

General Meeting

<b>Date:</b>	Thursday 5 February at 11am
<b>Location</b>	The Inkwell, Francis Place/ online via Teams
<b>Acting Chair</b>	Alex Jappy (AJ), tenant
<b>Attending</b>	<ul style="list-style-type: none"> <li>• Alison Angus (AA), tenant</li> <li>• Jane Bartecki (JB), tenant</li> <li>• James Buchan (JBuc), tenant</li> <li>• Bev Davenport (BDav), tenant</li> <li>• Eileen Di Sotto (ED), tenant</li> <li>• David Elliott (DE), tenant</li> <li>• Lorraine Grigor (LG), tenant</li> <li>• Dagmar Gross (DGr), tenant</li> <li>• Patricia Jappy (PJ), tenant</li> <li>• Howard Knowles (HK), tenant</li> <li>• Rachael McPhail, (RM), tenant</li> <li>• John Wilson (JW), tenant</li> </ul>
<b>In attendance</b>	<ul style="list-style-type: none"> <li>• Cllr James Allen, (JA) observing</li> <li>• Cllr Neil Cameron (NC), observing</li> <li>• Cllr Theresa Coull (TC), observing</li> <li>• Cllr Amber Dunbar, (AD) Chair of Housing and Community Safety Committee</li> <li>• Cllr Donald Gatt (DG), observing</li> <li>• Cllr Juli Harris (JH), observing</li> <li>• Rebecca Irons (RI), Customer Engagement Officer (minutes)</li> <li>• Cllr Sandy Keith (SK) observing</li> <li>• Cllr Paul McBain, (PB), Deputy Chair of Housing and Community Safety Committee</li> <li>• Mike More (MM), Senior Housing Projects Officer</li> <li>• David Munro (DM), Service Manager Housing Operations (guest speaker)</li> </ul>
<b>Apologies</b>	<ul style="list-style-type: none"> <li>• Heather Anderson (HA), tenant</li> <li>• Cllr John Divers (JD), Cllr and tenant</li> <li>• Bert Duffus (BD), tenant</li> <li>• Liz McKnockiter (LK), tenant</li> <li>• Violet Milne (VM), tenant</li> </ul>

	<ul style="list-style-type: none"> <li>• Gillian Pirie (GP), tenant</li> <li>• Dee Wallis (DW), tenant</li> <li>• Elizabeth Williamson (EW), tenant</li> </ul>
<b>1. Welcome, Apologies</b>	<p>RI welcomed everyone to the meeting and led round-table introductions.</p> <p>RI confirmed that a member of the communications team would be taking photos for the Forum Handbook. The group were asked if anyone did not wish to be photographed and consent noted. A round of introductions took place.</p> <p>The meeting was recorded for minute-taking.</p>
<b>2. Resignation of the Chair</b>	<p>Forum Chair, Liz McKnockiter, has stepped down for health reasons. The group expressed thanks for her contribution and agreed a card would be sent at an appropriate time.</p>
<b>3. Appointment of Acting Chair</b>	<p>The constitution doesn't allow temporary leave, so the chair position is now vacant.</p> <p>Both Co-Vice Chairs (AJ and BDav) agreed they were willing to act up.</p> <p>It was agreed unanimously that AJ and BDav will take on the role of Acting Chairs until the next AGM in October.</p> <ul style="list-style-type: none"> <li>• Proposed: HK; Seconded: DE. Unanimously agreed.</li> </ul> <p>AJ took over chairing the meeting from this point.</p>
<b>4. Approval of minutes of previous meeting</b>	<p>AGM</p> <ul style="list-style-type: none"> <li>• Proposed: DE</li> <li>• Seconded: HK</li> </ul> <p>General meeting</p> <ul style="list-style-type: none"> <li>• Proposed: AA</li> <li>• Seconded:DE</li> </ul> <p><b>ACTION: RI to add approved minutes to the website at:</b>  <a href="http://www.moray.gov.uk/moraytenantsforum">www.moray.gov.uk/moraytenantsforum</a></p>
<b>5. Matters arising</b>	<p><b>Future meeting venues</b></p> <p>The Forum had previously agreed to rotate venues.</p> <p>Due to the Scottish Parliamentary election date, the May meeting has moved to 21 May, to be held in Buckie Fishermen's Hall.</p> <p>June's meeting will be in Forres Town Hall.</p> <p>Transport cost reimbursement was confirmed.</p>

	<p>Handout provided with list of tenant participation related activities and meeting dates February to June.</p> <p>The group supported increased local advertising, including posters in libraries and other local amenities.</p> <p><b>ACTION: RI to produce a promotional poster for the May meeting for local distribution.</b></p>
<p><b>Finance</b></p>	<p>Total spend since 1 April 2025: £3,268.25 plus today’s meeting costs.  October meeting: total cost £438</p> <ul style="list-style-type: none"> <li>• Venue £222 (includes venue hire, screen hire and tea/coffee)</li> <li>• Catering £216</li> </ul> <p>Budget resets on 1 April, TP budget can support Forum costs if needed.</p>
<p><b>4. Guest Speaker</b></p>	<p>DM gave an overview of rent management, arrears prevention, and ongoing work to update our rent procedures.</p> <p>Key points:</p> <ul style="list-style-type: none"> <li>• Early intervention is essential to prevent arrears.</li> <li>• Updated rent management procedures are being developed by a Rent Recovery Review Group following internal audit in 2025.</li> <li>• Rent collection performance is strong; Moray was top performing Scottish local authority last year for low arrears.</li> <li>• Evictions remain rare (around 5–6 per year) and only after all support options are exhausted. Staff continue to work with tenants even after a court order, to try and keep people in their homes.</li> <li>• A new Tenancy Sustainment Fund was introduced in 2024 (£60k) and helps tenants in financial crisis.</li> <li>• Support teams involved include Housing Support, Money Advice, and external support services.</li> </ul> <p>How rent collection works:</p> <ul style="list-style-type: none"> <li>• Rent collection is the Housing Service’s top priority.</li> <li>• A clear step by step process in the computer system guides staff on what to do if rent is missed.</li> <li>• The Rents Admin Team sets up payments, deals with former tenant debt, and prepares weekly rent reports.</li> <li>• Housing Support and the Money Advice Team help tenants who need extra support. In addition to external support services, for example drug and alcohol services.</li> <li>• Three local teams (Central, East and West) manage day to day rent issues.</li> </ul> <p>Tenants raised concerns about:</p> <ul style="list-style-type: none"> <li>• Rent levels rising faster than benefits</li> </ul>

	<ul style="list-style-type: none"> <li>• Addiction related budgeting challenges</li> <li>• Support for people experiencing addiction</li> <li>• Perceived inconsistency in enforcement around occupancy/fraud</li> <li>• Communication challenges</li> </ul> <p>DM responded to each and encouraged continued reporting of concerns.</p>
<b>Asset Team update</b>	<p>MM gave updates on estate walkabout actions across Moray. Examples of completed or in progress works:</p> <ul style="list-style-type: none"> <li>• Path repairs and slab relaying</li> <li>• Fencing upgrades</li> <li>• Roughcasting and gutter repairs</li> <li>• Tree works</li> <li>• Drying area refurbishments</li> </ul> <p>MM also noted progress on window and door replacement programme (300 properties planned).</p> <p>Tenants highlighted ongoing issues in Portgordon (vacant property attracting vermin, washing line collapse, wall concerns). MM will investigate and follow up.</p>
<b>Tenant Rep vacancies</b>	<p>There are two vacancies for tenant reps on the Housing &amp; Community Safety Committee. Meetings take place at Council Chambers but dial in participation is an option.</p> <p>Tenant reps receive support from staff to review the committee papers in advance of the committee meeting with the Head of Housing, Edward Thomas and Committee Chair AD.</p> <p>DE expressed interest and will attend the next committee meeting (12 March) as an observer.</p> <p>Others were encouraged to consider attending as an observer to see what the role involves.</p>
<b>Tenant Editorial Panel, summer newsletter</b>	<p>Panel member DE and RI encouraged wider participation and welcomed article ideas and questions for future Q&amp;A features with officers.</p> <p>Input from different departments may be requested depending on topic</p> <p>Next Tenant Editorial Meeting Friday 6 March, 11am at Moray Council Annexe building</p> <p><b>ACTION: Anyone wishing to attend the meeting should advise RI.</b></p>
<b>Tenant Scrutiny training</b>	<p>An information session will be held over two half days with independent tenant participation expert Lesley Baird.</p>

	<p>Dates: Thursday 19 and Friday 20 February  Time: 10am to 1pm, followed by lunch.  Venue: Elgin Football Club Boardroom</p> <p>All are welcome. Attending does not commit people to joining the scrutiny group.</p> <p>Current interest: DE, BDav, HK and JW.</p> <p><b>ACTION: Anyone wishing to attend the session should advise RI.</b></p>
<p><b>Logo Competition</b></p>	<p>No eligible entries received. One entry received but not a tenant or member of a tenant's household.</p> <p>Members agreed they'd prefer a complete rebrand to adapting the existing logo/tenant approved stamp.</p> <p><b>RI to seek graphic design advice with a view to obtaining design options for a future vote.</b></p>
<p><b>5. Any other business</b></p>	<p><b>Issues outside Housing's remit</b></p> <p>Rebecca clarified that the Forum focuses on <b>Housing Services and conditions</b>. Issues relating to waste, bin collections, roads, education or environmental services cannot be resolved directly by the Forum, but staff can signpost tenants to the correct contacts or complaints routes.</p> <p>Option to bring in guest speakers from other services discussed. Guest speakers from the Roads and Waste services would be welcomed by the group.</p> <p><b>ACTION: RI to approach other services about future guest speaker slots.</b></p> <p><b>Scottish Housing Regulator</b></p> <p>SHR is recruiting <b>16 volunteer Tenant Advisors</b>.  Deadline: <b>Friday 13 February</b>.  More information is available via the Tenant Information Service, and support is available for anyone wishing to apply.</p> <p><b>TPAS Annual Conference</b></p> <p>TPAS conference will run <b>Wednesday 17 June – Friday 19 June</b>.  The Forum will decide at the May meeting who will attend.</p>

	<p><b>Meeting papers</b></p> <p>A suggestion was made to include a map showing the venue location in future papers.</p> <p><b>Action: RI to include map of venue location in May meeting papers</b></p>
<b>6. Date of next meeting</b>	Thursday 21 May 2026, 11 am at The Fishermen's Hall, Buckie or online via Teams.

### Summary Table of Actions

<b>Action</b>	<b>Responsible</b>	<b>Deadline</b>
Add approved minutes to website	RI	Before next meeting
Produce a promotional poster for May meeting	RI	Before next meeting
Advise RI if interested in attending Tenant Editorial Panel	Tenant members	Before 6 March
Advise RI if interested in attending scrutiny training	Tenant members	Before 19 February
Seek graphic design advice	RI	Before next meeting
Approach other services about guest speaker slots	RI	Before next meeting
Include a map of venue location with May meeting papers	Ri	Before next meeting