



North East Tenants Residents  
and Landlords Together

## MINUTES

**Meeting held on Thursday 11 December 2025  
at 11.00 a.m. (Hybrid) at Langstane Housing Association**

**Meeting Chair – John Duncan**

**Minute Taker – Aelex Whitelaw**

Name	Initials	Position	Landlord
<b>Present:</b>			
Catherine Coutts	CC	Joint Chair	Castlehill HA
Katie Taylor	KT	Joint Chair	Grampian HA
Samantha Hough	SH	Treasurer	Langstane HA
Rebecca Irons	RI	Secretary	Moray Council
Aelex Whitelaw	AW	Staff	Aberdeenshire Council
Claire Hancox	CHx	Staff	Aberdeenshire Council
John Duncan	JD	Resident	Aberdeen City Council
Lewis McGill	LM	Tenant	Aberdeen City Council
Colin Stewart	CS	Tenant	Castlehill HA
Will Rae	WR	Tenant	Langstane HA
Kevin Hutchens	KH	Tenant	Langstane HA
Rebecca Blackwood	RB	Tenant	Langstane HA

**Apologies:**

Lisa Munro	LM	Staff	Osprey Housing
Doreen Ripoll	DR	Tenant	Osprey Housing
Kevin Kelly	KK	Staff	Aberdeen City Council
Kirsty Ngala	KN	Tenant	Aberdeenshire Council
Carol Hannaford	CHd	Staff	Aberdeen City Council

**Absent:**

Joanne Miller	JM	Tenant	Aberdeenshire Council
Fay Morrison	FM	Tenant	Aberdeen City Council
Carrie Savage	CSa	Tenant	Aberdeenshire Council

	AGENDA ITEMS	ACTION
1	<p><b>Welcome, Apologies and Declarations of interest</b></p> <p>JD nominated as today's meeting Chair. JD did a round of introductions.</p> <p>Declarations of interest:</p> <p>CS – Board Member of Scottish Housing Regulator and Tenant Information Service (TIS)</p> <p>RB – Board Member of Tenant Participation Advisory Service (TPAS) Scotland</p>	
2	<p><b>Previous minutes approval</b></p> <p>Minutes from meeting of 30 October 2025 were approved by CS and seconded by JD.</p>	
3	<p><b>Matters arising</b></p> <p>TPAS. KH suggested TPAS hold an award for the best song/poem by a tenant. SH to forward suggestion for an award for the best inspirational art piece (song/poem/photography) by a tenant connected to their housing scheme.</p>	SH
4	<p><b>Treasurers Report</b></p> <ul style="list-style-type: none"> <li>○ Opening balance as of 06 March 2025 - £1784.70.</li> <li>○ Expenditure – todays lunch to be deducted</li> </ul>	SH
5	<p><b>Website &amp; Basecamp updates &amp; training</b></p> <p>CS suggested that NETRALT use an updated version of Basecamp which would cost a monthly fee of £20. Noted that present (free) account was meant to be used for training and education only. He gave a short presentation to show what is available on the updated version. A big advantage is that members can message one another instead of everyone seeing messages that are not relevant to them. It was agreed that the facilities available on Basecamp 4 were worth spending the money on. SH noted that documents on B2 had to be uploaded on pdf rather than word which wasn't always convenient. Agreed that members could upload in 2 formats: word and pdf to counteract the problem.</p>	CS ALL
6	<p><b>Training, study visits and conferences</b></p> <p>CS reminded everyone to sign up for STEN sessions as they are very valuable. CS to add RI to the list of STEN participants. Last on-line event was about rent consultations and was very useful.</p>	ALL

	<p>LM, CS &amp; AW gave a report on topics and suggestions discussed at the recent TIS conference but noted that it is a hassle having to go to Glasgow. Noted that there was a push to go digital with tenant communication/liaison. Also noted that tenant incentives was a hot topic and although this method worked well, it was not always possible. CC advised CARTO currently looking at rewards rather than payment for participating tenants. She will keep NETRALT updated.</p>	
<b>7</b>	<p><b>Events</b></p> <p><b>Aberdeen area</b></p> <p>LM advised that the Empower event had been good but it was organised by SCARF so he would advise once the next one was organised and would have more events to take to the table next year. Hoping to attend more events within communities rather than the city centre.</p> <p><b>Aberdeenshire area</b></p> <p>CH and AW advised that AC's pop up events in Service Points in Inverurie, Peterhead &amp; Fraserburgh had been successful and that they would provide dates for more events at January's meeting. CH advised that she had intentions to plan in Huntly and Westhill.</p> <p><b>Moray area</b></p> <p>No organised events in calendar yet.</p>	<b>CH/AW</b>
<b>8</b>	<p><b>Aberdeen City Council Housing Service Review Group</b></p> <p>LM advised that an annual conference of the Social Housing Safety Network Scotland had taken place in Hampden. Promoted by TPAS &amp; TIS. Purpose is primarily focused on tenant and resident safety for local authority and housing association landlords. CC to post more info on Basecamp.</p>	<b>CC</b>
<b>9</b>	<p><b>Succession Planning Project</b></p> <p>CS reminded everyone that Zoom/Basecamp is available for everyone and suggested that organisations could put their succession plans on there.</p>	<b>ALL</b>
<b>10</b>	<p><b>Tenants Together (Scotland) update</b></p> <p>CS advised that TTS is currently working on a project about Net Zero, looking at completing a report by April to go to the Scottish Government as to what Landlords are doing.</p> <p>TTS is working with TPAS on a rent consultation project. Landlords will be asked to submit copies of their rent consultation documents for assessment</p>	

	<p>and comparison. The group will produce a report with good practice recommendations for the Cabinet Secretary in April/May.</p>	
11	<p><b>Tenant &amp; Resident updates</b></p> <p>LM advised that much has been put on hold in Aberdeen City Council due to the current TP situation. LM received an award at a recent event at the Music Hall. All tenants were invited and it was well attended. Food was laid on and it was noted that this was a good method of engaging with tenants.</p> <p>Scrutiny group of Langstane recently had a tea party with mince pies etc to thank them for all of their work. Noted that it is good to way of showing appreciation as we cannot pay tenants.</p> <p>KH suggested paying tenants with shopping vouchers. It was noted that this was not always possible but where it had been done, it had been successful. It was suggested that it is more appropriate to use vouchers as a reward, rather than payment.</p> <p>Aberdeenshire Council advised that their membership of tenants on their page on Facebook had increased due to a money prize competition. It was noted that other organisations had also used prize draws as a method of encouraging tenants to engage.</p>	
12	<p><b>Landlord updates</b></p> <p><b>Aberdeen City Council</b></p> <ul style="list-style-type: none"> <li>▪ Carol is doing really well and still recovering at home with her family. Wishing her a Merry Christmas.</li> <li>▪ And progress is being made on our Tenant &amp; Resident Participation Review in terms of moving foward. We will find out what's next for us after the new year.</li> <li>▪ Still waiting on receiving the new dates for our Tenant &amp; Resident Participation meetings for 2026.</li> <li>▪ Our Tenant Magazine 'Newsbite' is now out. And shared to our social media. As well as the Gov.Notify.</li> <li>▪ Housing &amp; Support Officer Drop-Ins at Inchgarth and Kincorth end tomorrow. And will restart after the new year. We are trying to get details of next year's dates to advertise on our social media.</li> <li>▪ Aberdeen City Council Budget Consultation ends on 14th December. As does the consultations for the Health &amp; Social Care Budget and the Council Tax increase. Link: <a href="https://aberdeencitybudget26-27.commonplace.is/">https://aberdeencitybudget26-27.commonplace.is/</a></li> <li>▪ Our Facebook page has now reached 500 followers. With the tenant and resident pages now reaching over 9000 people.</li> </ul>	

- Rents have been agreed to a 9.5% increase and removal of the free 4 weeks. And will start in April 2026.
- Christmas event was last week in the Music Hall. Well attended. Aberdeen Youth Movement did a great job hosting the quiz again. And our Chairperson for the Sheltered Housing Group, Kathleen Innes was awarded the Rita Buchan Tenant Participation Award.

#### Aberdeenshire Council

- **Nether Aden, Mintlaw** One of our TPOs attended the official opening of the 73 new build properties
- **Tenant Winter Newsletter** has now been posted out to all tenants and we have had a big increase in the number of tenants requesting to join our facebook page since it has gone out, due to a competition we are running for all members of the page.
- **Sheltered Housing Visit** One of our officers visited one of our sheltered housing complexes in Ellon along with the Chair of our Sheltered Housing forum.
- **TIS Summit** Two of our officers and one of our tenants attended. Various approaches to entice tenants into TP discussed such as:
  - Going to various places such as Sports Centre
  - Ensuring the managers of our organisations promote TP to all staff making them aware it is everyone's job
  - Showing how rent is spent on social pages
  - Inviting tenants to take part in sessions & making it a social occasion involving food such as a pizza night.

Afternoon scrutiny session results were that most problems are caused by:

- Lack of communication between tenants & staff
- Managing tenant's expectations but this is often caused by lack of com
- Better training for staff
- **TP Stalls** Since our last NETRALT meeting we have had successful stalls in Fraserburgh, Inverurie & Peterhead Service Points. We are booking more dates for next year, so let us know if anyone is interested in joining us.
- **Winter Sway** works in conjunction with the Council's website. Our Winter Sway provides advice for tenants on winter issues such as frozen pipes and details of food banks and warm spaces etc. Our TP team have recently spent a considerable time updating this info.

#### Castlehill Housing Association

- Redesigned newsletter Castlehill Connects published
- Work ongoing re new website launch

- My Home premium version roll out in progress, we are adding to it based on feedback, but feedback is very positive so far from active users
- Community Benefits donating £1000 to Tomintoul foodbank, £1000 to an Aberdeenshire foodbank, £1000 plus Christmas jumper week staff donations to Social Bite and £1000 plus staff food donations to Somebody Cares.

#### **Grampian Housing Association**

- No update available

#### **Langstane Housing Association**

- Moving to choice based lettings from waiting lists in 2026 / 2027 with new allocations policy and consultation with tenants and applicants.
- Scrutiny group met for their Christmas get together on 09 Dec where they were presented with a small gift to thank them for their involvement in 2025 and light festive refreshments. All wished each other well and are looking forward to working together in 2026.
- Now have two scheme tenant groups for Charlotte Gardens / John Street and Fraser Court. Next meetings for both groups will be in January.
- New property officer in Elgin office. Martin Maclean has been promoted from allocations assistant which is a role he has held for many years.
- We held our Rent Increase 2026 tenant focus group on 03 Dec which was hybrid with staff and tenants in both Aberdeen and Forres House Community Centre which is a first.
- 20 Christmas Hampers were given out to a random selection of tenants across Aberdeen City, Aberdeenshire and Moray.
- The Foyer selected Langstane's Fraser Court community room for their 12 week REACH programme. They completed a fundraiser in October and completed the works in November.
- Pictures of the Fraser Court community room post make-over can be seen in our Winter Newsletter 2025 which will be published early next week.
- We secured funding to install solar panels onto properties in Fraserburgh and Buckie with works to be completed before Christmas.
- In 2026 we will be introducing Voicescape technology to automate some of our rent management activities.

#### **Moray Council**

- Revised rent management policy approved by Committee 18 November to be implemented in April 2026

	<ul style="list-style-type: none"> <li>▪ We continue to develop our Housing Hub on our digital engagement platform Moray Engage. Current consultations include: Common Repairs Policy, Housing Domestic Abuse Policy</li> <li>▪ New 2 year partnership with Aberdeenshire to deliver an empty homes service on our behalf. Final Local Housing Strategy expected to be considered by Committee in June, which will need to include strategic framework required by the Scottish Empty Homes Partnership/Scottish Government.</li> <li>▪ Winter newsletter published, second issue produced in partnership with Tenant Editorial Panel.</li> <li>▪ Moray Tenants Forum held their AGM on 30 October and new office bearers were elected. The Forum will trial holding meetings in different locations across Moray in 2026 to reach tenants in other areas.</li> <li>▪ Housing and Community Safety workshop held 4 December. The event brought together Moray Council tenants, Housing, Community Safety and other Council staff, Police, Fire and Rescue and health professionals. The goal is to encourage open discussion and collaboration to create a more effective, compassionate, and coordinated approach to tackling Anti-Social Behaviour in Moray's housing areas.</li> <li>▪ First phase of our Speyview development in Aberlour is close to completion. (30 homes due to complete in January and 9 in March).</li> </ul> <p><b>Osprey Housing</b></p> <ul style="list-style-type: none"> <li>• No update available</li> </ul>	
13	<p><b>AOCB</b></p> <p><b>Dates</b> - It was agreed that 2026 meetings would be held on 22 Jan, 12 Mar, 23 Apr, 11 Jun, 23 Jul, 10 Sep, 29 Oct, 10 Dec from 11 am to 1 pm.</p> <p><b>New Members</b></p> <p>Noted that Callum Wynd from Cairn HA may join NETRALT next year and also a possibility that Hillcrest may re-join.</p> <p><b>Net Zero</b></p> <p>Discussion of the problems caused by the cost of implementing Net Zero and the knock-on effect that has of less money available for upgrades such as new kitchens and bathrooms.</p> <p><b>Rent Consultations</b></p> <p>Discussion noted that Aberdeen City Council are putting their rent up by almost 10%. LM advised that tenants were not aware of how much council tax would be raised when discussing rent increases. CC advised that Castlehill were consulting on 5.6%. CHx advised that Aberdeenshire Council will be</p>	ALL



	raising their rent by 5% as that figure was agreed 3 years ago but consultations will start early next year to discuss the rise in the following year. SH advised that Langstane are looking at 3 possibilities: 5%, 6% or 6.4%	
	<b>Date of next meeting</b> 22 January 2026 at 11am. Venue tbc and via Zoom.	

Date	22 January 2026
Proposed	Colin Stewart
Seconded	Catherine Coutts