



## Scotland Viewpoint 7<sup>th</sup> December 2023

### Background

Customers Ellen Mc, Jane H, Linda C, Scott P, Janet Mc, Robyn I and John A met in Dundee with colleagues David Firth (maintenance) Sean Woods and Tony Paterson (Tivoli grounds maintenance) Karen Wolsencroft (head of service) Dean McGlynn (governance) Shona Mitchell (senior advisor) and Megan Hesmondhalgh (engagement team).

### Performance monitoring – Tivoli

Customers reviewed performance and quality assurance of Tivoli grounds maintenance across Scotland. The group were concerned that while Tivoli admitted to being behind with visits, they were unable to state how far behind schedule they are or how long they expect it will take to catch up. Tivoli sighted prioritising their backlog as the reason current visits are sometimes missed.

Customers made the following recommendations:

- Create a sign in sheet to evidence that operatives have attended
- Improve communication between operatives and customers
- Produce data to demonstrate number of visits outstanding and plan to catch up

Viewpoint also expressed frustration that sufficient data to allow monitoring and scrutiny of repairs, grounds maintenance and communal cleaning isn't readily available for them. Agreement was made to provide this information on a quarterly basis.

**Action: Tivoli to use sign in sheets for operatives. David Firth to work with maintenance colleagues to provide agreed data for viewpoint scrutiny. Megan to add maintenance scrutiny as regular agenda item.**

### Rent Consultation

Viewpoint reviewed the rent consultation being sent to all customers across Scotland and asked the following:

- **Does it apply to service charge?** – No, service charge will be reviewed separately.
- **How do you intend to make up the deficit lost from previous lower increases?** - We won't, we'll need to adjust our plans to deliver service as the money can't be recovered
- **Are you still going ahead with planned developments?** – Yes, we have no plans to cancel any planned development as new homes.

**Action: Viewpoint to respond to rent consultation once received.**

## **On Board training**

Customers participated in an introduction to On Board training and gave their views on how best to promote the opportunity to customers across Scotland. The group gave their views in a consultation on promoting the On Board training.

### **Where should we advertise the opportunity?**

- Including the opportunity in a letter being sent to all customers in Scotland, such as the rent increase communication
- Posting on the Home Group website and social media channels
- Encouraging housing staff to promote to customers

### **What should the advert include?**

- Positive and upbeat language
- How the applicant can make a difference
- Time required
- Opportunity for skills development

### **What are the barriers to involvement that we need to consider?**

- Time commitments
- Lack of knowledge
- Confidence
- Access to technology

**Action: Karen to identify appropriate communication being sent to all Home Scotland customers where the training opportunity can be promoted. Megan to use feedback to create advert.**

## **Service Delivery**

Viewpoint received an update from Karen on service delivery across Scotland. Customers were pleased to hear that after successfully receiving funding to support customers with the cost of living, 400 of the most in-need customers received energy efficiency packs which included air fryers, duvet covers and heat packs. Viewpoint are keen for the service delivery team to apply for further funding in the new financial year to continue this scheme. Customers were also enthusiastic about a new partnership with Wise Group to deliver energy efficiency support and advise to customers across Scotland.

## **Agenda and Priorities for next meeting on 21<sup>st</sup> March**

Ellen agreed to chair the next viewpoint team meeting and agenda priorities include:

- Maintenance scrutiny
- Customer promise assessment recommendation tracking
- Engagement plan for new financial year
- Customer satisfaction survey results

**Action: Megan to create agenda based on customer priorities.**