



Scotland viewpoint meeting 14th March 2023

Background

Customers, Lesley S (Glasgow), Robyn I (Dundee) and Bruce B (Dundee) who chaired the meeting, met at Mercure City Hotel Glasgow with Audrey Simpson (director of Scotland) William Mulheron (maintenance), Elsa Brailey (development), Chas Leung (business commercial) Eveline Armour (engagement), Charlie Cooley and John McCluskey from Novus Property Solutions.

Maintenance update

Viewpoint reviewed how misdiagnosed 'emergency' repairs have impacted on available resources to carry out day to day works. More work being done to assist with repairs diagnosis. Customers discussed issues with the process for follow on works, with return calls being missed. Contractors agreed to investigate.

Customers asked about processes for damp and mould investigations and would like an update on the pilot project.

Customers heard about an apprenticeship campaign being run by Novus to attract new people whilst jointly looking at employing Home Group families. Audrey asked for further discussion around this to identify how it could be rolled out. Customers discussed a study visit to Novus' offices to better understand processes for receiving repairs, the Localz App, and communications between Home Group and Novus.

Customers said:

- Contractors need to keep customers informed when parts take longer than expected
- It's important that contractors check their systems work correctly – especially when it's about communicating with customers
- Customers need clarity on increased costs, so they can still feel like they get value for money

Action: Eveline to plan a study visit with Novus in May and update viewpoint on the damp and mould pilot.

Customer promise assessments

Viewpoint agreed to assess the following in 2023/24

- Two neighbourhoods in Dundee (Peddie Street, and Mill o Mains),
- Two neighbourhoods in Glasgow (Garthamlock and Springburn) and
- One neighbourhood at Burdiehouse Terrace/Lumsden Square in Edinburgh

Action: Invite a Scotland board member to participate in customer promise assessment.

Customer forum

The next meeting will be face to face, with two meetings running at the same time in Newcastle and London on 26th April. We will run induction training for newcomers on 20th April via Teams.

Action: Customers to send any questions for senior leaders to Eveline before the end of March

Development update

Viewpoint are interested in being involved in the national development group following an update from Elsa on new development in Scotland. They would also like some site visits to the new developments.

Action: Eveline will work with Elsa Brailey to plan a site visit

Fire safety consultation – high-rise buildings

Customers at Robertson Gait fire safety consultation said they felt safe in their homes and didn't raise concerns about what to do in an emergency. Two further high-rise buildings will have fire safety consultations carried out; Salamander Court, Edinburgh on 15th March and Linthouse buildings in Glasgow – date to be confirmed

Action: Eveline will arrange date for Linthouse fire safety consultation

Agenda and priorities for the next meeting

Christine agreed to chair the next meeting in April, and agenda priorities include:

- Customer service centre update
- Invite grounds maintenance and stair cleaning contracts managers in June
- Invite Novus to discuss progress on the reactive repairs contract
- Insight update
- Performance update – end of year for 2022/23

Action: Eveline will organise June's agenda with the above priorities

Any other business

- Customers asked about increases in service charges. Audrey provided an overview of increased costs.
- Customers will be involved in discussions about communities, customers' perception of communities and having a presence in communities

Action: Audrey will attend a future Viewpoint meeting to discuss communities in more detail

Date of next meeting: 13th June 2023