

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 4 August 2021 at 5pm via Zoom

Present:

C Taylor	L Scott
S Niven	R Smith
Cllr J Jamieson	A McPhee
Cllr S Murray	M Docherty
D Wilson	

In Attendance:

- S Macintyre, Director
- C McKiernan, Depute Director / Housing Manager
- M White, Head of Corporate Services
- S Tait, Head of Development & Property Services
- K Tait, Finance & Corporate Services Assistant
- P Long, FMD Financial Services
- O Gaffney, Share

1. APOLOGIES

Apologies were received from W Hassan, S Macdonald, G Jackson, Peter O'Connell.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

Management Committee Meeting – 2 June 2021

C Taylor asked if the stock condition survey had begun. S Tait advised that the Survey had commenced with 15% of the Associations stock being surveyed. S Tait added that the Association is looking to survey around 50 more units to get the Association up to 20% of the stock surveyed.

These Minutes were approved by M Docherty and seconded by Cllr J Jamieson.

Special Management Committee Meeting – 23 June 2021

C Taylor asked if there was any update on the design of the CALA Homes development. S Tait advised that although the Association has been in contact with CALA numerous times regarding this the Association is yet to hear back.

These minutes were approved by L Scott and seconded by Cllr S Murray.

HR Sub-Committee Meeting – 30 June 2021

These minutes were approved by M Docherty and seconded by L Scott.

4. Directors Report

Business Continuity

S Macintyre advised that an Audit Committee Meeting is scheduled for Wednesday 25 August. Alex Cameron who carried out the Association's internal audit on business continuity will be giving a presentation on the audit. S Macintyre added that the Association received full assurance on the audit.

Notifiable events

Committee noted that the Association submitted a new notifiable event to the regulator on 9 July. S Macintyre explained that this was due to a further 3 properties not being able to have the gas safety inspection carried out within 12 months due to covid related issues. S Macintyre added however that the regulator has now closed the issue off.

Corona Virus report

S Macintyre advised that the First Minister's announcement to lift most covid restrictions including social distancing from 9 August 2021 would enable us to progress plans for more staff to return to office-based working. S Macintyre explained that the Management team plan to bring forward a hybrid working model to allow more staff to be working from the office whilst still retaining a number of workplace precautions.

With regards to the opening of the office generally S Macintyre advised that either we allow members of the public to be able to access the office at anytime or offer an appointment only service. L Scott asked if the Association does restrict access on an appointment only basis how would people make contact without having an appointment? S Macintyre advised that the Association would need to assess the demand for this and decide whether it is safe enough to do this. S Macintyre added that people have been able to call the office and pay their rent and that the Association would continue to encourage tenants to do this.

Following discussion between Committee it was agreed that the Association re-open the office initially on an appointment only basis.

Health & Safety

S Macintyre advised that a Health & Safety Sub-Committee meeting has been arranged for 25 August 2021.

Strategic plan

S Macintyre advised that a draft of the plan will be presented to the Audit Committee at their next meeting before being brought for a final presentation at the Management Committee meeting in September for approval.

Pension Salary Sacrifice Scheme

Committee noted that Gordon Birrell from Cheine+Tait will be presenting a briefing session on the pension salary sacrifice scheme on Wednesday 18 August 2021. All

members of the Committee would be invited to attend. It was noted that follow this presentation arrangements would be made for a staff presentation to follow.

Committee Member Portal

S Macintyre advised Committee that the Association's System Support Officer, Maureen Cameron, will be in contact with members soon regarding which types of devices they use and to find out the level of security on them. We need to review how committee members receive and access business information, reports etc and that our plan would be to provide a means of secure direct access to the Association's files via the Cloud.

Estates Co-Ordinator

S Macintyre informed Committee that Gary Cameron had now started employment in his post of Estates Co-Ordinator. S Macintyre added that although it is early days Gary seems to have settled in well.

Committee noted the contents of the Director's Report.

5. Finance Report

P Long of FMD Financial Services was in attendance at the meeting today to present the Association's Management Accounts to 30 June 2021.

Statement of Comprehensive Income for the period to 30 June 2021

P Long advised that the Association had an operating surplus of £350,000 up to 30 June. P Long explained that this is higher than the budgeted surplus of £180,000 and is down to lower staff costs, lower maintenance costs and lower overheads at this stage.

Committee noted that net interest payments of £162,000 reduced the surplus down to £188,000 compared to a budget surplus of £8,000.

P Long added that taking account of the variances and revised forecasts for the remainder of the year to the end of March 2022, the net surplus will sit at £410,000 compared to the budgeted surplus of £370,000.

Statement of Financial Position

Committee noted that a total of £186,000 had been spent on housing capital works up to 30 June 2021. With the net cost of housing assets sitting at £25.1M

The net cost of other fixed assets is £1.005M

P Long highlighted that cash balances at 30 June 2021 total £2.718M which is higher than the budgeted amount of £2.272M. P Long advised that this is due to a higher starting position at the start of the year along with a higher surplus to date.

It was explained to Committee that with these variances and revised forecasts for the remainder of the year suggests that the cash balances at March 2022 will be £5.741M compared to the budgeted amount of £5.249M

Committee noted that long term creditors are just over £14M and include the Scottish Government loan of £680,000. P Long added that the pension fund valuation is reporting a deficit of £203,000. Deferred income sat at £12.7M

The Association's net assets sat at £1.636M at 30 June 2021.

Covenant's

P Long referred to the covenant analysis as at 30 June 2021 and confirmed that the Association is able to comply with all the financial covenants with the Royal Bank of Scotland.

Other

P Long advised that rent arrears still remain stable, and this is continuing to be monitored by housing staff.

Committee subsequently approved the Management accounts for June 2021.

6. Q1 Performance Report

Property Services

S Tait presented the property services performance report for Q1 to Committee. Committee noted that the average time for emergency repairs to be completed was 1 hour and 19 minutes and non-emergency repairs average completion time was 2.7 days.

S Tait advised that there were 3 gas services not completed in time due to covid issues as previously stated in the Director's report the Association notified the Regulator.

Committee noted that there were 54 emergency repairs, 191 urgent repairs and 185 routine repairs carried out by the Association in Q1. Committee also noted that all emergency repairs were completed on time and 98.13% of non-emergency repairs were completed on times.

S Tait referred to the 3 services that were not completed on time in Q1 and did advise that these services have now been conducted as it was safe to do so. He added that there are currently 9 properties where the gas supply has been capped and that they are routinely monitored.

S Tait advised that in partnership with Abronhill HA the Associations carried out a joint procurement exercise for an electrical periodic inspections contract. Committee noted that the contract was advertised on Public Contracts Scotland portal. The contract was advertised for a 5-year period which would initially run for 36 months with an additional 2 options to extend the contract for 12 months. In total 7 bids were received from various contractors. S Tait explained that the procurement exercise was based on a 60/40% price/quality criteria. Committee noted that the best bid submitted was by AC Gold and agreed to appoint AC Gold as the contractor for the Electric Periodic Inspections.

S Tait explained to Committee that the Association had been granted £46,000 for adaptations and had also been granted £31,000 for Major Adaptations and have also been notified that the Association has been allocated a further £31,000 for Major Adaptations in the following year 2022/23.

S Tait gave an update on 9 Redbrae Place. As previously agreed, the Association has sought after further information from the engineers and architects as to why the property was in need of such major repair to the foundation slab work. S Tait advised that it was the recommendation of the engineers that the Association allow for some tests to be done to determine the cause of the failure. S Tait confirmed that these tests have been carried out and the results should be back within 4-6 weeks. S Tait agreed to report back to the Committee accordingly.

Committee noted that there were 14 repair satisfaction surveys received back in Q1. S Tait advised that there were 2 returned surveys where tenants expressed some form of dissatisfaction and added that the property services team have been in contact with the tenants to discuss this with them.

Committee noted the property services Performance Report for Q1

Housing Management

C McKiernan presented Committee with the Housing Management performance report for Q1

Committee noted that there were 8 properties let in Q1. 3 were from the waiting list, 1 was a tenant transfer, another 3 were section 5 referrals and the final 1 was an EDC nomination.

C McKiernan advised that re-let times in Q1 was 17 days however, she added that the Association could still see the re-let average times fluctuate. There were no refusals in this quarter.

Committee noted that current tenant arrears are currently sitting at 3.18% or £121,722 at the end of Q1 compared to £124,153 at the end of Q4 last year or 3.27%. Former tenant arrears sat at £39,481 at the end of Q1. This is made up of £14,557 of EDC former tenant arrears and £24,924 former Hillhead tenant arrears. The committee noted that staff have written to EDC requesting its consent to write off the EDC former tenant arrears as they all pre-date the transfer in 2004.

C McKiernan advised that there was a total of 17 Anti-social complaints were made in Q1 with all of these complaints being resolved in the target timescales.

Committee noted that during Q1 that the welfare rights team were able to secure £137,025.41 of additional benefit for Hillhead tenants.

Committee noted the contents of the Housing Management performance report for Q1

Complaints

M White presented Committee with a breakdown of all the complaints the Association received in Q1.

M White advised that the Association received 23 stage 1 and 2 stage 2 complaints. 11 of the stage 1 complaints were upheld however none of the stage 2 complaints were upheld.

Committee noted that most of the complaints were to do with the grass cutting service provided by the Association.

M White confirmed that there were 2 Freedom of Information requests submitted to the Association within Q1. There were no subject access requests.

7.1 Anti-Social Behaviour

C McKiernan presented Committee with an in-depth report in relation to the anti-social complaints received in Q1.

C McKiernan explained that there were 3 fewer complaints in Q1 compared to Q4 of last year these complaints varied from children acting unsociably, tenants having parties and tenants dumping goods in their garden. Of the 17 complaints received in Q1 9 of these were resolved within the same day thanks to staff from the Association getting in contact with those involved.

C McKiernan added that sometimes the issues raised by tenants are more complex and the Association is therefore required to liaise with other organisations. For example, the Association worked with Police Scotland, EDC Social Work, EDC Community Wardens, EDC Homeless Team, EDC Environmental Health and Simon Community Scotland to resolve some of the complaints in Q1.

J Jamieson asked what kind of action the Association takes in relation to drug related activity and what kind of activity taking place would trigger the Association to take action? C McKiernan advised that the Association could receive complaints ranging from a neighbour smoking cannabis to people dealing in drugs directly from the property. She added that should the Association receive a complaint about the latter activity then the Association would work with the police to resolve these issues.

Committee noted the contents of the Anti-Social Behaviour report.

7.2 Mediation Services

C McKiernan presented Committee with a report on proposed introduction of mediation services for Committee's approval.

The Association has sought a proposal from SACRO to provide mediation services for the Association where needed. Mediation can be used to resolve anti-social disputes where the Association may deem it necessary for mediation services to be used. This would free up valuable time in the housing officer's day instead of having to deal with tit-for-tat disputes.

The committee note the cost of the service which would be charged on a case-by-case basis and that that the Association would be signing up for an initial year. This was approved by the Committee.

7.3 Allocation Policy

C McKiernan presented Committee with a paper concerning the next review of the Allocations Policy. C McKiernan advised Committee to look over the draft and provide her with any amendments to the policy they might wish to see implemented.

C McKiernan advised Committee of some changes that are to be made to the policy. Committee noted that the groups of applicants and what pool they will sit in will be changed so that only Hillhead tenants that re-apply will be acknowledged as transfer applicants' tenants of any other RSL's will be included with the new applicant pool. The other category will be EDC nominations.

C McKiernan provided an update on waiting time points. C McKiernan has advised that she proposes that someone who applies with the Association and has a more desirable need for housing would take priority over someone who has been waiting longer. However, C McKiernan advised that should two applicants have the same number of points and need for the property the applicant who applied first be allocated the property.

Following discussion Committee agreed the inclusion of the proposed changes to be added to a further draft of the policy which will be issued to relevant partners and stakeholders for consultation.

8. AGM

M White presented Committee with the details and agenda of this year's AGM.

Committee noted that the AGM will take place on Wednesday 15 September 2021 and will take place remotely.

L Scott, G Jackson and S Niven are required to retire from the Management Committee however are free to be re-elected. A McPhee and P O'Connell will be required to step down as Co-opted members however they can also be re-elected onto the Committee as full members.

The AGM will also cover the annual accounts and the annual report as well as a report to tenants.

Committee noted the contents of this report and approved the agenda for the 2021 AGM

9. A.O.C.B

No other business

10. DATE OF NEXT MEETING

Management Committee Meeting Wednesday 1st of September 2021

Minutes prepared by, K. Tait, Corporate Services Assistant

18/08/2021

Chairperson's Signature:

Date:

Copies of the above reports are available on request.