

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 4 September 2019 at 6.30 pm in the Association's offices at 2 Meiklehill Road

Present:

L Scott	S Niven
G Jackson	Mary Docherty
Cllr S Murray	Cllr J Jamieson
Robert Smith	

In Attendance:

- S Macintyre, Director
- C McKiernan, Housing Manager / Depute Director
- K Tait, Corporate Services Assistant

1. APOLOGIES

Apologies were received from Claire Taylor, David Wilson and Cllr Stuart McDonald. It was noted that C McKay-McCann had asked for her leave of absence to be extended which Committee approved.

2. DECLARATIONS OF INTEREST AND DEFERRED ITEMS

There were no declarations or deferred items.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

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Page 3 item 2 – Braes O'Yetts Update & Opening

S Niven asked if there was any update that could be given on the Braes O'Yetts. S Macintyre informed that he will give an update on the opening of the site in his Director's report, but he did provide an update on the current status of the shared equity properties. As of the time of the meeting 7 of the 8 shared equity properties had been reserved and the deposits for these paid. The remaining property currently has a couple of people interested in it and the Association is confident that an eligible suitable buyer will be found. S Macintyre also informed Committee that the handover for the site has been pushed back until next week with the final trigger notice still to be issued.

Page 3 item 8 – Internal Audit Risk Management

S Niven asked if a meeting with the Associations internal auditors had been arranged. S Macintyre explained that the Association was still waiting for the findings of the latest report and that a meeting between the Association and internal auditors will likely be pushed back to October.

S Macintyre Confirmed that the Environmental works had started and were progressing well. The works had started and were progressing well along on Shells, Cleddans, Meiklehill, and Hillhead road.

4(i) DIRECTOR'S REPORT

1. Scottish Housing Regulator – Regulatory Framework

S Macintyre referred Committee to the report. S Macintyre confirmed that a report on the Association's compliance with the Regulatory Standards of Governance and Financial Management will be presented to Committee at the October Management Committee Meeting alongside a draft Assurance Statement for Committee to approve.

2. Braes O'Yetts - Update & Opening

S Macintyre reminded Committee of the opening of the Braes O'Yetts site that will be taking place on Wednesday 11 September 2019 at 10:30 am. The Housing Minister, Kevin Stewart MSP will be in attendance and will meet and chat with some tenants that have moved in to properties at the Braes O'Yettes site. S Macintyre will also be meeting the Housing Minister and will take the opportunity to discuss future development opportunities for the Association and more. Committee noted that the Association's office will be closed on the morning of 11 September 2019.

3. Scottish Government More Homes Division – Programming Meeting

Committee noted that members of staff will be attending the annual housing investment programme meeting on 11 September 2019. It was also noted that that the Association is still trying to contact CALA homes for an update on the planning application.

4. Antonine Wall Project

S Macintyre informed Committee that the Association had recently been in contact with an Emma McMullan who is the manager of the Antonine Wall Project at West Dunbartonshire Council. The project is looking to erect a mural about the Antonine Wall in an area of East Dunbartonshire Council and has chosen the Hillhead area to do so.

The Association also met with members of the project on 21 August to discuss the most appropriate location for this mural. Committee were then asked for approval to give permission for the mural to be located on the gable wall of 41 A-D Eastside. Committee noted that the Association owns 3 of the 4 properties of the block with the two properties the gable end is on being tenanted.

Committee asked if the tenants in this block would be contacted to ask how they feel about the mural being painted outside their flats, S Macintyre confirmed that the Association would contact the tenants of the block and let them know about the plans of the mural and see if there were any objections

Committee subsequently agreed in principal to grant permission to the Antonine Wall Project to erect a mural at Eastside.

5. Wider Role & Community Regeneration Sub Committee remit

S Macintyre presented Committee with a remit for a new Wider Role & Community Regeneration Sub Committee for Committee to consider and approve. This Sub Committee will have a more detailed look at the Associations wider role activities and it is the hope of the Association that this Sub Committee will free up time for the Management Committee to focus on Business planning, Finance, Strategy and Performance.

It was also noted that this Sub Committee will have oversight of the Community Garden Steering Group.

After discussion Committee subsequently approved the Wider Role & Community Regeneration Sub Committee Remit.

6. External Auditors – Appointment for Years 2, 3, 4 and 5

S Macintyre informed Committee that Cheine & Tait have completed their first audit for the Association. The appointment of Cheine & Tait was for 1 year with a potential 4 years subject to satisfactory performance. Committee noted that the performance of Cheine & Tait was up to satisfactory level and it was recommended that the Association appoint the firm for the next 4 years.

Committee subsequently agreed to formally reappoint Cheine & Tait for the Associations 19/20 audit at this year's AGM.

7. Pensions Briefing for Staff

Committee noted that members of the Associations staff had attended a presentation regarding pensions on Wednesday 4 September 2019.

8. Freedom of Information 11 November 2019

Committee also noted that staff are continuing to prepare for this new legislative requirement that will be implemented on 11 November 2019 in line with the guidelines from SFHA and GWSF.

9. October Meeting Date

Committee noted that the date for the October Management Committee meeting has been changed to Tuesday 8 October 2019 6.30 pm.

Committee noted the contents of the Directors Report.

4(ii) Benchmarking Report 1 April to 30 June

S Macintyre presented the above report and referred Committee to its findings. This report shows the Associations performance compared with other members of the Millennium Benchmarking Group

Discussion

1.1 Governing Body membership and attendance

Committee attendance rate for the period to 30 June stood at 58%, a significant drop from the 80% recorded at the end of March. The club attendance average to 30 June was 72.5%.

1.2 Average Re-let Times

The Associations re-let times for the period up to 30 June was 9 days compared with the club average of 14.75 days.

1.3 Staff Attendance

Staff attendance for the quarter was down to 1.4% a drop from 4.7% at the end of March. However the club average was lower sitting at 0.6%.

1.4 Rent Arrears

The Associations rent arrears as a whole had risen from 5.29% to 5.36% at 30 June. In comparison to the club average of 4.21%

1.5 Voids

The amount of rent that the Association lost due to voids stood at 0.3% compared with the clubs average of 0.35%

1.6 Turnover

The % of lettable houses that came available within the Association available for let stood at 2.3% compared with the club's average 1.72% at June 30.

1.7 Repairs Performance

Statistics were then presented on the Associations repair performance compared with the benchmarking club. It was noted that the Association's average time taken to complete an emergency was 1.02 hours compared to the club's average of 1.65 hours. It was also noted that the average time taken for non emergency repairs to be completed by the Association was 2.33 days which was better than the club's average of 3.41 days. The Association and the benchmarking club scored 100% for percentage of repair appointments kept and the percentage of properties where gas safety checks were completed within 12 months.

2.1 Quarter 1 Housing Meeting

S Macintyre confirmed Stephen Tait, Head of Development & Property Services attended a Benchmarking Club meeting at Thistle Housing Association on 27 August 2019.

2.2 Scottish Housing Network

S Macintyre informed Committee that the Scottish Housing Network will be coming to the office to perform the Association's annual performance analysis visit this month.

Committee noted that the Association recently submitted its annual value for money return to the Scottish Housing Network in August; the Association hopes a final report should be issued in the autumn, with the value for money statement being presented at the October meeting.

Committee noted the contents of the benchmarking report.

4(iii) Staffing Report

S Macintyre presented Committee with this report outlining the recruitment process for the post of a Systems Support Officer.

The Committee noted that this is a newly created post within the Association as a result of the Organisational Review that concluded in the New Year.

The post is for a fixed term of 2 years and has been included in the Association's budget for the year and is also included in the Association's business plan until 30 September 2021.

The post will include the supporting of staff using the I.T systems as well as overseeing the development of the Association's digital objectives.

S Macintyre outlined the recruitment timeline with interviews being held week commencing 14 October 2019. S Macintyre added that he would hope to have the hired applicant starting their post for some point in November.

S Macintyre highlighted a couple of changes to the person specification for the role and it was agreed to include the requirement that the post holder has experience with Linux systems as Linux is the operating system software used by Omniledger.

S Macintyre also advised that the recruitment panel have an I.T specialist to advise who would sit alongside Members of the Association's management team. S Macintyre added that an I.T aptitude test would be given to applicants to ensure they meet the expected competencies of the role.

After discussion the Committee approved the Job Description, Person Specification, and recruitment timeline.

5 Housing Management 19/20 Quarter 1 Performance Report

C McKiernan presented Committee with the above report detailing the housing management team's performance in key areas for the period up to 30 June 2019.

Rent Arrears

Committee noted that the Association's rent arrears stood at 4.45% for the period ending 30 June 2019 representing £158,700 for the period.

C McKiernan informed Committee that a full review of all arrears cases where the balance is over £1,000 had been carried out and there were no outstanding actions to be taken. C McKiernan explained that a number of these cases where the arrears are from outstanding Universal Credit cases but the tenants have engaged fully with the Association and are informing the Association of their claims' progress.

C McKiernan also gave an update on former tenant arrears. As of June 30 2019 the Association currently has £48,782.60 outstanding in former tenant arrears. This figure is made up of £16,578.32 from EDC former tenant arrears and £32,204.28 is due from Hillhead HA former tenants.

Voids & Lettings

Committee noted that the Association had let 19 new build properties at the Braes O'Yetts site, allowing the Association to maximise the rental income for the properties at the end of the period up to 30 June 2019.

Committee also noted that 17 properties were re-let in the period up until 30 June 2019. The average time to re-let a property in the quarter was 21.18 days which was an improvement from the 31.5 days reported in the 18/19 performance report. The Committee noted that the target in the internal management plan for 19/20 is 21 days.

Anti-Social Behaviour

C McKiernan highlighted that the Association had received 4 Anti-Social complaints in the first quarter. Committee noted that 3 out of 4 of these complaints had been resolved before 30 June 2019 however she did add that the 4th complaint is now also resolved.

Housing List

Committee noted as of 30 June 2019 there were 420 applicants on the Association's housing list. During quarter 1 the Association received a total of 65 new applications. These applications were processed in an average time of 4.93 days against the Association's target of 14 days. During quarter 1, 6 applicants were suspended from receiving offers and 33 applications were cancelled.

Committee noted the contents of this report.

5ii 19/20 Lettings Plan

C McKiernan presented the Committee with a report on the 2019/2020 lettings plan. She explained that the current lettings plan sets 45% of the Association's lets for EDC nominations with 55% of lets being decided by the Association. At the moment a quarter of the re-lets by the housing association goes to transfer applications and the other three quarters go to housing list applicants. When broken down this would mean that only 14% of re-lets go to transfer applicants, with the other 41% going to housing list applicants.

It was suggested that Committee give approval to amend these figures for the current year 19/20. The new figures would see EDC still retain their 45% share of all

Association lets, but the percentage that will go to transfer and housing list applicants would change with quotas for transfers increasing to 20% and 35% for housing list applicants.

C McKiernan highlighted that the Association estimates there will be 54 relets in the current year to March 2020. This would mean in relation to the revised quotas that 24 of those properties would be for EDC nominations, 19 would be for applicants on the Association's housing list and 11 would be re-let to Hillhead tenants needing a transfer.

After discussion the Committee subsequently agreed to the changes in the 19/20 Lettings Plan.

5iii Service Improvement Panel

Committee were asked to read and take note of the contents of this report regarding the Association's Service Improvement Panel. It was noted that the Service Improvement Panel had concluded its work reviewing the Association's processes related to voids and the standards of voids.

The panel's recommendations were attached to the report for the Committee to take note of. The Committee noted the findings of the Service Improvement Panel Report.

5iv Write Offs

C McKiernan presented the Committee with a report on write offs and sought the Committee's approval to write off outstanding charges to former tenants and also some current tenants for either arrears or recharges.

Following discussion the Committee granted approval for the writing off of £10,055.45 which comprised £7,878.15 former tenant arrears, £549.09 former tenant recharges, £1,477.35 current tenant arrears and £150.86 in current tenant recharges.

5v Tenant Survey Action Plan

Committee were presented with a draft Tenant Survey Action Plan and were asked for its approval. The plan has been drawn up following the recent Tenants' Survey that took place earlier in the year and after two follow up meetings with tenants. L Scott suggested that with regards to point 7 "Consider feasibility of introducing handyman service/gardening service for those tenants willing to pay" that the Association introduce a pilot scheme to see if it would be worth doing. C McKiernan took note of the suggestion and added that it can be raised at the forthcoming rent consultation meeting with tenants.

After a brief discussion Committee subsequently approved the Tenants' Survey Action Plan.

6 Housing Management Policy Reviews

C McKiernan presented Committee with 2 revised policies for Committee's approval.

Successions Policy

Following a brief discussion this policy was approved.

Assignment, Sub-Letting, Lodgers, Joint Tenancy, & Mutual Exchange Policy

C McKiernan presented the revised policy and explained the various elements to it. After discussion as to how certain aspects of the policy works the Committee approved the revised policy.

7. ANY OTHER BUSINESS

There was no other business

9. DATE OF NEXT MEETING

Tuesday 8th October

Minutes prepared by: Kieran Tait, Corporate Services Assistant
6 September 2019

Chairpersons Signature:

Date:

Clair Tait

8th Oct. 19