

**Eildon Tenants Organisation Meeting**  
**November 26<sup>th</sup> 2009**  
**Jamieson Room**  
**Focus Centre, Galashiels. 6.30pm**



**MINUTES**

- 1. Welcome**
- 2. Present**
- 3. Apologies**
- 4. Minutes of Meeting 29<sup>th</sup> October 2009**
- 5. Matters Arising**
- 6. Chairpersons Report**
- 7. Treasurers Report**
- 8. Secretary's Report**
- 9. Eildon Housing Association Items**
- 10. AOCB**
- 11. Date of Next Meeting**

**1. Welcome**

New Chairperson Maureen welcomed everyone to the meeting.

**2. Present**

Maureen Buchan, Lillian Landles, George Buchan, Tracey Alder, Peggy Ferguson

In Attendance

Hilary Scott – Eildon Housing Association  
Kirsty Wells – TIS

**3. Apologies**

Irene Murray. Irene hopes to be back with us at the first meeting of the New Year in January after her illness.

**4. Minutes Of Meeting 29<sup>th</sup> October 2009**

The minutes of the meeting 29<sup>th</sup> October 2009 were approved by Maureen Buchan and Seconded by Peggy Ferguson.

**5. Matters Arising**

Peggy and Maureen attended the lunch and learn event at the Eildon Offices in Selkirk. "A day in the life of a Housing Officer". Maureen felt that the Housing Officers cover a lot more than first thought.

General duties include:

First point of contact for Tenants



## Liaise with other Departments

Void Management and Allocations- (This being ways in which Houses become Void and are Re let...Notice of termination of a property by a tenant, Abandonment, Death, Eviction, Mutual Exchange.)

Anti Social Behaviour- (Antisocial behaviour is in 4 categories, ASB1- Neighbour nuisance, excessive noise, occasional disturbances, and car repairs. ASB2 – Anti Social Behaviour, vandalism, dumping Rubbish, threatening or abusive behaviour. ASB3- serious anti social behaviour, violence, drugs/dealing. ASB4 – Harassment, Intimidating behaviour, dominating or harassing and individual or certain group such as minority ethnic people, people suffering mental or physical disability)

Rent Arrears (Procedure- Early stage arrears (Reminder letters), Home visits/Office interviews. Notice of Proceedings, Court Action

Estate Management- In the course of normal duties Housing Officers carry out regular checks, minor issues are dealt with as soon as practicable, More serious cases are given a higher priority. Estate walkabouts take place annually. These can take place at the request of tenant groups and organisations.

## New Build Developments

Maureen summed up that she thought the role of the Housing Officer is important and impressive and hopefully the surgeries will improve in the coming year and be better attended. Hilary Scott added that hopefully these will be taking place quarterly.

Tracey and Maureen also attended a meeting at Selkirk with Hilary Scott and Peter Lee and other tenants to discuss the 5 year strategy.

## **6. Chairpersons Report**

As this was Maureen's first meeting in the chair of ETO she had nothing to report.

## **7. Treasurers Report**

Peggy has received another letter from Baker Tilley in respect of Re application for reimbursement of monies paid for printing costs re AGM 2007 at Abbotsford Hotel Galashiels. The letter in no uncertain terms basically says that there will be no reimbursement of our costs for printing due to lack of funds available to pay creditors.



## **8. Secretary's Report**

Tracey read out a letter that Ian had sent to members of ETO via her. Thanking ETO for the gift presented to him at the AGM upon the occasion of his retirement as ETO chairman.

Tracey also received a notice of resignation letter from Robert Grieg. Eildon are happy that ETO made the decision to elect Robert and also accept him standing down as Chair and Maureen stepping into the position at short notice. Eildon are happy to remove Robert's details from their records and website where there is ETO involvement.

Tracey will write to Robert and ask him to return paperwork given to him prior to his role as Chair.

## **9. Eildon Housing Association Items**

Kirsty discussed the ETO action plan for the coming year with members. Certain items were covered including, ETO membership- getting new members, Newsletters and AGM. ETO decided that it may be a good idea to hold their AGM on the same day/occasion as the Eildon AGM at Selkirk as there will be a lot of tenants there and hopefully this could be more rewarding for ETO regarding getting more members. Hilary agreed that this could be a good idea.

Hilary Scott discussed the Customer Satisfaction Survey- this is now overdue and needs to be done before the end of April. It will be carried out just after the start of the new financial year.

Welfare Benefits – the Remit has been broadened. Welfare Benefits officers will now be known as Financial Inclusion Staff. Eildon want to talk to ETO about the action plan for this and get their views regarding...Home Contents Insurance, Basic Bank Accounts and help with White Goods when people require these when moving into a new home, or replacements etc. Tenant Reward Scheme – Eildon would like ETO's views on this at a future meeting.

Future procedures coming up for discussion will be Estate Management and Anti Social Behaviour.

## **10. AOCB**

ETO needs to decide upon a new Vice- chair even if it is after the next AGM. After a certain amount of persuasion, we are pleased to say that Lillian Landles agreed to become the new Vice-chair. All Office Bearers positions are now filled.

## **11. Date of Next Meeting**

**The date of the next meeting is 28<sup>th</sup> January 2010**