

# WIFTRA

In Association With

## Hebridean Housing Partnership Report on the Second Annual Tenants Conference at the Bayhead Bridge Centre Stornoway 8th May 2010



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# WIFTRA.ORG

(Western Isles Federation of Tenant and Resident Associations)

## Annual Tenants Conference

### Programme

**11.00 - 11.15**    **Registration & Coffee**

**11.15 - 11.25**    **Introduction**

Angus Lamont, Chief Executive HHP

Kevin Paterson, Chair WIFTRA

**11.25 - 11.50**    **Homelessness in the Western Isles**

Lorraine Graham, Homeless Manager, Comhairle Nan Eilean Siar

**11.50 - 12.15**    **Anti-Social Behaviour**

Maria Macdonald, Anti-Social Behaviour Officer, Comhairle Nan Eilean Siar

Sergeant Roddy Mackay, Northern Constabulary

**12.15 - 12.35**    **Fire & Home Safety**

John Campbell, Fire & Rescue Service

### **LUNCH AND OPPORTUNITY TO VISIT STALLS**

**13.20**            **HHP Repair & Maintenance Service**

Background - John Maciver, Operations Manager HHP

Re-tendering of contract - John Campbell, Torrance Partnership

**14.30**            **Conference Close & Raffle Draw**





There was an excellent turnout for the second WIFTRA.org Tenants Conference. Nearly sixty people packed the cafe area of the Bayhead Bridge Centre to listen to a collection of speakers and presentations. The day was kicked off by Hebridean Housing Partnership's Chief Executive Angus Lamont who reiterated HHP's commitment to collecting tenant's views on their services.

Kevin Paterson the chair of WIFTRA.org chaired the rest of the morning session which included presentations on, homelessness,, anti-social behaviour and safety in the home.

Lorraine Graham from the Comhairle's homelessness service outlined how the service worked and the changes in legislation.

Anti-social behaviour and how to tackle it were covered by Maria Macdonald and Sgt. Roddy MacKay.

John Campbell discussed how to stay safe in our homes.



The renewal of the repairs and maintenance contract was the main subject of the afternoon session . John MacIver outlined the process and the role tenants could play in the decisions.

A range of stalls were set out in the sports hall, covering a multitude of advice and information. These included, digital change over, debt advice, Fas Fallain , energy advice, CNES and HHP.





Some of the stalls at the HHP/WIFTRA.org tenants conference.  
 The format was a success and thanks must go to all those who took part from:  
 The Comhairle.  
 Tighean Inns Gall  
 CAB  
 Fas Fallain  
 HHP  
 Digital Switchover UK  
 Fire and Rescue Service.  
 Plus all those that contributed to the raffle and of course Mike and his staff at the Bayhead Bridge Centre.

The feedback from the event was mostly positive.

**TENANTS CONFERENCE 2010**  
**EVALUATION**

**The Programme**

	Very Good	Good	Satisfactory	Poor	Not Scored
Content	56%	4%	33%	0	7%
Interest	44%	26%	19%	0	11%
Relevance	37%	19%	30%	0	15%
Usefulness	44%	26%	11%	4%	15%
Timescales	30%	22%	33%	0	15%

**The Venue**

	Very Good	Good	Satisfactory	Poor	Not Scored
Venue	70%	11%	15%	0	4%
Catering	67%	15%	15%	4%	0

**Administration**

	Very Good	Good	Satisfactory	Poor	Not scored
Overall Admin	52%	19%	19%	0	11%
Problem handling	19%	19%	30%	7%	30%
Travel to venue	59%	19%	15%	0	7%

# A selection of Comments Taken From the Evaluation Questionnaire

## Comments on the Programme:

*"Was ok but some things were not going to be discussed"*

*"Thought it was very well chaired."*

*"Very interesting and well organized."*

*"Improvement from last year! Informative, friendly and informal."*

*"Could do with a microphone for the speakers."*

*"I miss the previous conferences, they were better as there was more time and possibilities to participate in things and get together afterwards."*

## Comments on the Venue:

*"An excellent day with very friendly staff."*

*"Chairs could be a bit more comfortable but apart from that, ok."*

*"Could not hear the speakers too clearly - background noise."*

*"Poor acoustics in hall, made worse by being open to the gym hall."*

*"Possibly sound, as those at back had difficulty hearing."*

*"The only thing I would like to say, I wish more people would attend these meetings."*

*"Liked buffet lunch - too much time wasted at meal last year."*

## Comments on the Administration:

*"Was very impressed with people that were there with their stalls. Very helpful."*

*"All the slides were very interesting."*

*"Lots of interesting info at stalls - appreciated."*

*"The stalls were interesting, quite a lot of information but not enough time to look at everything. Staff on the stalls were friendly and helpful."*

## Comments on Next Year's Conference:

*"Same format."*

*"Similar."*

*"Along similar lines."*

*"The speakers could have a microphone."*

*"Microphone for speakers."*

*"I think it would be a lot better if there were microphones to enhance the voices as some speeches were quite quiet."*

*"Get a proper answer to questions that are put to HHP chiefs, as I'm sure they like to be called. Especially Mr. Paterson who did not want to answer question I asked. He quickly changed the subject."*

*"The goals needing to be met should be, or at least major steps taken."*

*"More time for everything. One can't get all those issues into a single afternoon. It should at least be a day. It used to be a good day out with a lot of practical benefits and info on most issues. Would be nice to be so again."*