

Tenant Conference Report



North Ayrshire Council's eleventh Tenants' Conference was held at the Menzies Hotel, Irvine on Friday 21st August 2009.

The conference was advertised in Tenancy Matters Newsletter and all North Ayrshire Council tenants were invited.

The conference was organised in consultation with the Tenants Conference Working Group who were identified throughout the day as Tenant Helpers by their brightly coloured name badges.

Presentations were delivered by Damien Griffith, Principal Officer (Strategy), Alison Vass, Common Housing Register Implementation Manager, Naomi Breeze of Breeze Productions and Janeine Barrett, Principal Officer (Homelessness).

Topics included the new Council House Building project in Castlepark, the North Ayrshire Housing Register (NAHR) and Common Allocation Policy and Homelessness in North Ayrshire.

All tenants were entered into a raffle drawn by Alex Younger from the Tenant Conference Working Group and 3 lucky delegates received prizes of £30, £15 and £10 in Tesco gift vouchers.

This document is available in other formats such as audiotape, CD, Braille, and in large print. It can also be made available in other languages, on request. (please contact 01294 324680)

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.

Opening Remarks

Tracey Wilson, Tenant Participation Manager opened the conference and thanked everyone for attending before handing over to Nadya Wagland, Tenant Helper.

Nadya explained the role of the Tenant Helpers and their role in the Tenant Conference Working Group where they plan and help with the conference. Nadya introduced the DVD from last years conference at Seamill Hydro which was played to the group.

Olga Clayton, Head of Housing and Building Services welcomed everyone to the conference and introduced Councillor Tom Barr who gave a brief history of the conference, Councillor Barr then explained that over the years he has seen a marked increase in the amount of Tenant Participation taking place in North Ayrshire. He provided a brief overview of the day and formally opened the conference.

The conference aimed to increase tenants' awareness and understanding of the key elements within the Housing Service and what procedures are in place to further develop and improve the services offered to all of our tenants.

Presentation 1: Council House Building

Damien Griffith, Principal Officer (Strategy) within Housing Services delivered a presentation on Council House Building in Castlepark.

In November 2008, the Scottish Government announced that £25million of funding would be made available to Local Authorities for council house building. North Ayrshire Council, Housing Services successfully bid for £529,000.

Housing Services plan to build 23 housing units in the Castlepark area of Irvine, the funding allows a maximum subsidy of £25,000 per unit. The remainder will be funded from a combination of Housing Revenue Account reserves, Private Finance and the Affordable Housing Account.

Irvine Housing Association were appointed as partners and will provide development expertise, architects Robert Potter and Partners were appointed as project managers. Armour Construction consultants will supply quantity surveying services and CDM Scotland will supply construction, design and management services.

Site investigation reports, a flood risk assessment and drainage impact assessments have been carried out. Planning consent was obtained and the site layout options have been explored. Monthly design team meetings have been held since April 2009 and two



Key Milestone	Date
Castlepark Community Consultation	June / Aug / Sep 2009
Drainage & Flood Risk Assessments	July 2009
Cost Estimated	June / July 2009
Building Warrant / Roads Consent	October 2009
Tender for works contract	November 2009
Contract Awarded	February 2010
Start on site	March 2010
Construction period ending	February 2011

community consultation events have taken place during June and August 2009. It is hoped that this pilot project will successfully lead to more council housing development to address housing need over the coming years.

Question and Answer Session

Will there be any provision for disabled people?

The housing will be designed to be easily adaptable to suit a range of housing needs. Currently four amenity units are planned from the 23 units which will be built. All 23 units will be designed to the barrier free standard, e.g. level access front doors.

Is it advisable to mix amenity housing and standard housing in the same area?

Current Scottish Government preference is for mixed developments, Local Authorities in general have to work within land constraints in order to maximise the range of housing provision.

Have you already made a list of who will be getting the newly built houses in Castlepark?

No, these properties will be allocated through the North Ayrshire Housing Register in compliance with the North Ayrshire Housing Allocation Policy on completion of the building works.

If no drainage assessment is required, please explain the cause of the flooding which occurred recently?

A comprehensive flood risk assessment was carried out for Castlepark which looked at the potential risk of flooding and measures which will be taken to manage these risks. The assessment found that overall the Castlepark site will not be at risk from any of the sources of flooding considered and will not increase flood risk elsewhere in the catchment. In order to respond to the recent flooding enquiry we would require more information on the location and type of flooding from the questioner.

Has a proper survey been done into mine and pit workings in the Castlepark area?

Yes, a mining stability report was commissioned with the Coal Authority and the former mining works were last operated in 1905. The report concludes that any ground movement from these coal workings will have stopped by now. We have also carried out borehole exercises across the site to ascertain stability for the future foundations; these have been taken into consideration under the engineer's recommendations to the contractor.

Is the Council aware of the conservation and environmental effect of building housing and taking away more of the green belt area and play facilities for sport, leisure and natural habitat - trees, bushes, wildlife areas where the green belt is disappearing?

The Council is very aware of the environmental impact and cannot build on greenbelt land; the land which is being used is zoned for housing. Housing Services are currently working with the football group and are mindful of the community's leisure requirements.

Why is there no play area?

From the initial consultation, the feedback was that a play park was not wanted in the new housing area. However North Ayrshire Council has a duty to provide facilities for the community. If facilities are not provided in the development, approximately £12,000 will be placed in the community fund to benefit the wider community.

Are any houses being built in the Ardrossan area? Is it only Castlepark? Will that take up all of the allocation of money?

A second round of Government funding has now been announced and North Ayrshire Council is looking for viable development sites in order to make a bid for funding. It is however very expensive and a maximum of £25,000 per unit is allocated to Local Authorities in comparison to £78,000 per unit that is allocated to Registered Social Landlords. Councillor Barr explained that North Ayrshire Council would like to bid for all rounds of funding where this is financially viable.

Presentation 2: North Ayrshire Housing Register

Alison Vass, Common Housing Register Implementation Manager delivered a presentation providing an update on the North Ayrshire Housing Register and Common Allocation Policy.

The North Ayrshire Housing Register (NAHR) is a common housing register made up of housing applicants. The NAHR landlords are North Ayrshire Council, Cunninghame Housing Association, Irvine Housing Association and ANCHO. Housing applicants complete one application form to be considered for housing with all the NAHR landlords. Between them, the four landlords own and manage 97% of the social housing within North Ayrshire.

The Common Allocation Policy is a set of rules which all the NAHR landlords follow when allocating houses; applicants have the same grouping and points total with all landlords.

7070 re-registration packs were sent out to applicants in January 2009 and 4200 completed application forms were received and processed between January and May 2009. All re-registered applicants were sent a letter which explained their grouping and points.

The North Ayrshire Housing Register was launched on 1st June 2009 and 317 properties have been allocated between June and August.

Applications are split into 7 recognised needs groups and on the day of the conference allocations to these groups had been made as detailed in the table opposite.

The North Ayrshire Suspension Policy was approved by all partners during March 2009. Applicants are suspended from housing offers for: not paying rent or other tenancy debt, antisocial behaviour and breach of tenancy.

Grouping	Category	Allocations
Group 1	Homelessness	27%
Group 2	Strategic Needs	6%
Group 3	Overcrowding	28%
Group 4	Unsatisfactory Housing	25%
Group 5	Transfers	2%
Group 6	General Needs	12%
Group 7	Relocation Needs	0%

Tenants, applicants, stakeholders, key partners and housing staff were consulted on the Common Allocation Policy. In response to the consultation the following amendments were made: no limit on area choices, the age for calculation of overcrowding where children share a bedroom was reduced from 10 to 8, groups established for people with accessibility / medical needs, under-occupation points only awarded to tenants in social rented accommodation, a recognition of those wishing to create new households.

Now that the NAHR and the housing allocation policy have been launched, the next steps for the partnership are: To develop mechanisms for monitoring the effectiveness of the NAHR and the allocation policy, the Council's sheltered and amenity allocation policy will be reviewed and the medical assessment policy will be reviewed.

Question & Answer Session:

When will the new allocation policy and application form for the North Ayrshire Common Housing Register be made better to understand, it is long and complicated?

We have spent a lot of time on making sure that the application form does not ask any questions that are unnecessary and kept it as simple as possible. However in order to

obtain all the information necessary to make a full assessment of housing need every question on the form is essential.

The application form, policy summary and application guide have been clarity approved by the Plain English Campaign and Crystal Marked. We are always happy to listen to feedback from tenants and improve what we do. If there are any questions or phrases that are difficult to understand please let us know so that we can consider changing them at the next review. Please contact Alison Vass on 01294 324930 to discuss any points.

On the basis that a Senior Executive of the Council stipulated that Sheltered Housing Units would never, ever be reclassified as common housing stock, then why are Sheltered Housing units being advertised as available to anyone without having to comply with what were strict requirements previously in force?

Sheltered Housing properties have not been advertised as available to anyone. The only requirement for applying for Sheltered Housing is that the applicant is over 60 years of age. Any sheltered properties that the Council has advertised have requested applications from older people.

I have put in for a house through Cunninghame Housing Association; do I have to put another form in for the Castlepark housing?

No, once an application form is submitted to the North Ayrshire Housing Register (NAHR) and processed by any one of the partner housing providers, you can amend that application at any time. You can add or remove landlords, house types, house sizes or area choices as you wish. If you wish to add Castlepark to your application you can contact any of the landlords and request this area to be added to your application, you will be asked to sign a form confirming that change.

Where do the armed services come on the housing list?

It will depend on their housing need. If armed services personnel are living in forces accommodation and have no other housing

needs e.g. overcrowding or medical needs they will be in Group 6 General Needs. If they are going to be leaving the forces then they will be entitled to 75 points for insecurity of tenure. They can also make a homeless presentation if they wish and if assessed as homeless by the Council they will be in Group 1 Homeless and have a guaranteed offer of permanent accommodation.

Who decides medical criteria and points, do drug addicts and alcoholics get priority over disabled people?

The Community Medicine Specialist who is a doctor employed by the Health Board, independently assesses all applications for medical priority and advises the landlord of the medical grade to be awarded.

The grades awarded to applicants with disabilities will vary depending on how the Community Medicine Specialist determines how the disability and its severity impacts on an applicant's housing need. The housing need of people with addictions is assessed in the same way as it is for all other applicants. It would be illegal to operate an allocation policy in any other way.

What is the limit on tenancy debt before suspension action is taken?

Anyone who owes less than one month's rent cannot be suspended by law. Anyone who owes more than one month's rent will be suspended if they do not have a repayment arrangement in place that they have maintained for at least 3 months.

Are tenants or new tenants backgrounds checked and followed through with Social Services and welfare to assess new tenants. Will tenants be interviewed on circumstances either unemployed or students or on medication?

All NAHR landlords request tenancy references for applicants who have previously held a tenancy either with a social or private landlord. This is a standard form where we ask about the conduct of the tenancy. If there is any tenancy debt or anti social behaviour the applicant may be suspended from the register until they meet the criteria to be reinstated (please refer to the Suspension Policy if you require more information on this).

Once an applicant becomes a new tenant the landlord assesses whether or not the applicant has any support needs. When they do this we have various tenancy support agencies that provide different types of support depending on the needs of the tenant.

Does it give rise to the opportunity of different Housing Associations picking and choosing their tenants, will the devil take the hand more?

No, all NAHR landlords must let their properties

in line with the Common Allocation Policy as approved by their boards and committees. We have various checks and audit procedures in place to monitor the operations of the landlords to make sure that they are letting their properties in line with the policy.

At what age can you apply for housing?

Anyone who is 16 years or over can apply for social housing as per the legislation.

Presentation 3: H is 4?

Naomi Breeze of Breeze productions delivered a short play which explored the circumstances around which a person may become homeless.

Naomi took the audience on an emotional journey through adolescence to adulthood exploring the impact of environment and peers on housing circumstance.



Presentation 4: Homelessness in North Ayrshire

Janeine Barrett, Principal Officer (Homelessness) delivered a presentation on Homelessness in North Ayrshire.

The homeless service has a dedicated Homeless Assessment Prevention and Advice team based in Rivergate, Irvine, a Housing Support team and a Temporary Accommodation Team.

In North Ayrshire, since 2003/04, homeless presentations have reduced by 33.5%. North Ayrshire Council (NAC) received 1353 homelessness presentations during 2008/09; a reduction of 10% on the previous year. In addition, the number of repeat homelessness cases remains well below the Scottish Average of 6.77%, NAC reported just 4%.

In North Ayrshire 57% of homeless presentations were from the Irvine division, 29% from the 3 Towns and 15% were from the Garnock Valley. From presentations of homeless households 95% were assessed as being vulnerable in comparison to the Scottish average of 79.4%.

From households assessed as being priority unintentionally homeless:

- 41% secured a Local Authority Tenancy,
- 8% secured a Registered Social Landlord tenancy,
- 9% secured Private Sector Housing through the Rent Deposit Guarantee Scheme,
- 20% returned to their previous accommodation,
- 8% moved into supported accommodation / residential care,
- contact was lost with 9% following assessment and prior to discharge of duty, and



- 2% entered temporary accommodation with advice and assistance (these households refused a permanent offer of accommodation and made their own arrangements).

The homelessness service attributes the reduction in homelessness levels to the prevention work provided via advice and information offered, the rent deposit guarantee scheme, youth prevention work, tenancy and outreach support provided by both the Council and the Voluntary sector.

The service aims to continue to reduce the levels of homelessness in North Ayrshire by ensuring people have access to good advice and support and knowledge of the range of housing options available to them.

Question & Answer Session:

The percentage of homelessness is so high, why is it not based on circumstances and reasons?

When a person makes a homeless presentation their reasons for homelessness and family circumstances are investigated, only those who are genuinely homeless, vulnerable people and who did not become homeless intentionally have a statutory right to accommodation.

Can the system be abused?

The Homelessness assessment team undertakes a thorough investigation to ensure people are genuinely homeless.

Who decides medical criteria and points, do drug addicts and alcoholics get priority over disabled people?

People are assessed on their individual need. Disabled people automatically are deemed to be vulnerable if they are homeless, people with a drug addiction and alcohol issues are not.

What's the figure? Do homeless people get accommodation to suit the individual person? What help is being offered? What if one tenant has been evicted from a Council House? Will homeless people be monitored?

During 2008/2009 1353 people presented to North Ayrshire Council as homeless. Of those only 526 were offered housing by either the Council or the Local Housing Associations.

Homeless people are offered housing which meets their need by way of house size and type. They receive only one offer of housing which must be accepted unless there is a

very good reason they cannot. It is not always possible to re house homeless people within their area of choice, however the Council will try to ensure that people are housed as close to support as possible, this will ensure they have a better chance of sustaining their tenancy.

If a person presents to the Council as homeless and they have been evicted from their home, the Council will have to decide whether or not that person is homeless intentionally. If a person has done something or failed to do something that resulted in them becoming homeless, then the Council do not have to house them.

There is a range of support and advice services provided by North Ayrshire Council or the voluntary sector funded by the Council to assist and prevent homelessness. These services help people who are homeless to learn the skills necessary to manage their home to ensure they do not become homeless again. They also work with people who are having difficulty managing their tenancy to ensure they do not become homeless.

Today the young don't seem to have any feeling for the old and are good actors. Today, a lot of single people get Council houses. Why so many homeless in the last few years?

Homelessness has reduced every year for the last four years. During 2003/2004 1766 people approached the Council as homeless. The 2008/09 figure of 1353 is 33% less than it was four years ago. Not all homeless people are single, last year 40% of those presenting as homeless were couples or families.

Question & Answer Session:

The question and answer session panel comprised of: Olga Clayton, Head of Housing and Building Services, Councillor Tom Barr, Carol Nelson, Divisional Manager and Alex Adrain, Divisional Manager.

The audience were invited to write and submit questions throughout the day and these were answered accordingly. The questions received and responses provided can be found throughout this report with additional questions noted below.

When are the houses in the Vineburgh area of Irvine going to be finished in Old Caley Road and what happens if we pay for something to get done to the house or garden, do we get the money back and if so how?

The Vineburgh project is split into four separate phases. The first three phases will provide housing for rent and for low cost home ownership, the fourth phase is intended to be utilised for market housing. The current timetable indicates that the first phase will be completed, and the homes allocated, by September 2010. The development of the second phase will start straight after this. The second phase will take approximately 18 – 20 months to conclude, and again the third phase will commence as soon as the second completes. It is intended to market the final phase upon completion of phase 3.

All the properties in the Vineburgh Regeneration Area will be demolished in due course. All residents who will be affected have been contacted by the Irvine Area Housing Office, to advise them that their home is within the redevelopment area, and to discuss rehousing options with the occupants. If you are a tenant who will be affected by the demolition and redevelopment of the area, you are advised not to carry out expensive home improvements, as you are unlikely to be able to claim any compensation for any such work. To qualify for compensation under the Right to Compensation Legislation, the Council must first have authorised you to carry out home improvement. All tenants will qualify for home-loss compensation and can also apply for disturbance allowance.

For some time now tenants have been

asking to be part of the rent setting process. To date we have not had any success. Can Olga and Councillor Barr give this conference their word they will take this matter seriously and involve tenants in this process?

In 2001 a 30 year business plan was devised which set proposals for projected rent levels and increases. The business plan will be revised due to recent changes in the economy, the Scottish Housing Quality Standard and the reduction in house sales which impacts on capital receipts. The next financial year will be an interim year as the long term plans of Housing Services rely on the outcome of the Stock Condition Survey. This will help inform the business plan and dictate income required. The rent banding/grading issues will be resolved after the business plan is in place. Olga explained that rent will be taken to the North Ayrshire Tenants & Residents Network and tenants will be involved in depth in this process.

Ardrossan / Saltcoats area – Amenity / Sheltered Housing accommodation – will there be further advances in provision (more) of such. Over the years there seems to be more O.A.P's in the community?

North Ayrshire, like most of Scotland, has an ageing population with recent projections indicating a growth in the number of people aged 65-74 rising by 5% to make up 18.3% of the total population by the year 2031. The growth of those aged 75+ however is much more pronounced rising from 10.3% of the population in 2006 to 20.2% of the population by 2031.

Saltcoats currently has a higher than average proportion of people aged 60-74yrs (15.7%) while those aged 75+ in Saltcoats account for 8.4% of the population compared with 7% for North Ayrshire as a whole. Housing Services are about to undertake a review of North Ayrshire Council's Sheltered and Amenity Housing Allocation Policy following the introduction of the North Ayrshire Common Allocation Policy.

However low demand for sheltered housing within certain areas continues to be an issue. Seven of the thirty-three sheltered housing complexes have been designated as low demand. The purpose of the review will be to provide the information to allow North Ayrshire Council to effectively configure existing stock, reduce rent loss through voids and to ensure we are meeting current and future demand for sheltered housing.

Advised by a Housing Officer that when my husband and self came to Bourtreehill that all points were now used: - transfer (even to another empty house in complex) could not be considered?

The North Ayrshire Housing Allocation policy is a needs based policy. This means that points are awarded depending on the applicants housing need taking into consideration their current housing circumstances. If an applicant is housed as a result of an application then this application will be deleted as their housing need has been addressed. If the applicant wishes to reapply at a later date they will be subject to a housing need assessment as before. Points will then be awarded according to their current housing need.

Has the Council thought about bringing back Housing Action Areas?

No. Housing Action Areas were introduced under the Housing (Scotland) Act 1974 to deal with area renewal. The new Housing Renewal Areas (HRAs) introduced under Part 1 of the Housing (Scotland) Act 2006 will now replace Housing Action Areas. The HRAs are wider in scope and can be implemented by the local authority where an area is deemed to have a significant proportion of sub-standard housing, or where the appearance or condition of houses is

adversely affecting the amenity of the area. Scottish Ministers must approve designated areas. North Ayrshire Council will consider and implement its new powers under the act to assist in area regeneration. The process for designating HRAs will always involve close consultation with local tenants and residents in developing and implementing an HRA plan.

In the presentation the speaker referred to tenants being asked about their preference in colours of roof tops, etc. We in Nelson Street, Largs were told we would be consulted for a garden area but it never happened?

The garden area in Nelson Street was carried out as an Estate Based Project and was started and completed after the Tenants Conference. There is a very limited choice of colours available for Street Print. The size and location of the "circles" is determined by the contractor, based on the size and shape of the area concerned. The proposal was discussed with the local tenants group who proposed the project and work was commenced.

Following the start of the work, a resident stated that they did not like the colour the "circles" had been painted. Following this consultation was carried out within the area and the circles were repainted in the preferred colour agreed by the majority of residents.

What are the houses being erected on Largs Road, Kilbirnie – what is the purpose of these?

The houses in Largs Rd, Kilbirnie are being built by Cunninghame Housing Association; they are a mix of houses for rent (39) and shared equity houses for sale (14). The rented properties will be allocated by CHA to applicants on the Common Housing Register, and the shared equity homes will be marketed by CHA. Those who meet the criteria can apply to purchase a 'stake' in the property (between 60%-80%) of the total value of the home. More information on this shared equity scheme can be obtained by calling CHA on 01294 468360

Closing Comments:

Olga Clayton, Head of Housing and Building Services closed the conference and noted that the highlight of the day was the homelessness play. Olga explained that it was sometimes easy to forget the difficult circumstances people are often faced with and noted that Housing Services must continue to work to help address issues and provide advice and support through difficult times.



You Say	We Say
The microphone should have been used throughout.	We will ensure that a PA system and microphone is available at future conferences.
Q&A was good but could have been longer. (4 delegates)	This was the first time that a question and answer session has featured at the Tenants Conference. The demand for questions was unexpected and we will therefore ensure additional time is available for questions at future conferences.
As the majority of those attending conference timing's are difficult to maintain - expand the programme. It was a bit long	The programme is designed in consultation with the Tenant Conference Working Group and we try to balance the content to suit a wide ranging audience. With this in mind the group has agreed that we hold one full day conference and one half day conference per year which should allow for an expanded programme, and accommodate everyone.
Tenants suggested topics for future events: Cleansing, Ground Maintenance, Fly Tipping, Dog Fouling, Youth Services, Public Park Refurbishment / Development, advice on Anti-Social problems and the procedure & Housing Policy advice booklets. Love the topics covered and the discussions raised.	Thank you for all of your suggested topics, we will keep these on record and hope to bring a range of topics to future Tenants Conferences.
Prefer to be seated like this rather than having to move about into workshops, this way works very well (4 delegates)	We have agreed with our Tenants Conference Working Group that the next conference will keep this revised format.
First time here - lovely place Hope we can continue to have our conferences in this hotel in the future. Not had lunch yet but coffee and scone (no cream) was good. Staff Menzies hotel helpful.	Thank you very much for all of your comments on our conference venue. We will keep these in mind when we book our future conferences.

Very Good for explanation of new project - general very good.

Really enjoyed it - the morning topics covered were very relevant - well done.

Hopefully the complex will be much appreciated and not abused, as some decent people would be happy to enjoy and keep clean tidy gardens, etc.

There is interest for a play park and football pitch.

Castlepark, irrelevant to majority.

Although not all delegates are directly involved with the Castlepark development the presentation aimed to explain the development process which will hopefully set the scene for future developments across North Ayrshire.

Homeless play (Naomi Breeze) fantastic, excellent, very emotional and true, very worthwhile, very good, great — lets have more of the same (11 delegates)

Overall was very interesting - thank you.

Different but it works.

Everyone was very helpful

Staff were very pleasant and helpful

I enjoyed the conference - well planned.

North Ayrshire Council Staff helpful

Really good conference.

Appreciate that even so specific workshops we were able to speak to 2 Council employees about repairs and housing matters.

This was a good conference - may I say that the NAC many important issues popped up. Housing Services have certainly improved beyond measure. Its more open and democratic and if it continues on this course, things can only become even better.

Good to see Tom Barr back opening the conference.

All praise and thanks to the Tenant Participation team and their working group - thanks also to the Council for giving the tenants the opportunity to put their views and comments.

I enjoyed the meeting and speakers

Overall conference was very good.

	Excellent	Very Good	Good	OK	Poor	Very Poor
How relevant were the presentations?	28	15	10	4	0	0
Thinking about the presentation speakers were they...	23	20	10	3	2	0
Thinking about the presentation discussions were they...	19	7	17	4	1	0
How relevant were the workshops?	10	11	4	1	0	0
Thinking of the workshop speakers, were they...	12	5	4	3	0	0
Thinking of the discussion about the workshops, was it...	8	3	5	2	1	0
Thinking about the venue facilities, were they...	25	20	8	4	0	0
Thinking about the venue location, is it...	23	20	9	4	0	0
Thinking about the catering, was it...	20	15	9	4	1	0
Overall, how would you rate the agenda?	24	19	8	6	0	0
Overall, how would you rate the information pack?	22	25	8	4	0	0
Overall, how would you rate the registration process?	28	22	4	4	0	0
Overall, how would you rate the staff?	33	21	2	3	0	0
Overall, how would you rate the transport? (if required)	28	5	5	1	0	0
Overall, how would you rate the special requirements? (if requested)	14	3	0	1	0	0

North Ayrshire Council Housing Services would like to take this opportunity to thank all of the delegates for taking the time to attend the conference.

