

Castle Rock Edinvar Housing Association

Tenants Forum Meeting held on 28 Jan 2020 at 10.30am using Zoom

Present: David Grant, Peter McKinney, Allan Balfour, Barbara Reid, Maria McCafferty, Pauline Beaty, John Hall, Donald McGill, Isobel Leigh, Marysia Tomczyszyn.

CRE Staff: Anna Matthews, Jennifer Wilkie, Michelle Swan, Maria Mucha, Clare Addicott, Janet Gooch, Lindsay O'Loan, Norrie Jones, Mark Ryan, Suzanne Douglas, Beverley Bell, Stuart Elms.

David welcomed and wished everyone a Happy New Year!

The Forum is now using Zoom as the preferred option for the Forum meetings and David said that the virtual meetings have been enjoyed and appear to be successful.

Online Digital Training Course

Anna introduced Suzanne Douglas (Community Communications Officer) to discuss the **We Are Digital** service we are offering to all tenants who wish to participate.

This is a free Digital Course for Beginners, run by We Are Digital.

This consists of 6 hours of free training. Starting with a phone call to discuss with you where you are with being online and what you would like to gain from this course.

Examples: using Zoom, shopping online, ordering your prescriptions, using social media sites to stay in touch with family and friends and so on.

Information on this course will be emailed, posted and posters put on relevant notice boards.

For tenants who may not have any device but are still interested in this training course please speak to Anna, Jennifer and Suzanne who may be able to source a device for you to use.

Provision of Wi-Fi in Amenity Developments

Wi-Fi was installed into what was Sheltered Housing, now Older Persons Housing several years ago, and this was only possible with funding from the Scottish Government.

Currently there is no funding to do this for amenity housing, but CRE will keep looking for opportunities to do this.

David and Anna both mentioned mobile Wi-Fi which is a Pay as You Go method which maybe more attractive and affordable to tenants who are just starting to use Wi-Fi.

Anna and Pauline offered to investigate Mobile Wi-Fi Options and possible costings.

Upgrade of Boilers and Solar Panels

Jennifer informed the group that most Older Person Housing had solar panels installed several years ago and that the electricity from these powers the communal lighting.

Jennifer explained that we are always looking for ways to install more eco-friendly systems in our properties and work in conjunction with our partners to seek funding for these projects to happen.

Jennifer informed the group that due to Covid-19 restrictions that a project in Midlothian has been put on hold until restrictions lift.

Barbara raised a point regarding clock/timer thermostats being installed into the present heating system at Forth Street as presently they only have on/off thermostats.

Anna/Jennifer will follow up on this question.

Tenant Social Events

A question was asked if Service Co-ordinators and Caretakers be able to help organise/run these events after Covid-19 restrictions are lifted.

Jennifer explained that social events need to be organised and run by tenants. The cost of any social events would also be covered by tenants. Staff could help with posters for notice boards, sourcing outside caterers or volunteer groups who could possibly give assistance.

David and Marysia spoke of the option of using Zoom to keep in touch on more social way and more frequently. This would help people get to know each other more and organise online social events.

Maria McCafferty has offered to help with setting up virtual meetings.

Snow & Ice Conditions: Gritting

Anna explained that we have a Snow & Ice Risk Assessment Policy that sets out what we do in these circumstances.

Our offices, Older Persons Housing & Amenity Housing are a priority. However, it appears some developments may have been missed in the last few weeks or not attended enough times.

If any tenants in these developments feel that gritting has been missed or needs done again due to more adverse weather, please contact Repairs on 0131 657 0600, option 1 or your Service Co-ordinator who can escalate this request to be completed.

Anna and Jennifer have met with the CRE Health & Safety Officer to improve our Snow & Ice Risk Assessment and these improvements will be communicated for next winter season so that staff and tenants know what the procedures are.

Reporting of Repairs

We have stated that during Covid 19 restrictions that only emergency repairs will be completed.

However, if you are unsure if your repair is an emergency, please still contact us and report it so you can be advised accordingly.

A question was raised by Barbara about replacing light bulbs. This may not seem an emergency to many, but if you cannot safely replace the bulb and have no one else to help with this issue, what can tenants do? For something like this please contact your Service Co-ordinator and/or Caretaker who will try to resolve an issue like this for you.

Reporting of repairs:

- Call 0131-657-0600 (option 1)
- CRE Web site
- Contact your Service Coordinator/Caretaker directly for assistance

Castle Rock Edinvar & Places for People

It was asked if staff could clarify the role of Places for People (PfP) as this is being mentioned a lot more. Castle Rock Edinvar sits under the umbrella of Places for People along with 20+ other companies and housing providers.

This enables Castle Rock Edinvar to access more funding for projects and utilise expertise of other companies/employees to enable CRE to provide an even greater all-round service to our customers.

Anna mentioned that a lot of the CRE branding includes the PfP logo.

Staffing update

A number staff in the Older Person Service are assisting with lettings to allocate empty properties as quickly and safely as possible. This means you may receive welfare calls from a different person in the team. If you need to speak to us about any housing matter, please continue to contact the team as usual. You can email us at RetirementHousing@castlerockedinvar.co.uk or call 0131 657 0600, option 5.

David thanked everyone for attending and participating in the meeting and made special thanks to Anna and Jennifer for their considerable effort & time in organising these online meetings.

Next meeting is on 25 March 2020 at 10.30am

This meeting will be on Zoom & invites will be sent out nearer the time. Look for the email invite!