



**North East Tenants Residents  
and Landlords Together**

**Minute**

**17 May 2018**

**Chairperson:** Colin Stewart, Castlehill Housing Association

**Minutes:** Catherine Coutts, Castlehill Housing Association

**Location:** Hebron Evangelical Church, Summer Street, Aberdeen

<b>Attendance:</b> Aberdeen City Council	John Duncan Norma Groves Paul McMenemy Fay Morrison Pearl Smart Carol Hannaford (staff)
Aberdeenshire Council	Ruth Fraser Carol Tytler Sandy Allan (staff) Jill Harmer (staff) Claire Hancox (staff) Carol Tytler Ruth Fraser
Castlehill Housing Association	Colin Stewart Celia Tremain Ken Willox Catherine Coutts (staff)
Grampian Housing Association	Ian Duncan (staff)
Langstane Housing Association	Samantha Hough (staff)

**1. Welcome and Apologies**

Colin welcomed everyone. Apologies were given for Michael Allan of Cairn Housing Association, Leonora Montgomery of Aberdeen City Council, staff from Moray Council.

**2. Approval of previous minutes**

Proposed by Catherine Coutts

Seconded by Carol Hannaford

**3. Matters Arising**

No matters arising.

**4. Treasurer's Report**

As per AGM.

### **Guest Speaker Kevin Toshney**

At this point, the group heard from a guest speaker, Kevin Toshney, who told us about Aberdeen City Council conducting a review of the Health and Social Care Standards Plan.

“It may be only two years on from integration “Go Live” but it is now time to undertake a review of the impact that the partnership’s first Strategic Plan has had on people’s experiences and outcomes.

As part of the review and refresh process we are keen to talk to the people who use our services, their carers and of course the staff who deliver them across the health, social care, third and independent sectors.

In these informal conversations, we would appreciate your feedback on the impact of the current plan and your thoughts on what our priorities and associated activities for the next plan should, be.

We’re looking to arrange one to one conversations with individuals or groups and aim to follow up with workshops later in the year.

A draft Plan will be presented to the IJB later this year and following a period of public consultation a revised Strategic Plan (2019-2022) will be presented to the IJB in March 2019.

If you would like to participate contact Kevin Toshney for further information.

[ktoshney@aberdeencity.gov.uk](mailto:ktoshney@aberdeencity.gov.uk)

### **5. Website Update**

Colin gave an overview of the changes he has made to the NETRALT website, which can be accessed at dev.netralt.org.uk. A new feature is that posts will go on the main page as well as the individual landlord page. Colin will put photos on gallery.

People seem to be using Basecamp very well and it appears to be a great tool of communication. Colin reminded everyone to upload a pdf rather than a word doc. To convert a word doc into a pdf, simply “Save As” and then go to the pdf choice where it says “Save as type”. Also, remember to tick or untick recipients when sending emails. Everyone can see anything posted by anybody on Basecamp, so there is no need to email people unless it affects them specifically.

### **6. NETRALT Strategy and Action Plan**

Carol will ask Chris and Gosia for dates to use the Ketso system for a brainstorm session.

### **7. Training, Study Visits and Conferences**

#### **Health and Wellbeing event**

The last meeting at Mastrick was extremely well-attended with tenants and representatives from many partner agencies. The Ketso system was used to pull together everyone’s thoughts and ideas. The event has been pencilled in for Saturday 15 September at Hebron Church.

## **Mystery shopping**

Colin is waiting to receive all landlord responses before completing the report. The group were thanked again for their time and effort. It was suggested that in future the group continues to be tenant-led but an officer will attend (landlords on rotation) to take notes.

## **Study visit**

Paul, Fay, Norma and Pearl have taken over the organisation of the study trips. A two night stay seemed most practical. Colin will ask Central Coaches for a quote. NETRALT will pay for the bus and landlords will pay for the rest.

## **Participatory Budgeting session**

This is scheduled for after the next NETRALT Meeting on Thursday 28 June at Langstane Housing Association.

## **TPAS Extending Scrutiny to the Procurement Process session**

Feedback was positive, attendees thought it was really good and the speaker is a good contact to have.

## **8. Policy Reviews**

None.

## **9. Landlord Updates**

Grampian Housing Association have scheduled estate walkabouts in Torry and Kittybrewster.

Langstane Housing Association are working on summer newsletter and have scheduled walkabouts.

Castlehill Housing Association have nearly completed the new TP strategy and action plan. The Sheltered Magazine is out for distribution.

## **10. AOCB**

None

## **11. Date of next meeting**

The next meeting is at 11am on Thursday 28 June at Langstane Housing Association. The PB session will follow from the meeting.