



**Drumchapel
Housing**
Co-operative Limited

Tenants Group Meeting 08-11-2023

In attendance

Alex Gemmell Senior Maintenance officer
Craig Parlane- Tenant member
Nicola Jauncy – Tenant member

Introduction

We met with members of the tenant group on the 8th November 2023 to discuss the review of the Asbestos management policy, Void management policy and the Repairs & Maintenance Policy.

All members of the group felt we had a good repairs service and that we let our void properties in good condition. Members also were aware of asbestos and the dangers, however, were reassured of the policies and processes we had in place.

Alex Gemmel the senior maintenance officer went over the draft policies in detail, spending time of some of the changes we were proposing.

Policy Update Main Points

Asbestos Management Policy

- We have combined the asbestos management policy and asbestos in tenancy policy into one document.
- We have reviewed roles and responsibilities within our staff team.
- We have created an electronic asbestos database.
- We have created an information leaflet for our tenants.

Void Management Policy

- We have reviewed our void letting standard.
- We have updated the housing sections within the policy to reflect current legislation.
- We have made clearer our timescales for void repairs.
- We have reviewed sections on Legionella, Asbestos, EPC and Fire Protection Equipment.

Repairs & Maintenance Policy

- Reviewed our repairs timescales.
- Reviewed repairs responsibility documents.
- Have changed the tenant information leaflet to the new guidance on SHQS.
- Have added in details of the Charter.
- Updated our component life cycles to ensure they match with our financial accounts.

- Have added a Mould & Dampness Repair Category
- Have added in cyclical repair timescales.
- Have updated the section on Electrical Testing
- Have updated our conditions survey timescales to reflect current practice.

Conclusion

After going through the draft policies in detail there was a further group discussion. Member felt the new policies would enhance what we already do well.

Member agreed that we should now publish the draft policies for comments from tenants and discuss with our Board.