

Note of meeting held 5 August 2021

Subject: Annual Charter Report – stage 2 of tenant consultation

Venue: Zoom video call

People present: Ash Reid (AR) – Support Services Manager
Samantha Hough (SH) – Customer Participation Officer
RB – tenant, Aberdeen
BL – tenant Aberdeen

Background

The purpose of the meeting is to review the tenant feedback on the Annual Report and discuss the content and layout of the 2020-21 report.

The discussion was informed by some rate the report results from 51 tenants who had read the report and then filled in a short questionnaire, with an additional eleven questionnaires from the group of tenants invited to attend the meeting.

RB advised that the report is at the stage where the report just needs tweaking due to all the development work done by the group over the years. He feels it is a really excellent document that is attractive and enjoyable to read.

Item discussed	Notes
Rate the report questions	All in the group agreed with the majority of tenants who responded in rate the report: <ul style="list-style-type: none">- The report was clear and easy to read- A comment received was that the item profiling our involved tenant was very good
Performance information (p2)	The group were happy with the new 'snapshot' of performance on the inside cover. BL asked that we re-think the magnifying glass as she thinks it is a bit confusing and serves no real purpose. The colours of the headings were discussed – perhaps to have a mix of black text on the lighter colours and white text on the dark colours to improve the contrast and make it easier to read.
Mission, Vision & Values	BL asked that we rethink the white text on red background as it is not easy to read. RB asked what we offer visually impaired tenants. AR advised we have a member of staff who test reads our documents, and that the PDFs can be read online so people can access them and enlarge the text.
Graphics used to show performance	The group are still happy to retain the 'smiley faces' as they think this is easily understood by everyone, making the document accessible to more people, and it also helps people to skim read.
Who or what do we compare ourselves to?	The tenants agreed with the respondents to the survey – they are interested in how the Association performs over time, and have no interest in how the other local landlords are doing as it is not a direct comparison due to them being different from LHA. Agreed Scottish Average was of interest.

Colours and presentation	The group are still very happy with the overall look and design of the report. All participants also want to keep the 'coloured in houses' to use for tenant quotes and similar.
Back cover	All agree that idea of a staff collage for this year was a good plan. AR to progress this with staff and hope to see good level of participation so that readers can see all the faces involved in working for the Association.
Financial Information	Group very happy with the new layout of the finance pages – notable improvement over the previous format
Underlying theme of report	Tenants agree with the proposed themes of: The pandemic – and how this has impacted / changed the Association The restructure – there was discussion about this in terms of tenant involvement and what story the tenants want to read in relation to the restructure. The tenants would like to see the diagram of the top levels and hear more about what changes they will see at the front line to improve their experience of services – they would like the Association to provide details of what staff members they should contact and who 'looks after them'. BL is particularly happy that there is a picture of her Housing Officer on the scheme notice boards – this is very useful and positive to have for the residents.
Information about staff and involved tenants	Staff profiles continue to be of interest to the tenants. They are happy with the proposal that this year covers a new member of the support team, and a Board member. They think it is very valuable to hear from involved tenants as it provides 'evidence' and people won't think LHA are just making it up – tenants really do get involved in making decisions!
New Build – suggested content	RB asked about LHA and whether we would be starting to build again. AR suggested a piece on the journey back towards new build and how LHA views this happening in the future – what are the ambitions There was discussion about future choices for boilers as RB finds his boiler control very difficult to use and thinks it would be very positive to have more involvement in what options are chosen during the procurement process and when decisions are made about developments Suggestion – tenants would like to find out if it is possible to have a competition for tenants to choose the name of the next new build scheme as a celebration of coming out of the pandemic and re-starting the new build programme