



**Drumchapel
Housing**
Co-operative Limited

TENANTS PANEL

Subject: Rent Policy & Rent Management Policy & Procedure

Date: 9 November 2021

Attendees:

Caroline Meiklejohn

Marisa McCarthy

Sarah Loen

Discussion Points

Staff members C Meiklejohn and M McCarthy discussed the Rent Policy and Rent Management Policy & Procedure with the panel member.

Tenant understood the importance of tenant participation and consultation. Tenant was aware that a consultation process for annual rent increase however had not previously participated. Tenant understood the affect of non-payment of rent affecting services provided by the Co-op and acknowledged the importance of legal action as a last resort. Tenant advised that the office closure had not affected the tenant paying her rent.

Tenant informed the Housing staff that she believed that substantial efforts are made to assist tenants with their rent arrears. The tenant also believes that face-to-face discussions like today's consultation exercise helps tenants in opening up about any financial concerns and that the Housing Officers are very approachable.

The feedback was noted by the Housing team and the tenant thanked for her contribution. The response from today's consultation exercise, along with responses from the Survey Monkey survey sent to all tenants, will be passed to the Director for consideration and presentation to the Management Board.