



My Home Group Minutes

Meeting held on Thursday 17th July at 1pm

In Attendance

My Home Group Members

Helen Kinloch
Angela Milroy
Sandra Fawcett

Apologies

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)
Alexandra Maxwell (Housing Services Assistant)

Welcome Introduction

Welcome extended to everyone and introductions to third Dumfries MHG and Sandras first My Home Group. We also discussed the February meeting minutes to let Sandra and Angela know what was discussed.

Discussion on plans to extend MHG members. With everyone asked to extend invite to friends (key tenants) to next meeting.

New attendees

Sandra Fawcett

ARC

An introduction to what the ARC is was given to members and an explanation as to why we do it. We gave tenants a run down of the indicator sections of the ARC and social landlord contextual information.

Charter Report

This then lead us to the Charter Report that sits alongside the ARC. We handed out members our Charter Report from 2023/24 and charter reports from other Housing Associations. We wanted to hear members feedback on how we could make our charter report 2024/25 super!

Members told us that:

- We should have pictures of staff and a staff introduction
- Members prefer pictures as opposed to diagrams
- We should have pictures of tenants on front cover
- Big pictures and big writing is better
- They like to see pictures of themselves
- They would like it colourful
- Graphs are hard to understand

Staff Handbook

- We then let members know that we are going to have a staff handbook for supported tenants to help staff with any housing queries they may have.

We asked their feedback on it and their feedback was...

- It was helpful
- Paper copies would be good
- It was good detail
- They liked the contents page

Summer Quiz

A summer themed quiz took place to end the meeting with some fun and prizes!

Next Meeting

The meeting concluded at 3pm

Next meeting February 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