enquiry:

Q We have a particular issue with dog fouling in a few neighbourhoods, but the Council do not have a local dog warden or representative to monitor this and hold people to account. It is also very difficult to issue fines due to the criteria that has to be met for proof/witnesses etc. Has anyone ever done a successful awareness-raising campaign to tackle dog fouling, or done any community activities that worked really well to help reduce/stop this issue? Ideas or lessons learned would be very welcome!

Lochalsh & Skye Housing Association

A We carried out a campaign a couple of years ago, we asked the local high school to design a poster for this and gave a small prize to the winning design. We had banners made up which were displayed around our estate, we gave out free dog bags at the office. We also invited Dogs Trust into the office to hold one of their Community Events.

I'm not sure what council the organisation falls under but if it's Glasgow City Council, you can contact the Neighbourhood Team to request the Community Enforcement Officers patrol the area to issue FPNs.

- Drumchapel Housing Association

A We ran a Poo campaign with the local schools. We had the kids make up a poster and strap line to raise awareness of the issue and how it was impacting their play areas, their street, their home. The schools were awarded a prize for first and the child got a prize and runners up prizes for second and third prize. We printed the winning poster onto a banner and had it outside on the railings of our offices.

We also ran a litter pick campaign on the back of this, kids are so resilient and good at educating us adults.

- Cernach Housing Association

A We are having issues with dog fouling too. While Glasgow City Council can provide a Warden service in land owned by the Authority, they do not provide the service for the Association's land including our backcourt areas. We have held a community consultation event and included articles in our newsletter and on our website. Unfortunately, it is still an issue, and we are now exploring the possibility of installing re-deployable CCTV cameras in the worse areas.

- Wellhouse Housing Association

Enquiry:

Q

I'm reviewing our membership systems and would be grateful to hear from other housing associations:

- **How do you manage your membership?**
- **What do you do to promote/grow membership?**
- **What do you do to sustain members' engagement long term?**

Port of Leith Housing Association

A

Under our Rules we review the membership registers every year to check for attendance at an AGM, if members have not attended in 5 years we write to them before the next AGM to inform that they will be removed from the registers – under the Rules. We do however encourage them to reapply should they still wish to be a member but remind them that they would need to attend the AGM's.

We promote membership on the website, in every newsletter and at sign up.

We promote the benefits of being a member in that they can contribute to the decision-making process, meet new people and make a difference to the people of Wellhouse.

Enquiry:

Q

How are landlords in Scotland consulting on rent setting given the current financial crisis?

Are they doing anything different because of the cost of living crisis?

TPAS Cymru

A

We haven't given this much thought yet but we are aware that we may have to do things differently in light of the cost of living crisis

- Wellhouse Housing Association



Our Business Plan aims for a CPI rent increase each year – but we are considering going for a lower than CPI increase this year and cover this by having a slightly higher increase over the next three years when [we hope] CPI will be lower.

We are likely to consult on this.

- Hawthorn Housing Association



We believe that this is going to be a difficult time for most tenants given the cost of living crisis, fuel poverty and the cost of raw materials. Some tenants may need to choose between eating or heating.

To complete our planned maintenance programme, we need to ensure funds are coming in to support this. For example, the price of our window replacement programme has increased around 40% however tenants need good quality windows to keep the heat in, so we see this as vital project.

We consult our tenants in November/December and give them a choice of two options based on CPI/RPI. We did a rent freeze for the first year in lockdown however this can't be sustained every year.

We will continue to consult via residents panel, armchair critics, and tenants.

- Cernach Housing Association



Last year we introduced new digital consultation methods when consulting with our customers on rent setting. This included the option for the customer to return a response by mobile and email. These additional methods supplemented the customers ability to respond to the consultation via telephone or paper copy. We held a virtual information session with our Customer Senate to discuss how we set rents and rationale for proposals, with a Q and A session at the end. Our proposals gave customer's 3 options, with reasons for each.

Last year was our most successful consultation in terms of engagement. We would envisage at this stage to follow a similar methodology this year.

- River Clyde Homes

Enquiry:

Q

Does anyone know if there is any funding out there for hoarders? We have a tenant who has been hoarding and a private quote to help with the issue is going to cost around £1,000, wondering if there's any funding out there to assist?

Cathcart & District Housing Association

A

I was at a recent hoarding event and was chatting to a charity called Transform Forth Valley who provide support for tenants with hoarding issues. It might not be for that area in question, but it could still be worth contacting them for advice/signposting.

- Ochil View Housing Association

A

I'm not aware of any funding for this although I got some support assistance previously when working in Barrhead HA from either SAMH or GAMH.
<https://www.mind.org.uk/information-support/types-of-mental-health-problems/hoarding/helping-someone-who-hoards/>

- Dalmuir Park Housing Association

A

The hoarding issue, I think this would be a really good project for our sector, but it would need funding, possibly Scottish Government or Health and Social Care Partnership. Jan Brennan our Director of Housing Services has mentioned a few cases to me. Cases we have dealt with have been paid for by Linstone, Social work say they are not able to assist. Hope these comments help.

- Linstone Housing Association

A

Most obvious route will be a SWF application. I'd also recommend that the RSL contact their HSCP liaison officer.

If it's a Glasgow RSL, I am advised that GCC are reviewing their Hoarding Protocol (I wouldn't expect anything soon though - been shelved for a while). I've attached the last version.

- Shettleston Housing Association

A

I haven't checked it but the Vicars Relief Fund may be able to help.

- Lochaber Housing Association



We have in past contacted social work and adult protection services as the person was vulnerable and in need of extra support.

In another instance, we have applied to the Scottish welfare fund to clear things from a vulnerable tenant's home. Hope this helps.

- Cernach Housing Association



Our Housing Team have said: Social Work have assisted in some cases – suggest they contact HSCP in their Authority.

I hope this might be of some help.

- River Clyde Homes



Yeah hoarding was starting to be a big issue (or always has been but we hadn't noticed it) just before I left my role as HO. The good thing is Hoarding is now recognised as a medical condition so I'm surprised SWD aren't helping and doubt NHS have the resources.

- Leza - TPAS



I am emailing in response to your enquiry regarding funding to assist hoarders. I do not know of any funding to assist with this issue.

Our Housing Association is coming across more and more tenants who struggled without mental health and physical support during covid. The costs involved in assisting them to clear and clean their properties are enormous. For many people the costs will prohibit them from improving their living conditions. I try and assist tenants as much as possible, but more support is required. My contract ends on March 31st next year.

The reality is that with the looming fuel crisis, people's living conditions will deteriorate further. We need to keep the pressure on the government to provide assistance.

- River Clyde Homes

Enquiry:



We have recently had some requests from tenants who wish to leave an overgrown patch in their gardens to attract wildlife such as insects, bees and butterflies.

We are aware that communal grassed areas sometimes have designated wildlife patches which are labelled as such and this is a growing trend. Are any other landlords receiving similar requests from tenants when they are being asked to cut their grass. If so:

- What is the response given?**
- Are any agreements or compromises made with the tenant?**
- Are there any implications such as an increase in complaints or neighbour disputes?**

Thank you for any information.

Moray Council



We've had a few residents who are maintaining flower beds etc... in the common gardens.

In general we would:

- Advise the contractor not to attend to the specific area being used
- Advise the resident they must inform us when they no longer wish to take care of the area
- Advise the resident if the area becomes un-kempt, we would re-commence garden maintenance
- Advise the resident that the garden is common, if somebody else expresses a wish to maintain flowers etc they can

The biggest problem we find is that regardless of what we tell the landscape contractor they maintain the garden as normal and we then receive complaints that the plants have been killed.

- Tollcross Housing Association



We have been linking with our local allotment officer in regards to biodiversity and linking with tenants regarding information regarding this, and promoting outdoor green spaces with community gardens, allotments and raised beds in areas.

- Angus Housing Association

Enquiry:

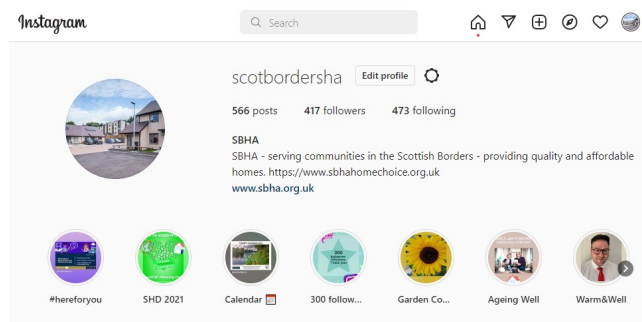


Does your organisation or tenant group use Instagram or TikTok to promote your services or projects? If so how successful has it been?

Elaine - TPAS



We use Instagram: **SBHA (@scotbordersha)** and **SBHA (@scotbordersha)**. We launched on Scottish Housing Day 2020.



We are considering TikTok.

- Scottish Borders Housing Association



Stirling Tenants Assembly uses Facebook and Twitter for any updates, etc. We haven't used TikTok or Instagram.

- Stirling Tenants Assembly



We use Instagram and Facebook to promote activities within the organisation as well as an additional way of advertising any available properties. With regards to being successful, I cannot say but we have 519 followers on Instagram which we feel is good considering our population and number of tenants/applicants.

- Hjatland Housing Association

Enquiry:

Q

We are looking to have an opening event for our Gypsy Traveller community facility and as part of this want to have something of interest to the children. Possibly thinking about face painting or something else. Have you ever done anything like that before and if so, was it risk assessed? Also is there anything else that anyone can recommend that is children related?

South Lanarkshire Council

A

We recently held an event at one of our GT Sites and had a small bouncy castle and face painting.

A risk assessment was carried out.

- Highland Council

A

If they use a 'legit' face painter they should carry out the risk assessment etc and be able to provide this. We have had someone who made animals from balloons and that went down really well. There can be really big queues for the face painter because it takes them a wee while to do each child.

- Hawthorn Housing Association

A

For children's activities we would normally do face painting/glitter tattoo/balloon modelling.

We also have access to some children's TV dress up characters that children love (picture attached from Saturday event). Also, popular for some of the children is our chess classes and dance (we have people who can do this).

Bouncy castles are also popular but these have their own risks and in the past when we have organised this we make sure we get reliable contractor with liability and insurances as part of our risk assessment.

Some events have included some of the fairground rides (although I have not personally ordered these - they have been used at some recent events and I can get details).

For information, I have a contact from Travellers Community if it would help - where is the event likely to be held?

Let me know if you need anything else - best wishes

- M



It is many years since I worked on travelling persons site, however I do remember we held a couple of events and included stuff for the children.

First thing I would say is that kids are kids and like things that all kids do. The first thing we did was talk to the parents and they were really keen and suggested just some fun games. The discussion formed the basis of the risk assessments – which were not too onerous and very sensibly thought through. We engaged the local library to help and we had a story teller and related craft activities to the story and had it set for a wide range of ages and it actually worked well as we paid for someone who was experienced in engaging children with the story and surrounding activities – it did cost us but was well worth it as the kids had a great time. We also gave away some books that we managed to get from the local schools, who had left over new books from the book events that they had. We also had a few simple games – tin cans with numbers on them and small bean bags to throw at them and if the tin can was knocked over it attracted points and we had prizes (for everyone who took part but something a bit special for the person who had the most points), Pinata (where you batter the donkey with the stick to release the prizes), and someone gave us a loan of some big garden games – giant connect 4 and d giant drafts along with swingball and of course some footballs.
Good luck with your day.

- Viewpoint Housing Association



We have hosted family events at activity parks where there were a lot of activities for them. We found it is easier to host events at a venue that offers activities for families with kids and then pay the entry fee per person (which is usually cheaper for group bookings). It's worth exploring if they have any venue near their area of operations. We have used Craigtoun Park, St Andrews, Stanley Activity Park, Perth, Falkirk Wheel and Blair Drummond Safari Park.

I hope this helps.

- Kingdom Housing Association

Enquiry:

Q

'Scottish Housing Day' will fall on 14th September 2022 and the theme is sustainability. Can you advise if you are aware of any tenant groups doing anything to mark this day - and if so can you share with us and we will make sure it is publicised by CIH and ourselves?

CIH

A

Stirling Council and Stirling Tenants Assembly are celebrating Scottish Housing Day by holding an Open Day in Stirling's Albert Halls on 1st October.

Part of the Open Day will include information about Council's solar panel installations, their efforts to reduce fuel poverty and increase energy efficiency, also their new-build programme.

If you need any more information please don't hesitate to let me know.

- Stirling Tenants Assembly



If you would like more information on any of the answers in this document, please do not hesitate to contact us.