

## Achievements and activities

SHIP members have been busy working with council officers, on behalf of sheltered housing tenants across the city.

- Panel members attended a briefing from SCCI Alphatrack, a company who provide a range of services to the city council, many of which are particularly relevant for tenants living in sheltered housing. Their services include door entry systems, CCTV, community alarms, communal TV, fire alarms, emergency lighting, dry risers and sprinkler systems, rubbish chutes, water pumps and electrical works.
  - Panel members also attended a joint site visit with representatives from the Tenant Scrutiny Panel (TSP) and Tenant Involvement Panel (TIP) to Gasway's head office at Sweet Briar Road industrial estate. Gasway install, service and repair heating systems at all council properties and the visit allowed panel members to see first-hand the processes involved in delivering the council's current programme of improvement works. Members were able to put their questions directly to the contractors, with one panel member commenting "It is useful to be able to see the people who are doing the work and to hear how things are done. I do enjoy these visits".
  - Members have been involved in discussions around the planned refurbishment of four sheltered housing schemes, devising a ranking system to help decide which schemes should be prioritised for upgrading.
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- A member of the financial team attended the June SHIP meeting to explain the full breakdown of sheltered housing running costs to give the panel a better understanding of how service charges for each individual scheme are calculated.
  - A site visit was carried out to a newly adapted bungalow at Britannia Court, which was previously the scheme manager's accommodation and will now be re-let to prospective council tenants via home options. The fully adapted disabled bungalow has been completely refurbished and now features a new kitchen with height adjustable worktops, easy access cupboards, a wet room and scooter storage with charging facilities.
  - Panel members visited Harry Perry Close where the redevelopment of the previous scheme manager's accommodation is also currently in progress. This two bedroom house is being transformed into two one bedroom flats that will be refurbished and re-let as sheltered housing.

*SHIP members on their site visit to Gasway with other panel members and staff.*