

## HILLHEAD HOUSING ASSOCIATION 2000

### Minutes of the Management Committee Meeting held on Wednesday 7 August 2024 at 5.30 p.m.

**Present:** J Jamieson (Chair)  
K McIntyre  
C Taylor  
M McIntyre  
S Niven  
P O'Connell  
Cllr P Marshall

**In Attendance:** C McKiernan, Director  
M White, Head of Corporate Services  
P McCann, Head of Housing Services  
L McDonald, Finance Officer  
P Long, FMD (Item 4)  
S Beattie, CT+ (Item 4) - Remote  
A Fraser, C~URB (Item 6)  
O Gaffney, SHARE

#### 1. APOLOGIES

Apologies were received from G Jackson, Cllr S Murray and R Smith. Committee noted that W Hassan and M Docherty were on continued leave of absence.

C McKiernan advised Committee that she had spoken with A McPhee and that he has now resigned from his position on the Management Committee.

#### 2. DECLARATIONS OF INTEREST/DEFERRED ITEMS

There were no Declarations of Interest.

#### 3. MINUTES AND MATTERS ARISING

Management Committee Meeting 05/06/24

### Matters arising

There were no matters arising.

The minutes were proposed by J Jamieson and seconded by S Niven.

### Wider Role Sub-Committee Meeting 30/05/2024

#### Matters Arising

There were no matters arising.

The Minutes were proposed by C Taylor and seconded by J Jamieson.

### Health and Safety Meeting 01/05/2024

#### Matters Arising

There were no matters arising.

The Minutes were proposed by M McIntyre and seconded by C Taylor

### Wider Role Sub-Committee Meeting 27/06/2024

#### Matters Arising

There were no matters arising.

The Minutes were proposed by J Jamieson and seconded by K McIntyre.

### Action List

Committee noted the contents of the Action List.

## **4i Finance Reports – Annual Accounts to 31 March 2024**

P Long presented Committee with the annual accounts for the year up to 31 March 2024 and asked for Committee's approval of the accounts.

Committee noted that the Association had an income of £4,807,991 million with operating costs sitting at £3,613,964 million leaving the Association with a surplus of £1,194,027 million.

P Long advised that the value of the Association's fixed assets was £23,263,911 million with the office fixed assets sitting at just under £910,805.

Committee also noted that the Association's cashflow generated £1,761,895 million through its day-to-day activities with the Association spending £225,696 on new projects.

S Beattie from CT Accountants was in attendance to confirm the annual accounts to March 2024 and to present an Audit Summary Report for the Committee.

S Beattie referred Committee to the Audit Summary Report. The auditors highlighted they did not identify any breaches based on the samples checked and they advised they are content with the Association's financial controls. The Committee noted the contents of the Audit Summary Report and welcomed the fact that there are no follow up actions required.

S Beattie confirmed that the accounts comply with all latest guidance. In terms of the accounting adjustment for pensions, the auditors are happy with the way that this is presented in the accounts.

S Beattie highlighted the strong performance with the low level of rent arrears and how well the Association has done to maintain a good level of rental income and keep arrears low.

S Beattie confirmed that CT Accountants can offer an unqualified audit opinion.

Committee subsequently agreed to approve the annual accounts up to 31 March 2024.

#### **4iii Finance Report – Management Letter Response**

P Long advised Committee that a draft letter that was included with the report and asked for the Committee's approval of its content. This was agreed.

#### **4iv Finance Report – Letter of Representation**

P Long advised that this letter is also required to be returned to the auditors on behalf of the Committee. After reading over the letter Committee also gave its approval for the letter of representation to be returned to the auditors.

#### **4v Finance Report – Surplus Reconciliation 31 March 2024**

P Long advised that the previously reported surplus for the Management Accounts to 31 March 2024 was £468,809. However due to post year end reconciliations, such as an increase in comprehensive income along with a

decrease in depreciation costs, the year-end surplus has now been adjusted and is reported as £326,809 as per the statement included in the papers.

#### **4vi Finance Report – Management Accounts to 30 June 2024**

P Long referred Committee to the Management Accounts to 30 June 2024 and advised these represented the first quarter of the year.

##### Statement of Comprehensive Income for the period to 30 June 2024

P Long advised that the Association had an operating surplus of £156,700 at 30 June. P Long explained that this is higher than the budgeted surplus of £94,500 and is due to lower maintenance costs and lower overheads at this stage.

Committee noted that net interest payments of £181,000 reduced the surplus down to a net deficit of £24,000 for the year to date compared to a budget net deficit of £90,000. These Variances and revised forecasts suggest a net surplus of £277,000 in March 2025 compared with the budgeted £291,700

##### Statement of Financial Position

Committee noted that a total of £62,000 had been spent on new components works up to 30 June 2024. With the net cost of housing assets sitting at £23.3M. P Long advised that a total of £225,000 has been spent so far on the new development at Fauldhead Road.

The net cost of other fixed assets is £901,000.

P Long highlighted that cash balances at 30 June 2024 total £6.821M which is higher than the budgeted amount of £4.192M, this is due to the grant for the new development having been received in full.

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 2025 will be £2.447m compared to the budgeted amount of £2.215m.

Committee noted that long term creditors sit at £10.9m and include the Scottish Government loan of £340,000. P Long added that the pension fund valuation is reporting a deficit of £-177,000. Deferred income sat at £15.9m.

The Association's net assets sat at £2.928m at 30 June 2024.

##### Covenants

P Long referred to the covenant analysis as at 30 June 2024 and confirmed that the Association is able to comply with all the financial covenants with the Royal Bank of Scotland.

Committee approved the Management Accounts to June 2024.

## **5. Director and Notifiable Events Report**

### **Scottish Housing Regulator**

#### Annual Returns

C McKiernan advised that the Loan Portfolio return was submitted to the Scottish Housing Regulator prior to the deadline of 30 June 2024.

#### Notifiable Events

C McKiernan reminded Committee that, in line with the Association's Notifiable Events Policy, notifiable events would be a standard item on the agenda. It was noted that there were currently no notifiable events however Committee were reminded that they have the opportunity to raise any concern that they believe should be considered as a notifiable event.

#### Meeting with SHR

C McKiernan advised that she had an introductory meeting with Lynn Sweeney, the Association's Regulation Manager and Carolyn Anderson, Regulation Analyst on 3 July 2024. It was noted that they currently had a portfolio of 10 RSL's and 3 Local authorities, and they had stressed that their involvement with any RSL is risk based and that they constantly review RSLs within their portfolio. Committee noted that their main current concerns are tenant safety and homelessness.

#### Committee Appraisals

C McKiernan advised that the Association was now in its 3<sup>rd</sup> year of a 3-year contract with Share in relation to the provision of the Committee Appraisal process. It was noted that Olwyn Gaffney from Share was in attendance at the meeting tonight as an observer.

#### Health and Safety

It was noted that a Landlord Health and Safety audit had recently been completed with the final report issued. Some minor recommendations have been reported which will be reviewed and implemented where appropriate. Committee noted that a more detailed review of the audit would be undertaken at the next Health and Safety Sub Committee meeting.

Committee noted that S Tait recently attended a fire and rescue course which covered new guidelines implemented by the Scottish Fire and Rescue service. The new guidelines mean that a fire will only be attended when it has been confirmed and that signals from a single smoke detector will no longer result in an automatic call out. The Association is currently looking into whether or not it has multi point sensors within the office. If this is not the case upgrade quotations will be requested. M McIntyre noted that this was a change to SFRS policy rather than new regulations.

### Cyber Security/IT

C McKiernan confirmed that the Association recently regained its Cyber Essentials accreditation and was now preparing to re-attain its Cyber Essentials+ accreditation which is due in September 2024. C McKiernan also confirmed that Wylie Bisset would be carrying out an internal audit on cyber security this month.

### Internal Audit

Committee noted that internal audits on Arrears Management and Allocations have been scheduled for October 2024. It was noted that meetings of the Audit Sub Committee have been scheduled to fit in with Wylie & Bisset's planned reporting dates.

C McKiernan highlighted to Committee that part of the Association's contract with Wylie & Bisset includes provision of Committee training. It was noted that Committee members had expressed an interest in Fraud Awareness training, therefore a short session would take place at the start of the September Management Committee meeting.

### Correspondence and Events

Committee were provided with the latest news and events from EVH, SHARE, GWSF and SFHA. Committee were asked to inform a member of staff if they wished to attend any of these events.

### Insurance

C McKiernan advised that all of the Association's insurance policies were renewed on 28 June 2024, C McKiernan was pleased to inform Committee that the insurance cost is overall lower than last year's price.

### Tenant Satisfaction Survey

C McKiernan informed Committee that the Association has successfully tendered for a company to carry out the Association's 3 yearly tenant satisfaction survey. It was noted that The Knowledge Partnership had won the tender and would commence work in September, with the Association hoping to get a response of around 60% of tenancies.

## **5ii) GWSF Consultation**

C McKiernan presented Committee with a consultation received from the Glasgow and West of Scotland Forum, looking at strengthening Regulatory Support and Protection for Community based Housing Associations. C McKiernan asked Committee for any suggestions they may have for a response to this consultation or if Committee were happy for C McKiernan to

respond. Committee subsequently agreed for C McKiernan to respond to the consultation.

### **5iii) Assurance Statement Matrix Review and Update**

C McKiernan presented Committee with the Assurance Statement Review. Committee were asked to note the contents of the provided matrix and provide any comment or suggestions. She further advised that the SHR publication (dated 26 April 2024) "Annual Assurance Statements: Your frequently asked questions" was included with the Committee papers.

C McKiernan advised that she was proposing to include an item in the Assurance Statement matrix to further support the Association's evidence of compliance with tenant safety following the SHR's request that this year's Assurance statements explicitly confirms that RSLs meet all their duties in this regard.

C McKiernan asked Committee if an Assurance Statement was due now would Committee be comfortable in confirming that they were assured that we are compliant. Committee confirmed that this was the case.

C McKiernan confirmed that she would present an updated matrix and draft Assurance Statement to the October Management Committee meeting.

### **5iv) Strategic Plan**

C McKiernan presented Committee with a report on the progress made up to 30 June 2024 on the Association's Strategic Plan. Committee were asked to note the contents of the report and the progress the Association has made on the objectives set in 2021 when the Plan was first drawn up.

C McKiernan advised that this current Plan would run until March 2026 with a new Plan being developed for the period April 2026 to March 2031. It was noted that, as this was a major piece of work, preparations for the new Plan would commence and run through 2025 with involvement from both Staff and Committee. It was agreed that an external consultant would be used to assist with facilitation and drafting.

P O'Connell noted that the addition of RAG indicators would assist Committee on focusing on areas of most concern. C McKiernan agreed to include these in the next progress update.

## **6. Development Report**

Andrew Fraser from C~urb presented Committee with an update on the new development at Fauldhead Road. Committee noted that work on site commenced on Monday 5 August 2024. The site is expected to take around a year to complete with a provisional completion date of 12 August 2025 in place, however this date would be confirmed when McTaggart Construction have completed their site mobilisation. Additional insurance costs had been

incurred because additional piling works were required. The first valuation and invoice has been received from McTaggarts today.

There was some discussion on the Community Benefits that McTaggarts will provide. K McIntyre asked if these could be targeted to our tenants and households.

P O'Connell queried whether there was a photo opportunity for a good news story around the site start.

Officers will take these queries forward and report back.

Committee noted the report and will receive regular updates as the contract progresses.

## **7. AGM Report**

M White presented Committee with the AGM report and draft Agenda for Committee to note.

It was noted that the AGM will take place on Wednesday 18 September at 5.30pm in the Hillhead Community Centre. The Association currently has 52 members and require 7 in total to attend for the meeting to be quorate.

M White advised that the longest serving Committee members since their last election were required to stand down but could seek re-election without nomination.

It was noted that these members would be Gary Jackson, Peter O'Connell and Karen McIntyre. This was a change to the papers given Alistair McPhee's resignation.

Committee noted that in accordance with the Rules, confirmation that Rules 62 to 67 have been followed would be given in writing at the last Committee Meeting before the AGM.

Committee noted that we hope to attract a guest speaker but nothing is in place as yet.

Following discussion Committee noted the contents of the AGM report and approved the draft agenda.

## **8. Quarterly Performance Report**

Committee were presented with the Q1 performance report for the year 2024/25. Committee were asked to read and note the contents of this report.

### Property Services

Committee noted that 100% of emergency repair were completed on time which was up from 97.11% in the previous quarter. Whilst 97.83% of non-emergency repairs were completed on time, this was down from 98.2% in the previous quarter but still within the target of 95%.



100% of all 825 properties within the Association's stock have a valid cp-12 gas certificate, with 11 properties having a capped supply.

The Association is still to receive funding from the Scottish Government with regard to adaptations however the applications have been submitted.

C McKiernan highlighted a large increase in void expenditure from the previous quarter and highlighted this was due to planned works being carried out when a property becomes empty rather than simply essential void works. Committee noted an example being where an empty property is scheduled for the upcoming kitchen and bathroom replacements, this could be included at void.

### Housing Management

P McCann provided an update on the Housing Management performance in Q1.

The Association let a total of 10 properties in Q1. In total 70% of these lets have been to EDC which is above the target of 45% however this may be attributed to lets which have been offered in the previous quarter not being taken up until Q1.

Average re-let times have increased in Q1 to 28.6 days this can be attributed to some voids requiring significant repair works. There were no refusals in this quarter.

Rent arrears have continued to decrease in the quarter. Reducing from 2.44% (£104,277.13) in the previous quarter to 2.15% (£97,709.51) in Q1, and indeed have decreased further at the end of July 2024.

There were a total of 16 anti-social behaviour complaints in Q1 with 15 of these falling under the bracket of serious anti-social behaviour. It was noted that these were mainly issues in relation to persistent breaches of tenancy and so fell into the category of 'serious anti-social behaviour as per the policy. As at the end of Q1, 87.5% of these complaints have been resolved – two cases remained open at the end of the quarter

The Association's welfare rights team have gained Hillhead tenants a total of £181,095.92 in additional income in Q1 of 2024/25.

### Finance and Corporate Services

M White presented Committee with an update on complaints received in Q1.

There were a total of 15 stage 1 complaints and 1 stage 2 complaint in Q1 of 2024/25. 4 of the stage 1 complaints were upheld however these have now been resolved. These complaints were related to minor maintenance issues. All complaints were responded to in the required timescales.

There was 1 Freedom of Information request and 1 Subject Access Request received in Q1 2024/25. These requests were responded to in the required timescales.

There were 2 minor data breaches reported in Q1 of 2024/25, these related to some information being provided to the wrong tenant and a voicemail being left with a relative of a tenant due to an incorrect number being on the system. Both were reported to the Association's Data Protection Officer who confirmed there was no requirement to report the breaches to the Information Commissioner. These have been recorded on the Association's Breach Register.

## **9. Equalities Action Plan**

C McKiernan presented Committee with the Equalities Action Plan. Committee were asked to read over and note the contents of the report and the new additions to the plan.

## **10. Policy Reviews**

C McKiernan presented Committee with 2 revised policies for Committee to review before suggesting any amendments and approving.

### ICT Security Policy

This policy was not due for review for another year however with ICT Security being an essential part of any organisation it was felt that the policy required a full overhaul. Committee noted that this policy will likely be reviewed annually with the supporting appendices and statements. Committee noted that clarity was required on the term "users" and when this referred to staff and when it referred to Committee members. Committee approved the ICT Security Policy subject to defining staff and Committee members separately where appropriate.

### Membership Policy

C McKiernan advised that this Policy was due for review in March 2024 BTO solicitors had assisted with the redraft of this policy which now more explicitly references and aligns with the Association's Rules. Committee approved the Membership Policy

## **11. Property Services – Kitchen Replacement Contract**

C McKiernan presented Committee with a report on the proposed kitchen replacement Contract. It was noted that this report had been prepared by S Tait who was currently on leave.

Committee noted that it had been agreed last year to defer Phase 1 of the kitchen replacement programme and to combine the budget for Phases 1 and 2 of the contract this year.

It was noted that prices had come back significantly higher than budget. Committee noted that this meant that only Phase 1 of the programme could be done in 24/25, and that the remaining programme would need to be reworked. Phase 1 comprises 69 properties.

Following discussion amongst Committee it was agreed that the Association award the tender to bidder 3 using Howdens kitchens and with the contractor providing site welfare facilities.

## **12. A.O.C.B**

- i) C McKiernan advised that the Association's current contract with FMD is due for renewal. She asked Committee for approval to reappoint FMD for a further 3 years. Following discussion amongst Committee it was agreed to reappoint FMD.
- ii) C McKiernan advised that, as Mary Docherty was currently on a leave of absence, the rules state that the Chair can ask another Office Bearer to carry out the Secretary's duties until their return. Committee were asked to approve S Niven as acting Secretary. This was approved.

## **13. DATE OF NEXT MEETING**

Wednesday 4 September 2024 at 5.30 p.m.

Minutes prepared by            K Tait, Finance & Corporate Services Assistant  
13/08/24

Chairperson's Signature:

Date:

Copies of the above reports are available on request.