



North East Tenants Residents
and Landlords Together

Minute of NETRALT Meeting

Chairperson:	Leanora Montgomery, Aberdeenshire Council		
Minute Taker:	Ian Duncan, Grampian Housing		
Date of Meeting:	Thursday 5th April 2018		
Location:	Blackwood Homes, Raeden Court, Midstocket Road, Aberdeen		
Present	Linda Gordon	LG	Langstane Housing
	Ian Duncan	ID	Grampian Housing
	John Duncan	JD	Aberdeen Council
	Paul McMenemy	PMc	Aberdeen City Council
	Pearl Smart	PS	Aberdeen City Council
	Kay Morrison	KM	Aberdeen City Council
	Carol Hannaford	CH	Aberdeen City Council
	Norma Graves	NG	Aberdeen City Council
	Samantha Hough	SH	Langstane Housing
	David Sheen	DS	Langstane Housing
	Colin Stewart	CS	Castlehill Housing Association
	Ruth Fraser	RF	Aberdeenshire Council
	Carol Tytler	CT	Aberdeenshire Council
	Claire Hancox	CHa	Aberdeenshire Council
	Jill Harmer	JH	Aberdeenshire Council
	Catherine Coutts	CC	Castlehill Housing Association
	Leanora Montgomery	LM	Aberdeen City Council
1. Apologies	Irene Madden	IM	Osprey Housing
	Bill Chapman	BC	Osprey Housing
	Daska Murray	DM	Moray Council
	Hazel Carradice	HC	Moray Council
	Sandy Allan	SA	Aberdeenshire Council

2. Approval of Minutes of meeting 22nd February 2019	Action by	Timescale
Some minor typing errors were noted and to be corrected. The minutes from last meeting were agreed. Proposed by CS, seconded by CC		
3. Matters Arising		

Two new members, Davis Sheen and Linda Gordon, joined NETRALT at this meeting. Everyone welcomed them to the group.		
4. Treasurer's Report		
No treasurer update available. Contact SA for any information that is required from the treasury. The treasurers report will be provided at the next meeting (AGM)	SA	AGM
5. Website update		
CS will aim to provide updates about the website at NETRALT AGM on 17 th May 2018. In the meantime, CS highlighted he can be contacted for queries about the website.	CS	AGM
6. NETRALT Strategy and Action Plan		
<ul style="list-style-type: none"> • Strategy & Action Plan • Marketing & Promotion • Future Events <p>The remainder of the meeting to discuss potential areas that reflect on the main areas of future development. To continue discussion around this at future meetings.</p>	ALL	On-Going
7. Training, Study Visits & Conferences		
CC had previously circulated a number of successful projects from the TPAS National Good Practice Awards, with a request for the group to feedback their preference. The group agreed with the Digital Strategy project named Almond in West Lothian. CH suggested to gain further insight and knowledge about Almond by visiting West Lothian area as a	CH CC	On-going

<p>2 day study visit. All agreed for this to go ahead. This study visit will also aim to explore the overall tenant participation approaches offered in the West Lothian area. CC suggested and had agreed to explore a feasible date that representatives from NETRALT can visit there in September 2018.</p> <p>Update on TPAS Health Integration Event -</p> <p>CH and ID informed the group that the Health and Wellbeing group meeting took place and agreed to reconvene on 2nd May 2018. Further HASCP representatives are to be invited. The next meeting aims to begin developing a Health, Social Care and Housing partnership and explore the feasibility of starting this partnership through an initial pilot process.</p> <p>Mystery Shopping –</p> <p>The mystery shopping was explained as being successful and a report has been circulated round NETRALT members. It has been identified there are differences at all the places that were visited. Recommendations highlighting this have been added to the report. CS has requested landlords to provide their individual feedback regards recommendations by 30th April. Some out of pocket expenses for volunteers taking part were not received and to be chased up.</p> <p>Further discussion to take place to develop the mystery shopping process and positive learning has been gained to inform the future of this event.</p> <p>PB Event –</p> <p>SH is currently in the process of organising times for this event to take place at Langstane Housing Association.</p> <p>Procurement Session -</p> <p>The procurement session run by TPAS was promoted and CH had arranged a discount for NETRALT members who attends this workshop.</p> <p>SCVO -</p> <p>CHa informed that SCVO have opened their 6th wave of digital inclusion that's open to applications until 11th June.</p>	<p>CH ID</p> <p>CS</p>	
8/9. Policy Reviews/ Landlord Updates		
<p>Aberdeenshire Council: CHa expressed their change team are aiming to start work on rebranding. Intends to sign up to the Digital Inclusion charter. Tenant satisfaction survey commenced in March 2018 with the aim to complete a report on 9th May 2018. Starting Summer Newsletter and also explained the summer street party for residents in the summer. CHa expressed they are consulting on their Rent Structure.</p>	<p>CHa / SA</p>	

<p>Aberdeen City Council: Have been awarded 5 awards from TIS for their hard work on in relation to Tenant participation. Details of these awards will be distributed round all members in the future. Currently working on the TOM model allocation review and feedback on complaints and suggestions.</p> <p>Castlehill: CC explained their strategy and action plan has been brought forward by 2 months. Carto have started a TP related budget for a pilot scheme for sheltered housing property. CS has organised and set up a memorial award called Above and Beyond, including a trophy and £100 prize fund.</p> <p>Langstane : A wooden House that has been located, it has been agreed that Langstane takes responsibility of this.</p>	<p>CH</p> <p>CC/CS</p>	
10. AOCB		
<p>CS aims to promote the upcoming community safety events as highlighted by SH</p> <p>The NETRAL AGM venue has been organised to take place at 11am, 17th May 2018 at Hebron Church, Summer Street, Aberdeen. Parking is available within the area. To see around this Venue please arrive 10.30am</p>	<p>CS</p> <p>CH</p>	
11. Date of next meeting		
<p>Meetings to be held at Blackwood Homes, Raeden Court, Midstocket Road, Aberdeen, with exception of the upcoming AGM.</p> <p>Tenants/Residents to chair each meeting with officers taking the minutes. The chair is to be decided between the tenants/residents on the day of the meeting.</p> <p>17 May - AGM Hebron Church, Summer Street, Aberdeen - Castlehill Housing to minute</p> <p>28 June – Langstane Housing to minute</p> <p>16 August – Grampian Housing to minute</p> <p>27 September – Osprey Housing to minute</p> <p>8 November – Sanctuary to minute</p> <p>13 December including the Christmas lunch</p> <p>The minute takers has been suggested for future meetings but this can be changed due to officer availability.</p>		

