

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 3 August at 5pm via Zoom

Present: J Jamieson (Chair)
L Scott
C Taylor
M Docherty
S Niven
K McIntyre
P O'Connell
R Smith

In Attendance: S Macintyre, Director
M White, Head of Finance and Corporate Services
C McKiernan, Depute Director/Housing Manager
K Tait, Corporate Services Assistant
P Long – FMD Item 5
Claire Beckley – RGDP Item 2

1. APOLOGIES

Apologies were received from A MacPhee, D Wilson, Cllr S Murray, G Jackson, Cllr P Marshall & W Hassan.

2. DECLARATIONS OF INTEREST

There were no declarations of interest. C Beckley of RGDP was in attendance at the beginning of the meeting to present committee with a presentation on "Understanding How Data Protection works within a Housing Association".

Following conclusion of her presentation J Jamieson invited members to ask any questions. J Jamieson then thanked C Beckley for presentation.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

Management Committee Meeting 1 June 2022

These Minutes were approved by J Jamieson & seconded by C Taylor

J Jamieson asked regarding the community fund mentioned in item 4. C McKiernan advised that a submission has been made and the Association is now waiting for a response.

Special Management Committee Meeting 22 June 2022

These Minutes were approved By J Jamieson and seconded by S Niven

Office Bearers Meeting 6 July 2022

These Minutes were approved By J Jamieson and seconded by L Scott

(3ii) Action List

S Macintyre advised that there are still some outstanding Committee appraisal forms yet to be returned and asked for these to be returned as soon as possible.

Committee noted the contents of the Action List.

4(i) DIRECTOR'S REPORT

SHR

S Macintyre advised on new regulatory guidance that has been published which is in relation to testing compliance within the regulatory framework. S Macintyre did advise that whilst the new guidance is not mandatory, he suggested to the Committee that Members read through it and be aware of its contents.

The Committee noted the reference to the depth of committee involvement in self-assessment of the regulatory standards and agreed that next year the committee would set aside sufficient time to carry this out given it would be 4 years since this was done as part of our first assurance statement submission.

Hybrid Working

S Macintyre advised that the staff have taken part in a Staff Survey which has now been completed in relation to how they would like to see the office operate moving forward. S Macintyre advised that the responses are now being compiled and that a summary of views will be presented at an HR Sub-Committee in the coming weeks. This would allow the Committee to have more time to reflect on views from staff and enable a decision on the future of hybrid working to be taken. S Macintyre also summarised a list of points highlighting some pros and cons of hybrid working within the Association.

Health & Safety

S Macintyre confirmed that an audit of the Association's Health & Safety Management systems had been completed. The audit found that the Association showed compliance with the Health & Safety standards however it was noted that there are some areas where further action would be required e.g., Committee Member H&S refresher training. Following the audit, staff have drawn up a Health & Safety Action Plan which will be overseen by members of the Health & Safety Sub Committee.

Cyber Security/IT

Committee noted that a Cyber Essential+ assessment test took place within the Association during week commencing 11 July. This flagged up some areas that still need to be addressed before the Association can take part in the formal assessment. The Association is working closely with its IT Support Provider so that we can be fully prepared for the test to take place in a few weeks' time.

Committee member portal

Committee were advised that work to set up the Committee portal is still ongoing. Staff are hopeful that the portal will be operational in the coming weeks.

Governance Software

S Macintyre explained that the Association is looking at purchasing some off the shelf governance software as part of the Associations digitalization efforts. The Association has arranged for demonstrations of this software to be carried out in the office to see if it is worthwhile and represents value for money. The committee were asked to make contact with a member of staff in the event that they would wish to attend the demonstration.

GWSF

S Macintyre advised that the Glasgow and West of Scotland Forum (GWSF) are looking for new board members with the deadline for new applicants being Friday 5 August.

S Macintyre also advised that the review of ESSH is being brought forward by the Scottish Government with a view to recommendations becoming effective from 2023.

Committee noted that the Affordable Housing Programme is stalling due to the high unit costs within the new schemes being built. New guidance is pending on a new grant benchmark which will require Housing Association's to carry out a procurement capability assessment as well as the use of a quality assessment tool.

New Builds

S Macintyre presented Committee with an update on the new builds at Fauldhead Road and Chryston Road. S Macintyre reminded Committee that this scheme comprises of 46 units at Fauldhead Road and 21 at Chryston Road. It was understood that a meeting was due to take place between CALA homes and McTaggart construction however there has been no indication that this meeting took place. Bearing this in mind S Macintyre advised that it is highly unlikely that this development will be onsite within this calendar year.

S Macintyre explained that this would have an effect on the Association's finances in relation to drawing down unused funds from the Facility B of our loan agreement with RBS. However, S Macintyre added that the Association has very recently just received correspondence from RBS offering to extend the availability period to 2026.

Equalities

S Macintyre advised that the Association has now completed its equalities gap analysis which has been assessed by the employers' network for equality & inclusion. The Association has now received a follow up report along with several recommendations for action.

An equalities training course which will look at unconscious bias has been arranged for staff and committee teams on Wednesday 31 August.

K McIntyre asked if there were any refugee uptake within the Association's area. C McKiernan advised that a meeting with EDC is due to take place in the coming weeks to discuss refugees and homelessness in the coming weeks. S Macintyre advised that the Association has very recently just housed a Ukrainian family in one of our flats and that we will try to help where possible to house people/families from all walks of life.

5. Finance Reports

Management Accounts – 30 June 2022

P Long of FMD was in attendance at the meeting to present Committee with the Annual Accounts to 30 June 2022. P Long advised that these accounts presented are for the first quarter of the year.

Statement of Comprehensive Income for the period to 30 June 2022

P Long advised that the Association had an operating surplus of £390,000 at 30 June. P Long explained that this is higher than the budgeted surplus of £190,000 and is due to lower maintenance costs and lower overheads at this stage.

Committee noted that net interest payments of £171,000 reduced the surplus down to £219,000 for the year to date compared to a budget surplus of £21,000. Other comprehensive expenditure including pension deficit expenditure of £14,000 reduces the surplus further to £204,000.

P Long added that taking account of the variances and revised forecasts for the remainder of the year to the end of March 2023, the net surplus will sit at £470,000 compared to the budgeted surplus of £462,000.

Statement of Financial Position

Committee noted that a total of £68,000 had been spent on housing capital works up to 30 June 2022. With the net cost of housing assets sitting at £24.7M

The net cost of other fixed assets is £970,000

P Long highlighted that cash balances at 30 June 2022 total £3.003M which is higher than the budgeted amount of £2.872M. 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 2023 will be £3.759M compared to the budgeted amount of £3.79M

Committee noted that long term creditors sit at £13.8M and include the Scottish Government loan of £680,000. P Long added that the pension fund valuation is reporting a deficit of £-2000. Deferred income sat at £12.062M

The Association's net assets sat at £2.402M at 30 June 2022.

Covenants

P Long referred to the covenant analysis as at 30 June 2022 and confirmed that the Association is able to comply with all the financial covenants with the Royal Bank of Scotland.

Committee subsequently approved the Management accounts for June 2022.

6. AGM

M White presented Committee with a report on the upcoming AGM which is due to take place on 21 September 2022 at the Hillhead Community Centre. Three Committee members are due to retire. These three members are R Smith, M Docherty, W Hassan. K McIntyre is also required to step down as a co-opted member however all members are able to re-join the Committee without need for nomination should they be willing to.

M White advised that the annual accounts will be presented to the committee before the beginning of the AGM to be approved. With members receiving an extract of the accounts. The annual report will also be presented at the AGM and will follow the same style as previous AGMs. The next meeting of the customer care working group will include a review of the format and content of the annual report

Committee were asked to note the contents of the AGM report and approve the agenda for the upcoming AGM. Committee subsequently approved this.

7. Performance report Q1 2022

C McKiernan presented Committee with the Performance report to 30 June 2022 and asked Committee to note the contents of the report.

Property Services

C McKiernan gave a brief overview of the property services performance report in Q1 in S Tait's absence

Some items to note included:-

96% of emergency repairs were completed on time in Q1 with 98.18% of non-emergency repairs being completed on time.

The average time to complete emergency repairs totalled 1.19 hours with non-emergency repairs averaging 3.16 days.

All gas safety inspections in the quarter were completed on time. C McKiernan advised that there had been a change in how the repairs satisfaction surveys are now received resulting in more responses with 100% of tenants surveyed being satisfied with their repair in the quarter.

Housing Management

C McKiernan advised that there has been a rise in voids and lettings in Q1 with a total of 18 properties becoming void in Q1 and there were 15 new lettings in the quarter with the average time to re-let down to 22 days.

There was a total of 2 refusals in the quarter however this was not down to the quality of the properties.

Arrears have increased due to the new rent increase which is to be expected however there is no real change in the percentage of arrears which currently sits at 2.70% compared to 2.78% at the end of last year. It was also noted that former tenant arrears sit at £25,283 however there are tenants now on active repayment plans.

C McKiernan advised that a number of tenants are getting in touch with the Association about the fear of fuel poverty due to the rise in prices. The Committee noted that staff are seeking funds where we can apply for grants to find any help that is possibly available to help.

There have been 7 anti-social complaints in the quarter with all of these being resolved in the appropriate timescales.

J Jaimeson asked if the improvement in the time taken for voids to be handed back to the Association from the contractors is due to the lifting of restrictions. C McKiernan advised that this probably is not the case and is more to do with the fact that the properties in this quarter came back in a better condition than others. She added that the Association looks to pre allocate properties so that when a house is ready to let the new tenant can move in as quickly as possible.

L Scott asked if the Association is expecting a rise in arrears due to the potential increases in energy prices in October and January 2023. C McKiernan advised that the Association may find this is the case however it is hard to tell just now. C McKiernan also advised that the Association's welfare rights team is always on the lookout for any support that may help tenants with these rising costs. K McIntyre asked if arrears are on the risk register which C McKiernan confirmed it is.

Finance & Corporate

M White advised the Committee that there were 11 stage 1 complaints and 1 stage 2 complaint. 2 stage 1 complaints were upheld which were in relation to the Landscape Maintenance contract. The stage 2 complaint is still currently ongoing. M White added that there were no FOI or subject access requests in the quarter and there were also no data breaches.

8. A.O.C.B

C McKiernan advised that the Association applied for reaccreditation with the national standards for the welfare rights service. The department worked really hard to get re-accredited and was pleased to inform Committee that the Association achieved this.

S Macintyre asked Committee on their opinion on the starting time of future meetings. Following some discussion, it was agreed that the upcoming meetings continue to work as a hybrid meeting however will start to trial a starting time of 5.30PM.

9. DATE OF NEXT MEETING

Management Committee meeting 07/09/22

Minutes prepared by K. Tait, Finance & Corporate Services Assistant

Chairperson's Signature:

Date:

Copies of the above reports are available on request.