

# Nomination Form

## Lifetime Achievement: Tenant



### TIS National Excellence Awards 2024

The **TIS National Excellence awards** recognise and celebrate housing organisations, staff, volunteers, tenants, residents, and community groups **who are leading the way and making positive change in the Scottish social housing sector.**

Categories honour excellence in everything **from partnership working, tenant participation and scrutiny practice, to digital creativity and innovation.** Hotly anticipated, the awards offer a seal of approval for the most outstanding work.

Finalists are selected by an expert and independent judging panel, and **winners announced at an awards ceremony on Thursday 7th November 2024 at the Grand Central Hotel in Glasgow.**

**The closing date for applications is 5:00pm on Thursday 11th July 2024.** TIS accepts submissions in more than one award category.

#### Category Overview

The **Lifetime Achievement** award recognises an extraordinary, individual tenant who has demonstrated **an exceptional commitment to effecting positive change** across the Scottish social housing sector, during their lifetime.

Submissions must evidence how the individual has made significant contributions, both in the organisation in which they have worked, and across the sector as a whole. **A real ambassador for building strong and resilient communities,** they have championed tenant participation, had a profound impact on the lives of many, empowered other tenants, residents, and communities to influence housing policies, services, and standards, explored innovative new ways to get people involved, strengthened relationships and communication, **and inspired those that they have worked with.**

#### Who you can nominate

This award is open to an individual tenant.

## About you

Please note information about the individual, organisation, or group submitting the application:

<b>Name</b>	Carol Hannaford
<b>Position</b>	Development Officer for Tenant & Resident Participation
<b>Organisation</b>	Aberdeen City Council
<b>Email address</b>	channaford@aberdeencity.gov.uk
<b>Telephone number</b>	01224045582

## About the nominee

Please note information about the individual you are nominating:

<b>Name</b>	Betty Simpson
<b>Position</b>	Housing Volunteer
<b>Organisation</b>	Aberdeen City Council
<b>Email address</b>	Betty Simpson <betty42.simpson@gmail.com>
<b>Telephone number</b>	01224 631811

## Background

### Maximum 250 words

Please outline background information about the individual that you are nominating.

For example, detail:

- The background of the individual.
- The specific role they undertake.

Betty Simpson is an eighty plus year old Aberdeen City Council tenant. She has been a Council tenant all her married life and she moved into a brand new Multi Storey Building, Greig Court in the 1970s. Betty struggled at school – her older brother was very clever, and she was always being compared to him. Betty has a form of dyslexia – but this was not recognised then and she remembers quite vividly how she was put in the corner and a hat with a D on it was placed on her head – Dunce - this was a traumatic event in her life. Betty and her husband never had any children so that is why they decided never to buy their property but also, she believed in council housing being there for everyone. Betty worked all her life as a bakery assistant getting up early every morning to get to work. However, she did manage to attend her Tenant Group in the evening becoming Chairperson. She took early retirement in 1997. In 2005, her invalid brother moved into their 2-bedroom maisonette, and she became his carer. He subsequently died in 2014. Betty was married to her husband for 51 years – they had planned to go on a trip to San Francisco a place where Betty had always wanted to go but just before they went, covid hit the world and all travel stopped. Even worse, Davey her adored husband died very suddenly – heart attack – and she was a very lonely figure at her husband's covid funeral – said she knew how the Queen felt! Since that happened, she has moved into Sheltered Housing very close to Greig Court so she can remain in her community.

## Actions

### Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, outline:

- How the individual has had a profound impact on the lives of many.
- How the individual has become an ambassador for building strong and resilient communities.
- How the individual has gone above and beyond to champion tenant participation practices, and empowered other tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual has inspired those that they have worked with.
- The work involved and their overall aim.

Betty started her TP career becoming a member of her tenant group in Greig Court. She became Chairperson of this group and ensured various improvements were done. This included getting the top floor of the Multi blocked off by the Council to stop anti-social behaviour, getting the play park by the building upgraded for all the children living in the multi and the local community. Betty realised that society was changing and the tenants moving into Greig Court whether council or private let did not care about the building the way she does. She works with the Council to ensure that the Communal cleaning carried out by the Contract Cleaners is done and if not, she is on to the Contract Manager. Same with Communal repairs – the repairs team decided to have a monthly repairs surgery in her multi to try to ensure all the repairs are carried out and guess what Betty has not missed a meeting with the clerk of works - keeping a detailed list of what has been done and what is outstanding. As the Repairs Manager said, "Betty keeps us in a job, but she always says thank you when she gets the work done – even though it can take a while". Betty is always keen to engage with her housing officer giving her/him the low down on what has been going on – whether tenants moving out of the building, any anti-social behaviour or just that she has not seen an older tenant out and about. She now chairs the Greig Court Resident Group, and she always has council officers attending the meetings – as she says it is about working together and she insists that the group members are respectful to the speakers at these meetings. As an ex-housing officer of Greig Court said, "I know sometimes I thought Betty was difficult I wish I had a Betty in ..... Multi because she cares about her building and the community who lives there".

Betty for the last 25 years has been involved in all aspects of Tenant & Community Engagement taking major steps in improving her building, the citywide Multi Storey Group as well as all the other Groups. She is also an active member of her Community Council and has participated in the Participatory Budget initiatives in her area managing to secure new seats for the Greig Court Common Room.

After she retired, she wanted something to do so she saw an advert for Tenant Mystery Shoppers for the Council. So, she applied and after quite an interesting interview – one question being – Can you use a phone? – and can you show us. Yes, she got the job!

Tenant Participation was changing in the Council – there were Citywide Groups being established. Betty became a member of Tenant & Resident Forum, Housing Service Review Group, Housing Performance & Budget Group, Citywide Multi Storey Group, Events & Communication Group and now that she has moved into Sheltered housing, the Citywide Sheltered Housing Group. Betty ensured her Local Group became an RTO and this meant she could be elected to the then Regional

Network. She was on this group for a few years always ensuring she had the ear of the then Housing Minister Kevin Stewart. Betty travelled all over Scotland promoting Tenant Participation and all the work she was doing in Aberdeen. She went to Fort William, Inverness, down to West Lothian, East Ayrshire and North Ayrshire as well as welcoming tenants and other landlords to Aberdeen. She has presented at National Conferences on TP. She also attends various local community events and the then Tenant Open Day speaking to tenants but also listening to tenants explaining to them what they have to do if they are affected by eg Anti-Social Behaviour – a tenant talking to a tenant – she recognised the power she had but also the knowledge

## Outcomes

### Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, detail the impact on:

- The delivery of housing services.
- The improvement of satisfaction levels.
- Adding value to their local area and improving community spirit.
- The culture of the organisation and its core values.
- Communication, strengthening relationships, and partnership working.
- The inclusion and lasting benefits of tenants, residents, and communities.
- The skills and knowledge of other tenants, residents, and communities.
- How others can learn from the individual's good practice now and in the future.

Betty has been involved in the Review of Repairs and the Re Review of repairs, Community Safety review, the Housing Management Review, the Feedback review, the Asset Management Review, the Tenant Participation Review and the Review process. She interviews staff at all levels and ensures they feel comfortable answering questions. She has immense knowledge of our Housing Service and is always making recommendations about how services can improve. She ensures the Tenants have an active voice. She also ensures that the tenants are also involved in their local community.

The City Wide Multi Storey Group was started in 2014 to which Betty was voted on as treasurer. According to her, the best achievement was when the Chairperson, Council Officers, Police and Fire Officers plus Betty visited all Multi Storey Buildings to talk to tenants after the Grenfell Disaster to let tenants know that the cladding on their building was not the same cladding and was safe. Samples were shown at this meeting. Betty was also on the Fire Safety Group to reduce false call outs of the Fire Service but also to prevent any fires. The Chief Executive Officer Angela Scott welcomed Betty's contribution – she said, "Betty, you say it as it is and not what my officers want me to hear". Betty takes the information from the Citywide Groups and ensures her community are aware of what is going on. Betty is always keen that the Council issue information in plain English. If she receives poor service and she does not feel it has been resolved, she will take it to the Senior Managers. When the call centre first introduced the new 03000 number, there were complaints about the length of time it was taking to answer the calls – all calls are recorded so Betty called the number – took down the date and time and then when it was answered – 1hour 4mins so a call back system was introduced. Betty said that all the tenants were talking about contacting the Council were not wrong and she was determined that they should receive a better service. Like every large organisation – have nearly 23,000 properties – but Betty continues to drive TP in the organisation. She enjoys speaking to new Housing Staff and actively encourages new tenants to get involved. She buddies new tenants when they get come along to meetings and assists them if they need help. Betty worked with Tenants and Owners in her Multi Storey and at the citywide group ensuring they worked together. She welcomed new tenants to her building and developed a working together approach with the Council. Betty participated in training and attended conferences always promoting a positive approach to TP. Betty has participated in Resident Led Inspections when she lived in the multi and has been at a few Community Walkabouts although one she was sent home by the Director of Customer Services because the weather was so cold and her mobility is not what it used to be – but Betty is very determined to carry on regardless

#### Comments about Betty

Carol Fergus Tenant "She is a real character – quite feisty at times but kind-hearted as well".

Norma Groves Tenant "What can you say about Betty – always willing to have her say – does not give up but willing to help you".

Paul McMenemy Tenant "Betty cares about where she lives".

Graham Souter Retired Housing Manager "I wish I had a Betty in all my buildings".

Flo Swanson Neighbour "Betty is a wonderful neighbour – she gets my shopping for me if I need it – I am 95 years old and Betty checks on me every day – she also gets my medicine as well.

Carol Hannaford TP Development Officer "Betty has made an outstanding contribution to TP in Aberdeen City Council for 25 years – just an amazing career in TP! I am sure she has TP in her veins!!

Martin Smith Locality Inclusion Manager "Betty keeps us focussed on tenant engagement – she wants it done and she gets it done – an amazing character and deserves all the recognition she gets".

Fay Morrison "Betty knows all the buses in Aberdeen – where they go and the number – quite amazing".

Lewis McGill "Betty is like another Granny – very anti digital but at least she now has an email address, but she knows about TP".

Mel Booth Strategy Officer "I just love Betty".

Graham Williamson Operations Manager Repairs "Betty keeps us in a job, but she always says thank you when she gets the work done – even though it can take a while".

## What makes this nominee stand out from the rest?

### Maximum 100 words

Please provide a short testimonial on why this individual deserves to win.

Betty – what can you say why she deserves this award. Firstly, she has been involved in all aspects of TP for over 25 years – from the multi storey she lived in, to the citywide groups, to the Regional Network and to the Scottish Government. She has promoted TP not only within her landlord but all over Scotland. She has presented at National Conferences but also at Council Meetings. She has been involved in eight large scale reviews of different services within the Council and has reviewed policies and procedures within Aberdeen City Council and with the Regional Network. She participates in all types of Consultations about Council Housing. But most importantly, she can speak to people at all levels and is never afraid to give her point of view. She does not participate in TP to gain personal recognition, but she is always thinking of the 22,000 tenants in Aberdeen City and the thousands more tenants in Scotland. She has gained the respect of the Elected Members, the Chief Executive Officer, the Directors, Senior Managers and Tenants who work with her in Aberdeen City Council and would be such a worthy winner of this lifetime award.

## Declaration

As the proposer I have completed this nomination form to the best of my knowledge, and the information provided is a true representation of the nominee's achievements.

Name	Carol Hannaford
Signature	<i>C. Hannaford</i>
Date	10 July 2024

Thank you for taking the time to complete this nomination form.

Please submit your nomination by **5:00pm on Thursday 11th July 2024** to TIS by email at: [info@tis.org.uk](mailto:info@tis.org.uk) or by post to: **TIS – Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.**

## Next steps

- **All applications will be acknowledged on receipt by TIS.** If you do not receive acknowledgement within 3 working days, please contact us to ensure your application has been received.
- An **independent judging panel** will rate your application against the award criteria. The panel will consist of representatives from organisations across the Scottish social rented sector.
- Your award submission will provide the basis for both the shortlist and final decision of the winning entry.
- **TIS welcomes applications in more than one award category.**

- Please ensure you answer all questions as fully as possible and keep the content of your nomination focused – avoid exceeding the suggested word count.
- **TIS will inform all proposers of the outcome of their application Thursday 29th August 2024.**
- Finalists will be invited to the **TIS National Excellence Awards Ceremony**, as part of the TIS National Housing Conference and Exhibition, on **Thursday 7th November 2024** at the Grand Central Hotel in Glasgow.