

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 1 May 2024 at 5.30 p.m.

Present: J Jamieson (Chair)
K McIntyre
C Taylor
M McIntyre
Cllr S Murray
G Jackson
M Docherty (Left meeting at item 5.6 Directors Report)
S Niven
R Smith

In Attendance: C McKiernan, Director
S Tait, Depute Director/Head of Assets
M White, Head of Corporate Services
L McDonald, Finance Officer
P Long, FMD (Item 6)
C Beckley, RGDP (Item 4)

1. APOLOGIES

Apologies were received from P O'Connell. Cllr P Marshall and W Hassan are on a continued leave of absence.

2. DECLARATIONS OF INTEREST/DEFERRED ITEMS

There were no Declarations of Interest.

3. MINUTES AND MATTERS ARISING

Management Committee Meeting 03/04/24

Matters arising

C McKiernan advised that there were a couple of spelling and grammar corrections that have been noted and will be corrected.

The minutes were proposed by C Taylor and seconded by K McIntyre.

Wider Role and Regeneration Sub-Committee Meeting 13/03/24

Matters Arising

There were no matters arising.

The Minutes were proposed by K McIntyre and seconded by M Docherty.

Action List

Committee noted the contents of the Action List.

4. Data Protection Update.

Claire Beckley of RGDP presented Committee with a Data Protection update. The presentation provided Committee with some general Data Protection training along with some stats on how the Association complies with Data Protection. Committee were asked to note the contents of the presentation and ask any questions they may have.

5. Directors Report

Scottish Housing Regulator

C McKiernan advised that the Association's staff are currently working on completing the ARC return to SHR and are making good progress. C McKiernan added that the final ARC return must be submitted back to SHR by 31 May 2024. As the deadline for submission falls before the next Management Committee meeting Committee were asked to give delegated authority to the Office Bearers to approve the ARC return. Committee approved this and a meeting of the Office Bearers will take place on 22 May 2024 at 5.00pm.

C McKiernan informed Committee that, as in previous years, Scotland's Housing Network will provide a desktop validation of the ARC submission to provide Committee with external assurance. This check will conclude prior to 22 May 2024. Following submission to SHR, a copy of the ARC along with a detailed report will be presented at the next Management Committee meeting on 5 June 2024.

Committee were also informed that meetings of the Policy Sub-Committee and HR Sub-Committee will take place on Wednesday 15 May from 5pm onwards and that these meetings are open to all members of the Management Committee.

Governance

Committee were advised that the Director has begun work on the Assurance statement assessment matrix.

Recruitment

C McKiernan was pleased to inform Committee that the Association has appointed Paula McCann as the Head of Housing Services. Paula will start her role with the Association on Monday 20 May 2024 and will be a member of the Management team within the Association.

C McKiernan also advised that Charleene Dupree started her role as Property Services Officer with the Association on Monday 29 April 2024, this post is fixed term for 12 months.

Land Purchase Request – Lock up site 1-4 Whitehill Crescent

S Tait reminded Committee of a request that was submitted by an owner occupier who is interested in buying land adjacent to his property from the Association. At the request of the Committee the Association sought further guidance on the pros and cons of selling the land or leasing it on a long term basis. The Association approached TC Young solicitors on the matter for advice.

S Tait outlined the advantages and disadvantages of each approach.

. There then followed some discussion amongst members where it was subsequently agreed not to sell or lease the land at time. S Tait advised that he will inform the owner of this decision.

New Build Development

C McKiernan advised that there is no separate paper on the new build development this month as, unfortunately, there has been no substantive progress since the last meeting in April. The issue is still ongoing with CALA storing their scaffolding on the build site for the Association's stock. C~urb and McTaggart are pushing to get this resolved. Provisional site start date is 20 May 2024, but this now seems unlikely. C~urb will attend the Management Committee meeting on 5 June and a full paper and update will be provided.

Committee noted the Contents of the Directors Report.

5ii. Staff Survey

C McKiernan presented Committee with a report detailing the findings of a staff survey that recently took place within the Association. C McKiernan advised that of the 22 permanent members of staff 15 (68%) members completed the survey when 7 (32%) members did not complete the survey. The responses received showed a positive reflection on the Association amongst staff and staff will have the chance to discuss the findings of this

survey at an upcoming future meeting. Staff will also have the chance to discuss their individual suggestions with their line managers in the future.

Committee noted the contents of the staff survey.

6. Finance Reports

Management Accounts to 31 March 2024

P Long presented Committee with the Management Accounts for the Association up to 31 March 2024.

Statement of Comprehensive Income

The Committee noted that the Association has made an operating surplus of £1.228m for the period to 31 March 2024. This is higher than the budgeted surplus of £1.067m which is mainly due to lower planned maintenance costs.

Net interest payments of £759,000 reduce the surplus to £469,000 for the year to date compared to a budgeted surplus of £339,000.

P Long advised the Committee that it is expected that there will be a net surplus of £381,000 relating to other transactions in the period up to 31 March 2024.

Statement of Financial Position

The Committee noted that housing capital expenditure in the year amounts to £165,000 and that the net cost of housing assets at March 2024 is £23.133m with the net cost of other fixed assets at £908,000.

Cash balances at March 2024 total £2.372m which is higher than the budgeted amount of £2.076m. P Long highlighted this is due to a higher starting position and a higher surplus to date offset by higher capital expenditure and higher interest payments. It was also noted that the cash balances are not due to change up to 31 March 2024

Long Term Creditors currently sit at £11.3m and this includes the Scottish Government loan of £340,000. The pension valuation is -£69,000 and the value of Deferred Income sits at £11.334m

P Long advised therefore that the Association's net Assets at March 2024 amounted to £3.094m.

Covenants

P long advised the Committee that the Association can comply with all financial covenants as stipulated in the loan agreement with the Royal Bank of Scotland.

Committee were asked to approve the Management Accounts up until 31 March 2024. Committee subsequently approved this.

6ii. 5 Year Projections

P Long Presented the Five-Year Financial Projections from 2024/25 to 2028/29 for approval by Committee and submission to the SHR. P Long advised that the starting point for this year's return is the annual budget to 31 March 2024 (year 0) followed by the annual budget for this year 2024/25 (year 1).

S Niven advised that there seemed to be 2 errors in the figures reported on page 54. The figures relate to "**Minimum headroom cover on tightest asset cover covenant**" and "**Total capital & revenue expend on maint all other properties**" P Long agreed that these figures do not look correct and he will check and amend these Committee approved the 5 year projections subject to the revisions, and noted that they would be submitted to SHR.

7. Annual Report on Equalities Return

M White presented Committee with the Annual Report on Equalities returns and asked Committee to note its contents. Committee were advised that all Staff, Committee members and existing tenants were issued with an Equalities form in April 2022 and these will be re-issued every 3 years. Whilst all new applicants, new tenants and job applicants are asked to fill in an equalities form at point of application or after sign-up in the case of new tenants.

Committee noted the contents of the Annual Report on Equalities returns.

8. Performance Report

2023/2024 Quarter 4

Property Services

S Tait advised that 97.11% of emergency repairs were completed on time with 98.2 % of non-emergency repairs completed on time. S Tait added that the average time to complete emergency repairs was 1.29 hours compared to a target of 2 hours and the average time complete non-emergency repairs is 3.16 days compared to a target of 6 days.

S Tait advised that there were no gas safety appointments outstanding in the quarter and all 825 properties within the Association's stock has a valid CP12 certificate. 12 of these properties have a capped supply however these continued to be monitored on a quarterly basis.

A Total of 136 Electrical inspections were due to take place from Q1-Q4 of 2023/24 these have all been completed including all remedial work and now have a satisfactory EICR.

A total of 85 Dampness and Mould inspections were carried out from Q1-Q4 of 2023/24 this equates to 10.24% of the stock.

The Association received back a total of 26 repairs satisfaction survey in Q4 with 100% of these surveys coming back as very satisfied.

Housing Management

A total of 12 properties were let in Q4 bringing the total amount of properties let in the year 2023/24 to 44. 36.3% of these lets were to EDC which is below the Associations target of 45%. The average relet time for the quarter was 23 days this is slightly lower than the relet time in the last quarter and the year as a whole has been an improvement from the previous year. There were no refusals in the quarter.

Current tenant arrears at the end of Quarter 4 sat at 2.44% or £104,277.13 this is down from Quarter 3 where current tenant arrears sat at 2.79% or £119,174.44. Former tenant arrears sit at £33,675.59.

There were 8 anti-social behaviour complaints submitted in Q4 with 1 complaint unresolved at year end as it was made right at the end of March.

The Association's Welfare Rights team generated £116,737.12 of financial gain for Hillhead tenants in Q4 bringing the total for the year up to £376,972.64.

Finance and Corporate

A total of 8 stage 1 complaints and 3 stage 2 complaints were received in Q4 of 2023/24. These complaints were dealt with in the appropriate timescales and no complaints were upheld.

The Association received two freedom of information requests in Q4 both were responded to in full and within the statutory timescales. No EIR request were received. No subject access request were received in the quarter. There were no data breaches reported in the quarter.

9. Write Offs

C McKiernan presented Committee with a write off report seeking Committee approval. This is due to a current tenant entering into a trust deed and the Association will be unable to pursue the arrear. Committee were asked to approve the write off of £589.74. Committee subsequently approved this.

10. A.O.C.B

M White advised that a Membership request had been submitted to the Association from a tenant and wsought Committee approval for this. The membership request was approved.

DATE OF NEXT MEETING

Wednesday 5 June 2024 at 5.30 p.m.

Minutes prepared by

K Tait, Finance & Corporate Services Assistant
07/05/24

Chairperson's Signature:

Date:

Copies of the above reports are available on request.