



My Home Group Minutes

Meeting held on Wednesday 12th November 2025,
Bainsford Community Hall at 12.30am

In Attendance

MHG Members
William Blackwood
Cameron Brown
Christopher Mcdonald
Thomas Scott
Pete Wotherspoon
Amanda
Iain Destro
Henry Bell
James Brogan
Peter Brown
Marie Mills
Georgia Forsyth
Demelza Jack
Joanna
Peter Scott
John Rae
Allan Johnson
Badin Grant
Shirley Black
Jemma Fletcher
Diane Boothman
Anne Burke
Jock Burke

Other Attendees

Brenda Murphy (Housing Officer)
Alexandra Maxwell (Housing Services Assistant)
Abby McGuire (Tenancy Services Team Manager)
Helena Bruce (Housing Services Manager)

Minutes

Alexandra Maxwell

Welcome Introduction

Welcome extended to everyone

There was a warm welcome and everyone went round and said their name.

Introduction to what the MHG is was given and a slideshow of pictures from previous My Home Groups was presented.

Tenant Satisfaction Survey

Tenant Satisfaction survey was handed out to all tenants. We explained why we do this – that it is a requirement from the Scottish Housing Regulator. We explained that we have made a few changes to make it more readable but cannot change the wording of the questions as the questions are set out by Scottish Housing Regulator. We told members that we've updated guidance notes and now have an online version for those that wish to complete it online.

We then asked tenants some questions about how they found the Tenant Satisfaction Survey and guidance notes. Their feedback was...

- The survey was hard to complete
- The guidance notes need to be more easy read
- Smiley faces would be better as opposed to thumbs in the guidance notes
- Text should be bigger in the guidance notes
- The colour depth should be more differentiated in the survey.

Easy Read Tenancy Agreement

The Easy Read tenancy agreement was shared with the tenants. Tenants were asked for feedback on the document and how it can be improved.

- Good layout
- Changes to a more relevant pictures that visualise what the text is saying
- There should be other options offered ie braille, audio and video
- It was easy to understand
- With the picture referring to repairs, there should be speech bubbles that put the repair more into context.
- Words are still a bit hard to understand ie. “ensured”
- Members liked the colours
- Members said the text should be bigger

Free Discussion

There was then time for some free discussion for members to discuss tenancy related matters.

Topics of discussion were pets policy seems unfair, our response was that it is difficult but it is not just a decision that falls on housing. Windows, kitchens and bathrooms were mentioned, we explained that these fall into the planned replacement programme and we will be getting in touch re timescales soon and that we always put updates inside the newsletter. Garden maintenance was mentioned, we explained that we are aware that the contractor has fallen short and we have been meeting up with them to discuss and that we will be going out to tender re garden contractors but it is difficult because we are so spread out. The last topic that was mentioned was close cleaning and members asked whether they can get a contract, we explained the process ie if everyone in the close agrees then we would go out to a mini consultation.

Christmas Quiz

A Christmas themed quiz took place to insert some fun into the meeting after the discussions on very serious and important topics.

Next Meeting

The meeting concluded at 2.30pm

Next meeting to be held May 2026

If you have any questions about the My Home Group, please call
Alexandra Maxwell on 0141 342 1810 or email
alexandra.maxwell@key.org.uk