

General Meeting

|                                       |  |
|---------------------------------------|--|
| <b>Date:</b>                          | Thursday 21 May 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>• Bev Davenport (BDav), tenant</li> <li>• Eileen Di Sotto (ED), tenant</li> <li>• Bev Dyson (BD), tenant</li> <li>• Melissa Grieff (MG), tenant</li> <li>• Dagmar Gross (DGr), tenant</li> <li>• Patricia Jappy (PJ), tenant</li> <li>• Howard Knowles (HK), tenant</li> <li>• Liz McKnockiter (LK), tenant (online)</li> <li>• Rachael McPhail, (RM), tenant</li> <li>• David Nicholls (DN), tenant</li> <li>• Lee Nicholls (LN) tenant</li> </ul> |
| <b>In attendance</b>                  | <ul style="list-style-type: none"> <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>• John Petrie (JP), Senior Architectural Assistant</li> <li>• Tommy Smith (TS), Housing Projects Officer</li> </ul>   |
| <b>Apologies</b>                      | <ul style="list-style-type: none"> <li>• Cllr John Divers (JD), Cllr and tenant</li> <li>• Lorraine Grigor (LG), tenant</li> <li>• Violet Milne (VM), tenant</li> <li>• Dee Wallis (DW), tenant</li> </ul>   |
| <b>1. Welcome, Apologies</b>          | <p>AJ welcomed everyone to the meeting and led introductions from those attending in person and online.</p> <p>The meeting was recorded for minute-taking.</p>   |
| <b>2. Minutes of previous meeting</b> | <p>The minutes of the previous meeting were presented for approval.</p> <p>A discussion took place about how the scope of the Forum had been recorded.</p>   |

|                                  |   |
|----------------------------------|---|
|                                  | <p>Some members strongly disagreed with the suggestion that the Forum should focus only on housing services and conditions.</p> <p>They referred to the Constitution, which includes improving living conditions, community facilities and services. They stated the Forum should cover wider issues affecting tenants’ quality of life, such as roads, bins and the local environment.</p> <p>It was acknowledged that:</p> <ul style="list-style-type: none"> <li>• Housing services can only directly control housing matters.</li> <li>• However, wider issues can still be raised and passed to other services.</li> </ul> <p>Views in the group differed:</p> <ul style="list-style-type: none"> <li>• Some prefer a clear housing focus</li> <li>• Others support a broader remit</li> </ul> <p>No agreement was reached. It was noted this relates to the Constitution and may need to be formally discussed at the AGM</p> <p>Subject to the above discussion being noted, the minutes were approved as an accurate record.</p> <ul style="list-style-type: none"> <li>• Proposed: HK</li> <li>• Seconded: AJ</li> </ul> <p><b>ACTION: RI to add approved minutes to the website at:</b><br/> <a href="http://www.moray.gov.uk/moraytenantsforum">www.moray.gov.uk/moraytenantsforum</a></p> |
| <p><b>3. Matters arising</b></p> | <p><b>Logo design</b><br/> Included for discussion under item 9.</p> <p><b>Guest speakers</b><br/> Members discussed how guest speaker sessions are organised, particularly whether questions or topics should be shared with services in advance of meetings.</p> <p>It was proposed that:</p> <ul style="list-style-type: none"> <li>• Members could submit questions ahead of time</li> <li>• These could be shared with the guest speaker in advance</li> <li>• This would allow speakers to prepare and provide more detailed and accurate responses</li> </ul> <p>Some members supported this approach, noting that:</p> <ul style="list-style-type: none"> <li>• It would make better use of the speaker’s time</li> </ul>   |

|                                |   |
|--------------------------------|---|
|                                | <ul style="list-style-type: none"> <li>• It would reduce the risk of officers being unable to answer questions on the day</li> <li>• It would help ensure the discussion focuses on issues that matter most to tenants</li> </ul> <p>However, other members did not agree and felt:</p> <ul style="list-style-type: none"> <li>• Providing questions in advance could limit open discussion</li> <li>• Speakers should attend prepared to respond to questions as they arise</li> <li>• There should remain scope for more spontaneous discussion</li> </ul> <p>A compromise approach was discussed:</p> <ul style="list-style-type: none"> <li>• Sharing some questions in advance, while still allowing additional questions during the meeting</li> </ul> <p>No final agreement was reached, but there was general recognition that:</p> <ul style="list-style-type: none"> <li>• A balance may be needed between preparation and open discussion</li> <li>• Further consideration may be needed on how future guest speaker sessions are managed</li> </ul> |
| <p><b>4. Finance</b></p>       | <p>An update was given on the Forum budget and spend to date.</p> <p>February meeting costs:<br/> Venue - £90<br/> Catering - £153.60<br/> <b>Total = £243.60</b></p>   |
| <p><b>5. Guest Speaker</b></p> | <p>JP gave an overview of the kitchen replacement and design process. It was explained that:</p> <ul style="list-style-type: none"> <li>• Kitchens are identified for replacement based on factors such as age and existing records (typically around a 20-year lifecycle)</li> <li>• A list of properties is generated, and surveys are carried out</li> <li>• The Housing Design Team visits properties to measure spaces and discuss options with tenants</li> </ul> <p>Tenants are offered choices on:</p> <ul style="list-style-type: none"> <li>• Unit finishes and doors</li> <li>• Layout options where possible</li> </ul> <p>The process involves:</p> <ul style="list-style-type: none"> <li>• Preparing design drawings</li> <li>• Seeking tenant approval before work proceeds</li> <li>• Programming works once approved</li> </ul> <p><b>Questions and discussion</b></p> <p>Members asked how properties are selected and were advised it is based mainly on age data and records, with some flexibility depending on condition.</p>            |

It was confirmed that:

- Some tenants choose not to have their kitchen replaced if it is still in good condition
- Kitchen replacements may also be considered as part of the void process when a property becomes empty

Some individual issues and experiences were raised by members, including:

- Layouts not accommodating cooker sizes or appliance space
- Limited workspace or storage in some kitchens
- Difficulties caused by small or older property layouts
- Positioning of units, drawers and appliances

Members also raised queries about:

- Minimum standards (e.g. number of sockets, storage space)
- Materials used and durability
- Ventilation and energy efficiency
- Cold or hard flooring

In response, it was explained that:

There are minimum design standards and regulations that must be met. Layouts must take account of:

- Available space
- Property type
- Existing services (e.g. boilers, pipework)

Standard appliance sizes are assumed in most designs. Some flexibility is possible, but not all requests can be accommodated

It was noted that:

- Tenant preferences are discussed during the survey stage
- Some issues are specific to individual properties and would be addressed separately where possible

Questions were also asked about:

- Insulation and cold floors, with it noted that improving concrete floors is difficult without significant work
- Electrical provision, with a minimum number of sockets required, but additional sockets provided depending on appliances

Members raised examples of:

- Previous planned works being delayed or not progressing
- Specific concerns about condition or suitability of existing kitchens

JP advised that:

|                                    |  |
|------------------------------------|--|
|                                    | <ul style="list-style-type: none"> <li>• These would need to be checked on an individual basis</li> <li>• Queries could be followed up with the relevant service</li> </ul> <p><b>Key points:</b></p> <ul style="list-style-type: none"> <li>• Kitchens are generally replaced based on: <ul style="list-style-type: none"> <li>○ Age (approx. 20-year lifecycle)</li> <li>○ Condition and housing data</li> </ul> </li> <li>• Tenants are involved in the process by: <ul style="list-style-type: none"> <li>○ Attending surveys</li> <li>○ Choosing finishes such as units and worktops</li> <li>○ Approving final designs before work starts</li> </ul> </li> </ul> <p><b>Issues raised by members:</b></p> <ul style="list-style-type: none"> <li>• Layouts do not always suit modern appliances</li> <li>• Limited storage and workspace in some properties</li> <li>• Concerns about: <ul style="list-style-type: none"> <li>○ Damp and material quality</li> <li>○ Ventilation and energy efficiency</li> <li>○ Cold concrete floors</li> <li>○ Number and position of sockets</li> </ul> </li> </ul> <p><b>Responses:</b></p> <ul style="list-style-type: none"> <li>• Designs must meet minimum standards but aim to consider tenant needs</li> <li>• Not all design requests can be accommodated due to space and regulations</li> <li>• Feedback on improving quality and long-term durability was noted</li> </ul> <p><b>ACTION: RI to circulate a copy of the presentation slides with June’s meeting papers.</b></p> |
| <p><b>6. Asset team update</b></p> | <p>An update was provided on estate audits and estate walkabouts.</p> <p>Members were given a timetable of upcoming walkabouts, including QR code linking to the relevant Moray Engage page.</p> <p>The Engage page was demonstrated on screen, showing how members can:</p> <ul style="list-style-type: none"> <li>• View walkabout details</li> <li>• Access key information</li> <li>• Submit comments or feedback</li> </ul> <p>This provides an additional way for members to engage, particularly for those unable to attend walkabouts in person.</p> <p>Cllr Gatt and a tenant member raised a concern that the Keith/Cullen ward walkabout locations are consistently held in Keith, with limited activity in Cullen.</p>   |

|   |  |
|---|--|
|   | <p><b>ACTION: RI to pass feedback to Housing Management for consideration when planning future Keith/Cullen ward walkabouts.</b></p>   |
| <p><b>7. Housing Policy Consultations</b></p>           | <p>Consultations planned for June on:</p> <ul style="list-style-type: none"> <li>• Estate Management Policy</li> <li>• New Pet Policy</li> <li>• Permissions Policy</li> </ul> <p>Tenants will receive a link to an online survey for each policy consultation:</p> <ul style="list-style-type: none"> <li>• Online or by post depending on preferences</li> <li>• Printed copies are available on request</li> </ul> <p>Discussion about use of Moray Engage for surveys.</p> <ul style="list-style-type: none"> <li>• Concern raised that awareness is low.</li> <li>• Need to improve communication to reach more tenants.</li> </ul> |
| <p><b>8. Tenants' Voice/ Tenant Editorial Panel</b></p> | <p>Summer newsletter proof is being prepared and will go out to tenants as a digital or print copy by early July.</p> <p>Tenants are encouraged to:</p> <ul style="list-style-type: none"> <li>• Suggest topics</li> <li>• Join the Editorial Panel</li> </ul>   |
| <p><b>9. Logo design</b></p>                            | <p>The group reviewed logo design options prepared by J Thomson Printers (they also print Tenants' Voice for us). option 2 was the preferred choice with 11 out of 12 member votes.</p> <p>Members requested one amendment to option 2:</p> <ul style="list-style-type: none"> <li>• use of a capital 'T' in 'Tenants'</li> </ul> <p>A Gaelic version will also be developed.</p> <p><b>ACTION: RI to feedback to graphic designer on preferred option.</b></p>  |
| <p><b>10. TPAS Conference</b></p>                       | <p>Information was provided about the TPAS (Tenant Participation Advisory Service) Scotland Conference, taking place from Wednesday 17 to Friday 19 June 2026 at the Golden Jubilee Hotel in Clydebank.</p> <p>This year's theme is 'Reimagining Tenant Participation'. The conference includes speakers, workshops and activities on the latest developments in tenant participation.</p> <p>The conference runs from Wednesday afternoon to Friday afternoon, with travel required on the Wednesday and return on Friday.</p>  |

|                                      |   |
|--------------------------------------|---|
|                                      | <p>Members were advised that attendance costs, including travel and accommodation, are covered.</p> <p>There may be an option to travel by shared transport with other landlords and tenants.</p> <p>Two places are available for Forum members:</p> <p>AJ and BDav confirmed they would like to attend. The group agreed that office bearers should have priority over places. If other members wish to attend, they can be added to a reserve list in case a place becomes available.</p>   |
| <p><b>11. Scrutiny group</b></p>     | <p>The scrutiny group had planned to review repairs communication, but progress has stalled due to low membership impacting on capacity.</p> <p>Next steps:</p> <ul style="list-style-type: none"> <li>• Recruit more members</li> <li>• Consider smaller, more manageable projects. For example, a mystery shopping exercise.</li> </ul> <p>Members requested further information before getting involved.</p> <p><b>ACTION: RI to send further information to MG and BD</b></p>   |
| <p><b>12. Any other business</b></p> | <p><b>National tenant surveys</b></p> <p>Members were given printed information detailing how to access current national tenant surveys, including:</p> <ul style="list-style-type: none"> <li>• Tenant Information Service (TIS) ‘State of Play’ research (closes 1 June)</li> <li>• Tenants Together Scotland (closes 30 May) <ul style="list-style-type: none"> <li>○ Rent consultations</li> <li>○ Letting/ Re-let standards</li> </ul> </li> </ul> <p>LM highlighted the surveys are quick to complete and provide an opportunity for tenants to share their views.</p> <p><b>Regional tenant engagement opportunity</b></p> <p>North East Tenants Residents and Landlords Together (NETRALT) plan to arrange an in-person study visit to Angus Housing Association. An online participation option may also be available.</p> <p>Members were asked to indicate which topics would be of most interest. A brief discussion took place but, no formal decisions were made under this item.</p> |

**13. Date of next meeting**

Thursday 25 June, 11am to 1pm at Forres Town Hall (Lesser Hall), High Street, Forres, IV36 1PB 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 |
| Circulate presentation slides with June meeting papers                                | RI                 | Before next meeting |
| Share feedback with Housing Management about ward 2 - Keith/Cullen walkabout location | RI                 | Before next meeting |
| Advise graphic designer on preferred logo option.                                     | RI                 | Before next meeting |
| Provide MG and BD with information about scrutiny                                     | RI                 | Before next meeting |