

## **Open Meeting Question & Answer Session – 19 September 2024**

The CEO delivered a presentation directly after the 2024 AGM to provide an update on MHA key strategic business objectives. The presentation covered MHA future for development at the former Haghill Primary site and Todd Street, work of the MHA Estates Team and, where applicable, the programme of removing hedges to replace with fencing, the programme of component replacement of kitchens and boilers and plans to celebrate the 50<sup>th</sup> Anniversary of the Association.

### **Q&A**

Q1 Re the kitchens, you were saying that it would depend on an assessment. Sounds like if you have looked after your kitchen, you won't get one and if you haven't it will be replaced.

A1 There is no easy solution to this one as if we remove kitchens that are in a good condition, then we are criticised. It is about striking a balance to provide replacements where required.

Q2 I personally don't like the close cleaning people. They are strangers. I reside in a bottom flat and as a vulnerable person, I have strangers coming to my door.

A2 We are not always able to provide local staff to carry out all the work as MHA appoint external contractors to deliver our services (e.g. electrical work)

Q3 The front of Duke Street and back court areas are overgrown, and it is now unsightly. The concrete on the close hasn't been laid properly and there is a gap under the main door which causes a draft, and I have been told this will not be changed. (933 Duke Street)

A3 The CEO and Estates Team visited the Duke Street area last Friday and it would be unfair of residents to say we have not landscaped the area. To support this, the CEO advised that we have pictures of the site which show that it is in good condition. We will provide draft seal around the property of your own home but not the door entry system.

It was also highlighted that some areas do have issues with fly tipping, however, this is not necessarily from people residing within the MHA stock .

Q4 I am concerned about the implementation of the tree management programme as this may result in the more difficult to manage trees being cut down. What does that mean? The place is getting uglier with dog mess

everywhere, bins a mess etc. where trees create shade. We need some greenery as this helps with mental health issues and reduces violence.

- A4 The Appin Road site requires us to manage the trees. Following an assessment, the professional advice is that if we don't remove certain trees it will have an impact on the building structure. If the trees could remain that would be fine, but we have received concern from tenants which we are acting on.

Also, if damage is caused, then it would be difficult for us to secure insurance cover as we failed to act on the professional advice.

- Q5 What is going to happen about the common areas and backcourts within Armadale, as children are running around the common grass areas which contains dog mess.

- A5 The Committee has agreed a budget to review background areas as we recognise that Armadale requires improvement work. It is hoped that in the next financial year, we will start to look at our investment and plan of works to address these issues. This will include consulting with factoring owners.

- Q6 I would like to ask about the draft proofing as I had a thin draft seal and some of it came away. Former maintenance staff advised they would send someone out to glue it back on. British Gas advised that I was losing heat and wasting money and MHA's contractor removed the whole proofing, and my house is now freezing.

Dampness on my ceiling has still not been attended to, I appreciate why people get a bit frustrated at times.

- A6 The CEO directed this member to Herbert Gutsa, MHA's Maintenance Co-ordinator to go over the details of these issues.

- Q7 I have a broken seal on the door. It was then removed completely to be replaced but the contractor subsequently said he didn't have another seal, this remains outstanding. .

- A7 The CEO referred this member to Herbert Gutsa, MHA's Maintenance Co-ordinator to go over the details.

- Q8 Thinking of Global warming and the plans to remove hedges, are these being properly surveyed before they are being removed. Greenery is very important in an urban area. We had rats but the council came out to poison them and we got rid of the problem without having to remove the hedges.

- A8 The CEO put the hedge removal programme into context. It was explained that we don't have the resources to remove every tree and every hedge, instead, our approach will be to address the problems. In certain areas trees are growing adjacent to buildings and causing issues to the foundations. It was stressed that hedges will not be removed if tenants do not want this work to be carried out. Also, we receive complaints about the number of rats and mice, and this is a real challenge for us.

If vermin are in a tenant's homes, MHA are dealing with this as the GCC do not have the resources currently.

Q9 I have an issue with rats every three months as they are breeding and I need this sorted, I don't want to live like this.

A9 The CEO referred this member to Herbert Gutsa, MHA's Maintenance Co-ordinator to discuss this issue.

This is not actually a question. I would like to congratulate the staff on reducing the financial deficit. The senior staff and management committee had to make a lot of difficult decisions, so well done!