

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 5 February 2020 at 6.30 pm in the Association's offices at 2 Meiklehill Road

Present:

C Taylor	L Scott
M Docherty	S Niven
Cllr J Jamieson	W Hassan
G Jackson	Cllr S McDonald
Cllr S Murray	

In Attendance:

- S Macintyre, Director
- C McKiernan, Housing Manager / Depute Director
- S Tait, Head of Development & Property Services
- L Tait Finance Assistant
- K Tait, Corporate Services Assistant
- P Long, FMD Financial Services
- M Fernandez, Stirling University Student Placement
- Paul Broadwith, Abronhill HA

C Taylor began the meeting by introducing Committee to Margarita Fernandez who will be attending the Association for a student placement later in the year from Stirling University, and Paul Broadwith the Chairperson of Abronhill Housing Association's Management Committee who was attending to experience how our Association's Management Committee conducts its meetings.

1. **APOLOGIES**

Apologies were received from R Smith and D Wilson. It was noted that C McKay-McCann was on continued leave of absence.

2. **DECLARATIONS OF INTEREST AND DEFERRED ITEMS AND ELECTION OF OFFICE BEARERS**

There were no declarations or deferred items.

3. **MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS**

Management Committee Meeting – 3 December 2019

Page 3, item 4.8 Succession plan

S Macintyre advised committee that a draft succession plan is currently being drawn up and will be presented to Committee at the March Management Committee Meeting.

Page 3, item 4.9 SFHA Membership

S Macintyre informed Committee that he will be meeting with someone from SFHA alongside C McKiernan, C Taylor and L Scott to discuss the Association re-joining SFHA.

Page 6, item 5 Housing Management Report

S Macintyre informed Committee that a report regarding the Association's Nominations commitment with EDC will be presented at the April Management Committee Meeting. This report will include results from a survey conducted by the Association asking other RSL's about their Nominations commitments with other local authorities.

The minutes were subsequently approved by L Scott and seconded by S Niven

Wider Role and Community Regeneration Sub Committee Meeting – 15 January 2019

After reading over these minutes they were approved by L Scott and seconded by C Taylor.

4(i) DIRECTOR'S REPORT

1. Scottish Housing Regulator – Regulatory Framework – Assurance Statement Action Plan

Committee were presented with an updated action plan and asked to take note of its findings. It was noted that point 3.1 Stock Condition Survey – consultants had been appointed and surveys were due to start 10 February, point 4.2 Performance Management Policy Review – will be presented to Committee in February for approval, point 5.3 Equality Impact Assessment for Key Service Policies – is currently being drafted, point 6.4 Ensure Committee broadly reflects the community it serves – is currently being assessed and a report will be presented to Committee once completed.

2. Strategy Planning

S Macintyre explained to Committee that a follow up workshop run by a Alison Smith, Housing Consultant, had taken place between Committee and members of the Management Team on Wednesday 29 January 2020.

S Macintyre added that a report is currently being drafted following the results of this workshop, and this report will be presented at the March meeting.

3. Cala Homes – Update

S Macintyre informed Committee that there was no updates on this development but added that S Tait would be able to give some information in the Development Report.

4. Cycle Path

Committee noted that following discussion at the Wider Role and Regeneration Sub Committee it is recommended that the Management Committee give approval to fund the submission for a revised planning application. S Macintyre informed Committee that the cost for this revised application would be £1000, he added that Committee may wish to consider funding for legal fees to seek extensions for the legal agreements the Association has with landowners. Following some discussion Committee agreed to provide funding for a revised planning application to be submitted for the cycle path.

5. SFHA Membership

S Macintyre confirmed that he will be meeting with someone from SFHA alongside C McKiernan, C Taylor and L Scott to discuss the association re-joining SFHA. This meeting is scheduled for Friday 14 February 2020. S Macintyre added that should any other Committee members wish to attend this meeting they are welcome to.

6. Stirling University – Student Placement

As previously stated Margarita Fernandez was in attendance at the meeting. S Macintyre explained that Margarita would be attending the association on a student placement which will be starting at some point in March and will last 50 days over the coming months. Margarita will be working and gaining experience within all aspects of how the Association works, as well as compiling a report on tenant engagement.

7. Annual Report Tenant Feedback – 2 Stars and a Wish

S Macintyre informed Committee that each year the Association asks tenants for feedback following the publishing of our annual report. S Macintyre explained that the association had received 10 responses and he had attached these responses to the back of the report, S Macintyre added that these responses would be included in our upcoming newsletter and will be published to our website.

8. Scottish Social Security Benefits Take Up Fund

Committee noted that the Association is currently submitting an application for funding to the Scottish Government to promote the take up of the benefits carried out by the Scottish Social Security Fund. This will mean tenants can access benefits which include Funeral Payments, Child Top Up and more. The Association is applying for a grant of up to £15,000 which will be available to spend during the year to March 2021. The take up campaign will be conducted by the Associations Welfare Rights Staff.

9. Tenancy Support Service

S Macintyre praised the Tenancy Support Service as it Continues to provide an excellent service to our tenants and to date has supported almost 100 tenants for the year 2019/20.

10. Housing to 2040 – Scottish Government Consultation

S Macintyre informed Committee that he attended an SFHA briefing on the Scottish Government's vision for 2040 and provided Committee with some points that had been made. S Macintyre highlighted the main points from the Scottish Government's plans for housing by 2040 which is, to have all homes up to energy efficiency targets, tackling child poverty and tackling the stigma of the term Social Housing.

4(ii) Internal Management Plan Business objectives 2019/20

S Macintyre presented this report to Committee highlighting the progress of the business objectives up to the period for 31 December 2019.

S Macintyre added that progress had been made on the majority of the business objectives excluding; item no.6 this is due to committee agreeing to postpone development of the Canal Cycle Path at the December 2019 meeting.

Item no.7 Rent Arrears still sit higher than the Association's 4% target although they had reduced since the last quarter.

Item no.11 Re-let times still sit above the Association's target of 21 days although the figure has also reduced since last quarter.

Committee noted the contents of this report.

5. FINANCE REPORTS

Management Accounts TO 31 December 2019

P Long presented the previously distributed management accounts for the period to 31 December 2019.

Committee noted the statement of comprehensive income and P Long highlighted an operating surplus of £982,280.

P Long referred to the rental income and advised this was lower than budgeted due to the delays in relation to Braes O'Yetts and the rent off the shelf units. He advised this variance should continue for the remainder of the year.

Committee noted the void expenditure was higher than budgeted due to current tenants transferring into the new Braes O'Yetts development.

P Long referred to the Income & Expenditure and advised of an underspend in Major Repairs which is due to the Association's own staff fitting new smoke and carbon monoxide detectors in house; the underspend should continue for the rest of the year.

P Long highlighted an overspend in subscriptions and explained this was due to additional subscriptions being taken out, as well as some being paid earlier than budgeted.

P Long referred Committee to the covenant analysis details and confirmed that the Association is comfortably satisfying all covenants.

Committee subsequently approved the Management Accounts to 31 December 2019.

Draft Budget 2020/21

P Long of FMD Financial Services was in attendance to present the draft budget for 2020/21.

Committee noted the general increase in salaries of 1.6% and a rent increase of 3.1% which equates to the RPI at October 2019 +1%.

It was noted that the total turnover will be just over £4.3m for the year to 31 March 2021.

Committee noted that maintenance costs for the year will amount to £785,100. Overheads will amount to £382,600 and other costs will total £48,700

P Long informed the Committee that total operating costs will be just over £3.188m

It was noted that there will be an operating surplus of £1,113m. P Long advised that there will be a net surplus for the year of £392,000

Committee subsequently approved the Association's Draft Budget for 2020/21

Financial Regulations Policy Review

P Long presented the Committee with the reviewed Financial Regulations Policy for approval.

After reading over the policy Committee subsequently approved the revised Financial Regulations Policy.

Financial Procedures Policy Review

P Long presented the Committee with the reviewed Financial Procedures Policy for approval. After reading over the policy Committee subsequently approved the revised Financial Procedures Policy.

6. Property Services Report

6(i) Development Report

1.1 Grant Planning Target (GPT)

S Tait informed Committee that the GPT 2019/20 is £0.433 which includes a grant for the CALA Homes development site and stage 3 adaptations.

To date there has been no spend or draw down relating to the CALA homes development.

Stage 3 Adaptations will be covered in the Maintenance Report.

Braes O'Yetts

S Tait confirmed that the handover of phase 3 units had taken place in September 2019 which included the shared equity properties. S Tait confirmed that the final sale of the shared equity properties concluded on 25 October 2019.

S Tait confirmed that the total sales figure for equity stakes purchased was £844,600.00 with 5 properties being purchased at 60%, 1 at 61%, 1 at 65% and the remaining property at 67%. The agreed Scottish Government grant at tender stage based on all sales being 60% was £319,552.00. With the final equity stakes coming in higher the final approved grant has been reduced to £296,952.54

S Tait added that the Scottish Government has approved a claim for stage 2 adaptations to be carried out at both wheelchair units. A payment of £6952.10 has been received.

S Tait also added that the property services team continue to monitor defects and issue these for action to Barratt.

Cala Homes – Fauldhead & Chryston Road

As mentioned in the Director's report there is still no update on this development. S Tait reminded the Committee of the issues with a neighbouring social club to the Fauldhead Road site would reduce the amount of units it is developing from 60 to 23. At a meeting on 30 October 2019 Ian Conway of Cala Homes agreed to provide the Association with copies of the new proposed site layout along with information on affordable housing costs. S Tait confirmed that none of this information has been received.

Ian also indicated that the earliest a planning application could be submitted would be January 2020. After multiple attempts to contact Ian no further updates have been received. S Tait added he assumed that the planning application had not been submitted and has also checked the EDC Planning Application Portal which shows this to be the case.

S Tait also added that due to these circumstances it would appear that the Association will not achieve any spend in 19/20.

Estate Based Regeneration Strategy

S Tait updated Committee on the progress of the Environmental works which are being carried out by the contractor, P1 Solutions. To date the phase one works have been completed within time scale and under budget which has allowed for some of the next phase of fencing to be brought forward. The standard of work has been excellent and only some minor issues have had to be addressed. Malcolm MacDonald, Property Services Officer has been on site most days and has measured and agreed payments totalling £195,157 to date.

S Tait asked Committee to note that some changes have been made to the original works detailed in the architect's drawings. This is down to some fences deteriorating or tenants/owners upgrading the fencing themselves. These changes are being monitored.

Wider Role Projects

S Tait reminded Committee of the new Wider Role and Community Regeneration Sub Committee which will now oversee wider role projects such as the Community Garden Steering Group, the Canal Cycle Path, Cycling Scotland and the Antonine Wall Mural Project.

S Tait added that it was suggested at the Wider Role and Community Regeneration Sub Committee that the Association hosts a Spring event which will focus on littering issues in the Hillhead area and another for a Gala day. Committee were asked to discuss this.

After discussion Committee were happy to go ahead and look at organising these events for the future with Cllr S Murray suggesting the Association working with the Kirkintilloch action group for these events,

6(ii) Maintenance Report

Reactive Repairs Contract – Rodgers & Johnston

S Tait updated Committee on the performance of the reactive maintenance contract for Quarter's 2 and 3. It was noted that in Q2 that the Association had received 44 emergency repairs with 42 completed on time. S Tait explained that the 2 Emergency Repairs not completed on time were due to some repairs just running over the 2 hour target to be completed.

S Tait added that there were 92 Urgent Repairs and 170 Routine Repairs reported in Q2 with 91 Urgent jobs being completed on time and 169 Routine jobs being completed on time.

Committee then noted the performance statistics for reactive repairs in quarter 3. It was noted that the Association received 70 Emergency repairs in Q3 with 68 being completed on time. The Association also received 90 Urgent repairs and 161 Routine repairs in the quarter 3 with 89 Urgent repairs being completed on time and 160 Routine jobs being completed on time.

Committee also noted that the time taken for Emergency and Non-Emergency Repairs in Q2 & Q3. In Q2 the Association's average time for Emergency Repairs was 1 Hour and 15 Minutes, and in Q3 the average time for Emergency repairs was 1 Hour and 14 Minutes. The Association's target time for Emergency Repairs is 2 Hours. It was also noted that the average time taken for Non-Emergency Repairs to be completed in Q2 Q3 was 3 Days.

S Tait added that the Association is performing well compared to the Scottish Average for reactive repairs. The Scottish average for Emergency repairs is 3.6 Hours while for Non-Emergency repairs the average is 6.6 days.

S Tait informed Committee that actual spend to 31 December 2019 had been budgeted for this contract.

Committee noted that to the end of Q3 there had been 873 repairs reported for the year 2019/20 a 13% decrease from the same point in the year 2018/19. Committee also noted that the total number of properties that became void as of 31 December 2019 was 47 a rise from 41 at the same stage last year. S Tait explained that total

spend on voids up to 31 December for the year 2019/20 was £80,883 compared to a budgeted figure of £100,994 for the same period.

S Tait informed Committee that the current contract with Rodgers & Johnston is due to end on 31 March 2020. The Association is currently advertising the new contract with submissions due by 13 February 2020. The procurement team will then meet on 19 February 2020 to assess all submissions. The procurement exercise will be a joint one with Abronhill H.A and will mean that members of staff and committee from each Association will be on the panel; however the contracts for each Association will be separate. L Scott confirmed that she will attend this panel with S Tait.

Gas Services Maintenance Contract – James Frew

S Tait gave Committee a breakdown of James Frew's Performance for Q2 and Q3. Committee noted that in Q2 the Association received 1 Emergency repair, 92 Urgent repairs and 27 Routine repairs with all of these repairs being completed on time. It was also noted that for Q3 the Association received 3 Emergency Repairs, 138 Urgent repairs and 41 Routine repairs, all Emergency and Urgent repairs were completed on time however there were 3 Routine repairs not completed on time.

S Tait confirmed that the average time taken for repairs in Q2 was 1 Hour and 19 Minutes for Emergency repairs and 2 days for Non-emergency repairs. S Tait also confirmed the average time for repair completions in Q3 was 1 Hour and 13 Minutes and 2 days for Non-emergency repairs. As with Rodgers and Johnston, James Frew are also performing well comparing their completion times with the Scottish Average.

S Tait confirmed that spend for this contract up to the end of Quarter 3 was over budget. However he did add that this is down to a varying amount of services conducted in different months and that the spending should even itself out.

S Tait informed Committee that all of the 823 units that the Association owns has gas appliances and that all 823 have been issued with a valid CP-12 certificate. Committee noted that of the 823 properties with a valid CP-12 10 properties have their gas supply capped. S Tait confirmed that supplies are capped if a gas service is not carried out in a property within a year of its last service. S Tait added that the Association has tried contacting tenants to arrange for gas services to be completed however some properties have gone months even years with their supply capped. It was also noted that capped supplies are checked quarterly to ensure they are not tampered with.

S Tait confirmed that there were no issues raised in the Q2 gas audit reports and added that the Association is still to receive the report for Q3. Committee noted that although access for Q3 visits was limited the Association is still meeting its 10% audit target overall.

Repairs Right First Time – indicator 13

S Tait notified Committee that the number of repairs completed first time is collected for the ARC and will be reported at a later date.

Average Number of Reactive Repairs completed per occupied property – Indicator 13

S Tait confirmed that the average number of reactive repairs completed per occupied properties will be confirmed after the year end as reported in previous years.

Pre and Post Inspections

S Tait confirmed that up until 31 December 2019 the Association carried out a total of 1025 repairs with 291 having pre inspections being carried out. The percentage of repairs pre inspected to date is 28% compared to the Association's target of 15%. It was noted that pre inspections are not carried to emergency and out of office hours repairs.

S Tait also confirmed that as of 31 December 2019 the Association carried out a total of 1442 repairs with 294 having post inspections carried out. The percentage of repairs post inspected to date is 20% compared to a target of 15%. It was noted that that post inspections are carried out on emergency and out of office repairs.

Landscape Maintenance Contract

S Tait informed Committee that the current contract holder McDermott Contracts Ltd have recently been taken over by Nurture Landscapes Ltd. S Tait explained that this is a similar situation to a previous contract where JMK Groundcare were taken over by Nurture. The terms of the takeover agreement between McDermotts and Nurture means that many of McDermotts' staff will be transferred to Nurture and stay on the Association's contract should it be kept on.

Committee noted that the contract is due to run for another 2 years (pending a review at the end of each growing season) with the terms of the contract remaining the same including the fee.

S Tait recommended that although McDermotts' performance through the year had been variable this was similar to the case when Nurture took over previously, and that the contract is extended for another year. S Tait added that staff would engage early with Nurture detailing the standards the Association expects and staff would monitor their performance over the growing season to ensure standards are being met.

Committee were asked to approve this recommendation and approve a 1 year contract extension. Cllr S McDonald suggested if it would be worthwhile for the Association to develop its own in house landscape maintenance team. S Tait advised that this is something that was looked at in the past however many factors such as hiring staff, buying equipment and housing the staff meant it was not a viable option. Following some discussion the Committee agreed to extend the landscape maintenance contract by 1 year.

Electrical Testing

S Tait confirmed that the number of properties due to be tested for the year 2019/20 is 263 with 154 properties being tested to date. The contractor has informed the Association that access to properties is proving to be difficult to arrange. S Tait added that in an attempt to complete as many tests as possible if the contractor is unable to gain access it may be in the best possible interest to arrange these tests on the same day as the properties gas service.

Carbon Monoxide Detector and Smoke Alarm Checks

Smoke Alarms and CO Detectors continue to be tested by James Frew at the time of gas servicing.

Stage 3 Medical Adaptations

S Tait confirmed that the grant received by the Scottish Government for adaptations in 2019/20 was £47,000. To date the number of adaptations requested was 19 with 12 being completed, 2 jobs have been issued with another 3 awaiting a quote, 2 have been cancelled. S Tait added that the Association expects to spend all of its grant allocation.

Insurance Claims

S Tait confirmed that there are currently no active claims with the insurers.

Tenants Satisfaction Survey

Committee noted that as of October 2018 tenant satisfaction surveys have been issued to all tenants who have indicated via the Associations text system. Although this has reduced the total amount of questionnaires issued the percentage return has increased with 65% of surveys being returned in Q2 and 75% in Q3. The results of the returned questionnaires showed that 99% of tenants surveyed were satisfied with the repairs service. This compares very favourably with the Scottish average of 91.7%.

Repairs Appointments Kept

S Tait confirmed that a total of 136 appointments had been made by the contractor with tenants for repairs with 133 of those appointments being kept. The Association's average of 97.79% compares favourably with the Scottish average of 95.6%.

Remedial Works – Phase 6 Windows

S Tait informed Committee that following a recent report received from Janex Windows a total of 84 windows have been replaced in 47 addresses. Janex have still to access 3 properties where 5 windows are to be replaced. Committee were asked to note that additional windows may be required following a full survey of properties that are outstanding.

Scottish Housing Quality Standards – Indicators C24 – 29 inclusive and 7 and 8

S Tait confirmed that there remained only one property that does not meet the SHQS due to the tenant of the property refusing the works. The Regulator has confirmed that the Scottish average for compliance during the year 18/19 was 94.2%. S Tait confirmed the Associations compliance to date is 99.9%.

EESSH

Committee noted that to date the number of properties known to comply with EESSH is 85.9% with work ongoing to ensure more properties are complying.

New Fire & Carbon Monoxide Detection Regulations

S Tait confirmed that the Association's estates team continues to upgrade the Fire & Carbon Monoxide detectors in properties for the Association. To date 330 properties have been upgraded which includes the new houses at Braes O'Yetts.

The total cost for one property varies from £166 to £205 depending on the type of house and the current installations. Staff are aiming to have all properties up to standard by February 2021.

7. A.O.C.B

There was no other business.

8. DATE OF NEXT MEETING

Policy review meeting Wednesday 19 February 2020

Minutes prepared by; K. Tait, Corporate Services Assistant
11 February 2020

Chairperson's Signature:

Date:

Copies of the above reports are available on request.