


Moray Tenants Forum
General Meeting

Date:	5 November 2024 at 11am
Location	The Inkwell, Elgin/ online via Teams
Chair	Liz McKnockiter (LM), tenant
Attending	<ul style="list-style-type: none"> • Alison Angus (AA), tenant • Jane Bartecki (JB), tenant • Gordon Brander (GB), tenant • James Buchan (JBuc), tenant • Peter Cruickshank (PC), tenant • Bev Davenport (BDav), tenant • Eileen Di Sotto (ED), tenant • David Elliott (DE), tenant • Dagmar Gross (DGr), tenant • Pat Jappy (PJ), tenant • David Macdonald (DMacd), tenant (online) • Dorothy McGoldrick (DMc) tenant • Isobel McNeil (IM), tenant • Rachael McPhail, (RM), tenant • Violet Milne (VM), tenant • Elizabeth Williamson (EW), tenant
In attendance	<ul style="list-style-type: none"> • Brian Fraser (BF) Supported Accommodation Manager • Cllr Donald Gatt (DG), Deputy Chair of Housing and Community Safety Committee • Fiona Geddes (FG), Housing Strategy and Development Manager • Rebecca Irons (RI), Customer Engagement Officer (minutes)
Apologies	<ul style="list-style-type: none"> • Cllr John Divers (JD), Cllr and tenant • Bert Duffus (BD), tenant • Cllr Amber Dunbar, (AD) Chair of Housing and Community Safety Committee • Howard Knowles (HK), tenant • Lee Nicholls (LN), tenant • David Nicholls (DN), tenant
1. Welcome, Apologies	LM welcomed everyone to the meeting.

<p>2. Matters arising</p>	<p>The group agreed the Forum promotional flyer should be included as an insert in the summer issue of Tenants' Voice. RI can send out separately to those receiving the newsletter digitally.</p> <p>BDav volunteered to attend Tenant Participation Strategy Monitoring Group meetings. These take place online 4 times a year. The next meeting is 30 January at 10am via Teams.</p> <p>ACTION: RI to provide BDav with further meeting details.</p>
<p>3. Guest Speaker</p>	<p>BF gave an overview of his role as Supported Accommodation Manager. This includes accommodation for homeless people, sheltered housing, and our emergency out of hours service.</p> <p>Homeless accommodation</p> <ul style="list-style-type: none"> • The number of houses used for homeless accommodation in Moray has been decreasing as more people are moved to permanent housing faster. • Approximately 50% of allocations are for homeless individuals, with around 15% placed in other housing providers like Grampian and Langstane. • There is a push for other housing providers to take on more responsibility for homelessness. • A holistic approach is taken, involving health & social care, and the police. • Properties are spread across Moray, used 3-4 times a year. To sustain communities, properties are rotated annually, and new ones are added each year. <p>Sheltered Housing:</p> <ul style="list-style-type: none"> • Sheltered housing models vary across Scotland, tailored to each local authority's needs. Sheltered housing enables people to remain in their communities as long as possible. • Moray's sheltered housing model predates most health and social care services and is not fully "sheltered housing" with care but offers low-level housing support with wardens. • The model is due to be reviewed, and current facilities differ between schemes. For example, Larch Court in Elgin has 33 flats with various amenities, while older schemes in Portgordon and Buckie lack facilities. • We have 149 sheltered housing properties across Moray. Hanover and Castlehill Housing Associations also provide sheltered housing. <p>Out of hours emergency service</p> <ul style="list-style-type: none"> • BF's team takes between 300 and 400 calls a week between 5pm and 9pm. • The staff team all take a turn on a shift with one person taking calls each shift. • The role gives staff a wider appreciation of the services the council provides. <p>Questions/comments</p> <ul style="list-style-type: none"> • Use of Bed and Breakfasts (B&Bs)

	<ul style="list-style-type: none"> ○ PC inquired about the council's use of B&Bs for homeless accommodation. ○ BF confirmed that while not ideal, B&Bs are used on a short-term basis. ● Scottish Secure Tenancy <ul style="list-style-type: none"> ○ BF explained that tenancies can be flipped to Scottish Secure Tenancies where homeless accommodation meets an individual's needs. Reducing the number of moves and helping people stay settled. The average stay in homeless accommodation is 121 days, with the figure skewed by single individuals and families needing 4-bed accommodations. Moray is among the top 5 Scottish local authorities for moving people out of homeless accommodation. ● B&B Availability in Summer <ul style="list-style-type: none"> ○ DG asked about B&B availability during the summer. ○ BF assured that we've not failed in our duty to provide accommodation and have contingency plans in place. If there is insufficient accommodation within Moray, people may be placed outside the area, though this is avoided and requires notifying the Scottish Government. ○ DG confirmed that although other local authorities had announced housing emergencies this was not the case in Moray. Moray is fulfilling its duties. ● Out of hours service <ul style="list-style-type: none"> ○ LM feedback she'd recently found the service to be 'fantastic'.
<p>4. Housing and Community Safety Committee</p>	<p>RI confirmed that 3 tenant representatives (JB, LM, and AA) can attend Committee meetings and receive the same papers as elected members. Reps can raise matters on behalf of other tenants. Meeting documents are available on our website at www.moray.gov.uk/moray_standard/page_52167.html and are available to watch online at moray.public-i.tv/core/portal/home</p> <p>Reports to be presented on 19 November include:</p> <ul style="list-style-type: none"> ● Scottish Social Housing Charter – update on our 2023/24 performance and compliance with the Scottish Social Housing Charter. Also compares how we're doing alongside other social landlords. The Annual Performance Report to tenants is available at www.moray.gov.uk/housingperformance ● Tenant Satisfaction Survey - main findings of the 3 yearly Tenant Satisfaction Survey 2024. The consultant (Knowledge Partnership) will give a presentation to committee. Their report is on our housing performance webpage. Our Improvement plan will be presented at a future committee. A tenant feedback session is to be arranged. ● Grass Cutting Scheme - presents the results of the consultation and asks for approval of the revised grass cutting scheme, along with charging options, and implementation on 1 April 2025.

	<ul style="list-style-type: none"> • Damp and Mould - update on the measures we've adopted to take a more proactive approach to dealing with issues of damp, mould, and condensation in our homes. Such as insulation, improved ventilation, heating upgrades, anti-fungal treatment, guidance to tenants, and damp monitoring devices. The Scottish Housing Regulator is proposing new legislative recording and reporting measures for damp and mould. The aim is to make sure reported cases are dealt with quickly and effectively. • Strategic Housing Investment Plan (SHIP) - Sets out how we're going to spend our annual allocation of money from the Scottish Government on new build housing.
<p>5. Any other business</p>	<p>Tenants' Voice newsletter review Feedback included it not being tenant-focused enough, too dry and corporate, and not enough tenant voices coming through. Suggestion made as part of the review to form a tenant editorial panel. This would give tenants more of a say in the newsletter and an opportunity to become more involved in its production. Striking a balance between the information we need to make tenants aware of and the information tenants want to read. LM, DE, and PC are interested in joining a panel.</p> <p>DG suggested LM write a tenants welcome as elected chair of the Forum. LM agreed.</p> <p>RI clarified that tenants will receive a digital copy from next year's summer 2025 issue unless they request a printed copy. The design will move in-house, and the printing will be going out to tender.</p> <p>ACTION: RI to promote tenant editorial panel and arrange a meeting (separate to the Forum) for January 2025</p> <p>Upcoming event TPAS (Tenant Participation Advisory Service) are holding a webinar about Tenants Together on 13 November. Tenants Together are a national network of tenants that work and engage with the Scottish Government on the development of Scottish Housing Policy. LM and BDav are members of Tenants Together.</p> <p>ACTION: RI to provide details of the webinar to interested members.</p> <p>LM asked members to provide any topics for discussion for the next meeting to RI by emailing tenantparticipation@moray.gov.uk.</p> <p>DGr asked for energy efficiency measures and DE asked for an update on the housing improvement programme to be included on the agenda. RI confirmed that a member of the asset team would be attending future meetings.</p>
<p>6. Next Forum date</p>	<p>Thursday 6 February 2025 at 11am at The Inkwel, Francis Place, Elgin. IV30 1LQ</p>