

## HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Tuesday 8 October 2019 at 6.30 pm in the Association's offices at 2 Meiklehill Road

**Present:**

C Taylor	S Niven
L Scott	Mary Docherty
G Jackson	D Wilson
Cllr S Murray	Cllr S McDonald
Robert Smith	

**In Attendance:**

- S Macintyre, Director
- C McKiernan, Housing Manager / Depute Director
- K Tait, Corporate Services Assistant
- S Tait, Head of Development & Property Services

### 1. APOLOGIES

Apologies were received from Cllr John Jamieson. It was noted that C McKay-McCann was still on a leave of absence.

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

There were no declarations or deferred items.

#### Election of Office Bearers

S Macintyre referred to the Committee's requirement to elect Office Bearers at the first meeting of the Management Committee after the Annual General Meeting and invited nominations for the role of Chairperson.

#### Chairperson

Cllr S McDonald nominated C Taylor for the role of Chairperson, and this was seconded by M Docherty.

#### Vice Chairperson

C Taylor nominated L Scott for the role of Vice Chairperson and this was seconded by S Niven.

#### Secretary

L Scott nominated M Docherty for the role of Secretary and this was seconded by D Wilson.

#### Treasurer

C Taylor nominated S Niven for the role of Treasurer and this was seconded by L Scott.

Committee noted all nominated members were happy to take on the office bearers roles.

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

#### **Management Committee meeting – 04/09/2019**

##### Page 5 item 4iii – Staffing Report

S Macintyre updated Committee on the recruitment of a System Support Officer. S Macintyre confirmed that the recruitment process for this post will now take place in November with an anticipated start date of January 20120.

The Minutes were subsequently approved by L Scott and seconded by M Docherty

### **4(i) DIRECTOR'S REPORT**

#### **1. Scottish Housing Regulator – Regulatory Framework**

S Macintyre referred Committee to the report regarding the Association's assurance statement and would defer this to item 6.

S Macintyre added that the Association had submitted its annual accounts along with a copy of the management letter and response to the Regulator by the due date. He added that the Association will be submit a set of its annual accounts to the charity regulator and the financial conduct authority before the end of the month.

#### **2. Braes O'Yetts Opening**

S Macintyre thanked everyone who was able to attend the official opening of the Braes O'Yetts site. He added that the day event had been very successful and that there were articles published in the Kirkintilloch Herald, Evening Times and online media outlets.

#### **3. Scottish Government More Homes Division – Programming Meeting**

S Macintyre informed Committee that this item would be deferred to item 5 development report.

#### **4. Internal Audit Reports – Risk Management and Void Management**

S Macintyre confirmed that a meeting of the Audit Committee will take place to consider the recent internal audit reports for Risk Management and Void Management with a provisional date being set for Wednesday 23 October at 4.30PM.

#### **5. SHAPS Pension Scheme**

S Macintyre updated Committee on the latest report of the Association's share of the pension's liabilities. Committee noted that the Association's annual funding requirement to meet its past service debt will be increasing from £46,000 to £54,000 per year from April 2020.

Committee also noted that when the Association exited the defined benefit pension scheme in 2012 the combined employer and employee contributions were 18% and they are now increasing to a combined contribution of 32.4% as of April 2020.

## **6. Freedom of Information (FOI) 11 November 2019**

S Macintyre confirmed that the Association had appointed RDGP as its Data Controller, a post that is mandatory for any organisation that is subject to FOI. Committee noted that the appointment is for an initial 12 month period at a cost of £4860 (ex VAT). Committee also noted the services included in this initial 12 month period.

## **7. Special Management Committee Meeting Wednesday 23 October 2019**

S Macintyre informed Committee that there will be a Special Management Committee Meeting being held on Wednesday 23 October. The purpose of this meeting will be to approve the Association's Publication scheme and other related FOI policies. S Macintyre added that a further item may be included to approve the Association's final draft of its assurance statement should committee not be able to agree a final version at tonight's meeting.

## **8. Glasgow & West of Scotland Forum**

Committee noted the contents of the latest briefing which was included with the Directors Report.

Committee noted the contents of the Directors Report.

## **4(ii) Annual Performance Analysis Report 18/19**

S Macintyre presented the above report and its findings. Committee noted that as a member of Scotland's Housing Network the Association receives an annual performance analysis report which is then presented to the Association's Management Team and Committee Members.

S Macintyre informed Committee that the report benchmarks the Association's performance against national figures while also comparing performance across a peer group of associations similar to the type and size of Hillhead. S Macintyre added the report looks at our performance across all areas of service and value for money.

Committee noted that whilst the Association has continually improved in both areas of service delivery and value for money, there are some aspects where further improvement is possible; Rent Arrears, Time taken to Re-Let Voids, Tenant Participation opportunities, Repairs – Right First Time and time taken to complete medical adaptations.

Committee noted the contents of this report and its findings.

#### **4(iii) Value for Money Statement**

S Macintyre presented Committee with the Association's Value for Money Statement for 2018/19. S Macintyre informed Committee that although a Value for Money Statement is not regulatory requirement the documents could be used as evidence for ensuring compliance with regulatory standards while also providing tenants with an opportunity to see where their rent money gets rent invested.

Committee were asked to read over the report and suggest any areas that the Value for Money Statement can be improved. Committee suggested that page 7 of the statement could be improved by the inclusion of a better use of colour and wording in the areas where the association's improvements are more marginal.

Committee subsequently noted the contents of the Value for Money Statement and agreed that this would be of interest to make available to the Associations tenants.

#### **5 Development Report**

Stephen Tait presented Committee with his Development Report.

##### Grant Planning Target (GPT) – 2019/2020

S Tait confirmed the GPT for 2019/20 is £443K which includes expenditure for the CALA homes development site and stage 3 adaptations.

S Tait also confirmed that as of the date of the meeting no spend or draw down had been achieved in relation to the CALA development.

S Tait added that the stage 3 adaptations had been noted within the Property Services Report.

##### Braes O'Yetts

S Tait confirmed that the contract with Barratt homes had concluded at a fee of £3,792,002 which compares to an approved cost of £3,796,872 by the Scottish Government.

S Tait also confirmed that 5 of the shared equity homes at the site have now been sold with the remaining 3 expected to conclude in the coming weeks.

S Tait also added that Ross Quality Control who oversaw the clerk of work services for this development will be back on site to oversee defect procedures at the site.

##### CALA Homes – Fauldhead & Chryston Road

S Tait gave an update on the development with CALA homes at Fauldhead and Chryston Roads. S Tait confirmed that there had been no success in resolving the issue regarding noise from the neighbouring social club, and consequently CALA have had to look at alternative site layouts. This has resulted in the amount of affordable units being built on the Fauldhead Road reducing from 60 units to 23, however the 20 affordable units on the Chryston Road should remain the same.

S Tait also confirmed that efforts are ongoing to arrange a meeting with Ian Conway of CALA homes to provide the Association with a full update.

### Estate Based Regeneration Strategy

S Tait gave an update on the environmental works that are ongoing. P1 Solutions commenced work on 19 August 2019 with 66 units being completed as of now. The works have been up to an excellent high standard with only minor issues.

S Tait reminded Committee that the Association has limited scope to any additional works on this contract due to budget constraints. S Tait added that one of the Association's property services officers has been maintaining a presence onsite and had measured and agreed payment of the first valuation for £30,851.00, and is currently working to agree valuation 2 which has been submitted at £31,412.00. Both are well within the programme's budget.

### Wider Role Projects

S Tait confirmed that the new Wider Role & Community Regeneration Sub Committee will now oversee all wider role projects which currently include, Community Garden Steering Group, Canal Cycle Path, Cycling Scotland, and EDC Food Growing Society.

## **5ii Maintenance Reports**

S Tait updated Committee updated Committee on the performance of the Association's various repairs contracts for Q1

### Reactive Repairs Contract – Rodgers & Johnston (R&J)

S Tait confirmed that Rodgers & Johnson continued to perform well for the Association in Q1. It was noted that R&J managed to complete all repairs on time in Q1 with an average repair time for emergencies at 1 hour and 1 minute and an average of 3 days for non-emergency repairs.

Committee noted that there was an underspend of £7,355.80 in the 1<sup>st</sup> quarter for reactive repairs.

It was also noted that there had been a reduction in the amount of repairs reported from the same quarter as last year down from 338 last year to 246 this year.

### Gas Services Maintenance Contract

S Tait confirmed that James Frew also continued to work to a high standard for the Association in Q1, it was noted that James Frew managed to complete all repairs on time in Q1 with an average repair time for emergencies at 1 hour and 39 minutes and an average of 2 days for non-emergency repairs.

Committee noted that there was an overspend of £8590.54 in the 1<sup>st</sup> quarter for gas maintenance works, however S Tait added that through the course of the year this figure should balance out due to the variance in the number of gas services that are due in each month.

S Tait highlighted the table breaking down the Association's performance in relation to annual gas services. Committee noted that all 820 properties had a valid CP12 with

810 of them having had a gas service completed and the remaining ten properties where the supply has been capped.

S Tait added that in Q1 250 services had taken place and 27 audits had been completed.

### Repairs Right First Time and Average Number of Reactive Repairs Completed per Occupied Property

S Tait informed Committee that these items will be reported at later dates.

### Pre & Post Inspections

Committee noted that the Association carried out 129 Pre-inspections before repairs were carried out which equalled a total of 42% of all jobs compared to a target of 15%. The total number of post inspections totalled 126 which equalled an average of 27% compared to the Associations target of 15%, S Tait added that the post inspections carried out did not raise any concerns of the workmanship of any of the contractors.

### Landscape Maintenance Contract

S Tait briefly gave an update on the performance of McDermott's who is the association's landscape maintenance contractor. Committee noted that as the growing season for this year is almost at its end a review of McDermotts will take place in the near future to discuss whether the contract should be extended. S Tait confirmed that there had been some issues with the contractor over the course of the year but felt that they have always reacted positively when any issues were brought up with them. S Tait added that the Association would analyse the performance over the year and report back to the Committee with a recommendation whether to extend the contract or not.

### Cyclical Works

#### Electrical Testing

Committee noted that 263 properties are due to be tested in 19/20. As of September 2019 79 properties have been tested so far. The contractor has noted that arranging access with the tenant has been difficult. S Tait added that it may be that the electrical tests be made to take place the same day as the tenant's annual gas service to complete as many as possible.

#### Carbon Monoxide and Smoke Alarm Testing

S Tait confirmed that James Frew carry out tests on these appliances at the time of the annual gas service.

### Stage 3 Medical Adaptations

S Tait confirmed that the budget allocated by the Scottish Government in the year is £43,000. To date the association has had 7 referrals, 4 adaptation requests, 2 adaptations completed, 3 adaptations currently issued and 1 request where we are still awaiting a quote.

### Insurance Claims

There are currently no active insurance claims.

### Tenant Satisfaction Surveys

Committee noted that a total of 54 Surveys were issued to tenants in Q1 with 35 being returned. Committee also noted that 97% of tenants who returned their survey were satisfied with the repairs service. Any tenants that reported dissatisfaction were contacted by a member of the property services team.

### Repairs Appointments kept

S Tait informed committee that a total of 30 appointments were made in Q1 with 29 of them being kept a total of 96.72% which compares with an average of 95.6%.

### Remedial Works – Phase 6 Windows

S Tait updated Committee with the progress of the fitting of new windows. At present a total of 77 windows have been replaced over 42 addresses. There are still 12 windows to be fitted in 8 properties however access is proving tricky. S Tait added that there is potential that more windows need replaced in the future.

### Scottish Housing Quality Standards

S Tait confirmed that there remains only one property in the association's stock which does not meet the Scottish Housing Quality Standard (SHQS) due to the tenant refusing the works. The Scottish Housing Regulator has confirmed that the national average for compliance is 94.2% with Hillhead's level of compliance currently sitting at 99.9%.

### Energy Efficiency in Scottish Social Housing (EESH)

S Tait gave a quick breakdown of the Association's EESH compliance. Committee noted the number of properties within the scope of EESH was 830, of which 706 are known to meet the EESH standard leaving a balance of 124 properties still to be assessed.

### New Fire & Carbon Monoxide Detection Regulations

S Tait informed Committee that AICO have provided training to the Association's Estates Team. This has allowed the Association to carry out upgrade works in house.

To date 137 properties have been brought up to standard, of which 75 have been completed in house. Committee noted that the costs for these works to be carried out in house are between £166 - £205 per property.

The Association is planning to have all properties brought up to the new standards by February 2021.

## **5iii Policy Review**

Committee were asked to read and review three policies for approval. The three policies that were up for review the Asbestos Treatment and Recording Policy, the Gas Servicing Policy and the Tenant Right to Compensation for Improvement Scheme. S Tait explained that the changes made to these policies were only minor.

After reviewing these policies Committee subsequently approved the Asbestos Treatment and Recording Policy, the Gas Servicing Policy and the Tenant Right to Compensation for Improvement Scheme and the minor amendments that were highlighted.

## **6 Draft Assurance Statement**

S Macintyre referred to the Assurance Statement Report and asked the Committee to consider which style it preferred. The Committee were also asked to note the Improvement Action Plan which would support either statement. The Committee also noted the updates to the Self Assessment form in relation to Standards 4 and 7.

After discussion it was agreed that the Committee will meet at a special meeting on Wednesday 23 October to finalise its approval before the Assurance Statement is submitted to the Regulator.

## **7. ANY OTHER BUSINESS**

### Investment

S Macintyre informed Committee that the Association currently has a healthy cash surplus part of which could be invested in a term deposit. S Macintyre referred Members to the Treasury Management Policy which listed approved Investment Organisations. After being presented with information on Interest Rates the Committee agreed that surplus cash be invested with Close Brothers for an initial 6 month period.

### Sub-Committees

Committee members were asked if they would like to volunteer to be added to or taken off of any of the Association's Sub-Committees. After discussion Committee agreed that all current membership of the Sub-Committees would remain unchanged.

### Agendas and Reports

S Macintyre asked for views from Members about Agendas and Reports being distributed electronically which would save on paper, copying and postage charges. After some discussion it was agreed that electronic versions would be sent to all Members currently with access to a device but anyone who still wished a paper copy could request a hard copy.

## **8. DATE OF NEXT MEETING**

Wednesday 6<sup>th</sup> November

Minutes prepared by: Kieran Tait, Corporate Services Assistant  
14/10/2019

Chairpersons Signature:.....



Date: