

## Abronhill Housing Association

Meeting of the Management Committee held on 21 November 2019 at Unit 10, Abronhill Shopping Centre

### Minutes

<b>Present:</b>	I Smith	R Russell	P Broadwith
	L Black	C Burns	E Irvine
<b>In Attendance:</b>	S Macintyre	J Daisley	P Long, FMD Financial Services Ltd

	<b>Agenda Item</b>	<b>Action</b>
<b>1.</b>	<p><b>Apologies</b></p> <p>Apologies were received from S Boyle , K McMail &amp; I Johnston</p>	
<b>2.</b>	<p><b>Declarations of Interest</b></p> <p>There were no declarations of interest.</p>	
<b>3.</b>	<p><b>3.1 Minutes of previous meeting (held 24 October 2019)</b></p> <p>Item 7.3 R Russell wanted to the minutes to include that A Moore, Maintenance Officer is doing a good job.</p> <p>Acceptance of the minutes which had been circulated in advance was proposed as a true recording of the meeting of 24 October 2019 by R Russell and seconded by Craig Burns.</p>	
<b>4.</b>	<p><b>Matters Arising</b></p> <p>Item 4 a new meeting date is to be arranged for P Broadwith and S Macintyre to meet with Mrs McGuire.</p> <p>Item 4 R Russell asked about growth area at Forrest Road as the minute states that there is an opportunity for further stock development. The committee's understanding was that the Association would be acquiring 25 units. S Macintyre advised that the current strategic housing and investment programme (SHIP) currently runs until 2021 and the growth area is not included in the current SHIP. He agreed to make enquiries with the Council about the SHIP post 2021 and to confirm previous agreements regarding the Association's contribution to this area.</p> <p>Item 7.1 S Macintyre advised the committee that the annual assurance statement had been submitted on time. The Scottish Housing Regulator</p>	

	<p>(SHR) asked for confirmation that the committee is assured that it meets the requirements of chapter 3 of the regulatory framework which S Macintyre was able to confirm.</p> <p>Item 6.3 P Broadwith asked about SHARE's cancellation policy. J Daisley advised that SHARE had confirmed that is courses are cancelled with less than one week's notice then the Association will be charged the full cost.</p> <p>Item 7.6 S Macintyre contacted our Data Protection Officer who advised that asbestos does not have to be specifically mentioned under substances within the policy.</p> <p>P Broadwith had asked if he could have a list of policies that are to be reviewed. S Macintyre advised that a policy schedule will be brought to a future meeting of the committee.</p>	
5.	<p><b>Health &amp; Safety</b></p> <p>S Macintyre asked for the committee's approval to install CCTV in the office following two incidents where staff and visitors safety could have been compromised. R Russell asked if we should install an alarm at the front reception area which could be linked to the Police. P Broadwith commented that it might be better to ask a dedicated alarm company to provide a quote. It was agreed that S Macintyre will contact the Police and ask for a meeting with their crime prevention officer before progressing with any works.</p>	
6.	<p><b>Correspondence</b></p> <p><b>6.1 Employers in Voluntary Housing – Members Report</b></p> <p>The monthly report was issued with the committee papers. S Macintyre advised that the salary increase from 1 April 2020 is 1.6% and that this will be included in the Association's budget.</p> <p><b>6.2 Glasgow &amp; West of Scotland Housing Associations Charter Report</b></p> <p>Copies of the report are available on request.</p> <p><b>6.3 Scottish Housing Regulator (SHR)</b></p> <p>A copy of the letter received from the SHR was included with the papers. S Macintyre advised the Committee that he has spoken to our IT provider M2 regarding Cyber Essentials. It was noted that there is a grant of £1k to support associations in achieving the Cyber Essentials accreditation and that this has been applied for. M2 will complete the cyber essentials self-assessment questionnaire on the Association's behalf. P Broadwith</p>	

	asked how the Association can obtain assurance that these things are being completed correctly on our behalf?	
	<p><b>Governance</b></p> <p><b>7.1 Notifiable Events Policy</b></p> <p>A copy of the policy was issued with the committee papers. S Macintyre advised that the policy is based on guidance issued by the Scottish Housing Regulator (SHR) and sets out the events that the Association must tell the SHR about. It was noted that Page 11 gives reference to a staffing subcommittee although the Association doesn't currently have a staffing sub committee. S Macintyre advised that one could be established to deal with one off events as and when they occur. The policy was approved by the committee. It was agreed that J Daisley would edit the hyperlinks within the policy.</p>	
	<p><b>7.2 Compliance Checklist Report</b></p> <p>A copy of the compliance checklist was included with the committee papers. The purpose of the checklist is to provide assurance to the committee that all regulatory and statutory returns for the period up until 31 October 2019 have been complied with. The checklist will be brought to the management committee meetings on a quarterly basis. P Broadwith commented that he found the document very useful.</p>	
8.	<p><b>Strategy</b></p> <p><b>8.1 Risk Management Policy</b></p> <p>A copy of the policy was issued with the committee papers. The policy was developed by the previous senior management team but had not been presented to the committee for approval. S Macintyre advised that he has updated where appropriate elements of the risk register to reflect the current risk environment. C Burns commented that page 3 item 2 the Treasury Management Policy should be reviewed annually. B Broadwith advised that Page 6 item 11.1 Risk Control the word "them" should be changed to "the" and a bullet point is missing at mixed tenure on the SWOT analysis. P Broadwith asked when Strategic Risk Assessment appendix 3 would be updated. S Macintyre advised it would be completed at the next strategy day. The policy was approved by the committee.</p>	
9.	<p><b>Staffing</b></p> <p>No items were raised.</p>	

<p><b>10.</b></p>	<p><b>10.1 Management Accounts to 30 Sept 2019</b></p> <p>P Long discussed the management accounts to 30 September 2019 which had been issued prior to the meeting. The statement of comprehensive income shows that the Association made an operating surplus of £146k compared to the budgeted surplus of £67k. The net surplus to the 30 September is £119k. The forecast outturn at March 2020 for the net surplus is now £120k compared to the budget of £104k. This increase is mainly due to lower costs for Director Services and lower overheads offset by higher maintenance costs. The maintenance costs are higher than budgeted due to the void repair costs being higher. The balance sheet shows that the Association has a cash balance of £715k and the net assets are £2.3m. The Association has spent £21k mainly on boiler replacements. S Macintyre advised that it would be more cost efficient to replace boilers as part of a programme rather than one off replacements. P Long discussed bank credit ratings and advised that the Association might wish to consider transferring some of the surplus funds into the RBS Business Reserve Account or to another bank which might attract a better rate of interest. It was noted that net rent arrears as at the 30 September 2019 are just over £41k. The amount spent on major repairs is under budget however, the installation of new smoke and heat detectors is now underway and this will increase expenditure in this area in the remaining quarters. S Macintyre advised that the stock valuation is currently being carried out and it is possible that the Association will be looking at refinancing in the last quarter of the year. The interest being paid to Co-op bank has reduced as the fixed rate of interest period has ended. P Long discussed the ratio analysis which is required by the SHR and the Co-op bank. All loan covenants are being complied with. After some discussion it was agreed that P long will review the ratio content of the report to make it more meaningful for the committee.</p>	
<p><b>11.</b></p>	<p><b>Operations</b></p> <p><b>11.1 Housing Management &amp; Maintenance Performance</b></p> <p>S Macintyre discussed the quarterly housing management and maintenance reports that were issued with the committee papers. The housing management report shows that the current rent arrears were £61k at the end of September. There are a number of cases where Universal Credit is outstanding and the housing officers are liaising with tenants and the DWP to ensure all outstanding claims are processed as quickly as possible. The former tenant arrears outstanding at the end of September are £9k which is being pursued by the housing officers. It was noted that 4 properties have been let during the quarter. C Burns asked for clarification on what a section 5 referral means. S Macintyre explained it is when an applicant has applied through North Lanarkshire council and has been categorised as being homeless. When a vacancy</p>	

	<p>arises the Association asks the Council for a nomination or Section 5 referral. He explained that the Association has a responsibility to offer the Council a proportion of its vacancies to applicants who are homeless. S Macintyre advised that re-let times for vacant properties has reduced in the last quarter and while the percentage of refusals is still high it has reduced from the first quarter. It was noted that applications are being processed in 7.8 days.</p> <p>S Macintyre presented the maintenance report showing continuing high performance with 100% of emergency repairs and 97% of urgent and routine repairs being completed on time in the period to 30 September 2019. It was noted that the cost of void repairs is high for the quarter due to the condition of the properties left in by the outgoing tenants. The committee discussed visiting properties over a period time to check on the condition of the properties. S Macintyre advised this could be difficult to resource; however the committee would like to look at this further.</p> <p>S Macintyre highlighted that the gas servicing contract shows 100% compliance and that the number of repairs completed right first time was 96.8%. The committee asked if the Scottish Average could be included at item 4 - average number of reactive repairs completed per property.</p> <p>Item 10 tenant satisfaction. C Burns commented on the person who advised they were neither satisfied nor dissatisfied and whether this form of questions could be changed? S Macintyre advised this is set by the SHR and as such we are required to include this option in questions on tenant satisfaction.</p> <p>Item 14 Fire, Heat &amp; Carbon Monoxide Detection contract - R Russell asked if the alarms were hard wired. S Macintyre advised that they are battery operated and radio linked, thus minimising disruption by avoiding the need for hard trunking to be installed.</p>	
	<p><b>11.2 Christmas &amp; New Year holiday arrangements</b></p> <p>S Macintyre advised the committee that the Association will close at 12.30pm on 24 December 2019 and re-open at 9am on Monday 6 January 2020. Staff are entitled to 6 public holidays 25, 26 &amp; 27 December and 1, 2 &amp; 3 January. The staff will take two days annual leave on Monday 30 and Tuesday 31 December. This was agreed.</p>	
12.	<p><b>Deferred Agenda Items.</b></p> <p>No items were raised.</p>	

13.	<p><b>Any Other Competent Business</b></p> <p>SFHA have advised that their affiliation fee for 2020/21 will be £1k. S Macintyre advised that they offer discounted rates on training and conferences. They also have a rent affordability toolkit which will be used when looking at the rent increase for 2020/21. The Committee agreed to re-affiliate to SFHA for 2020.</p> <p>S Macintyre advised that he had a meeting with Research Resource this morning and they will bring the results of the tenant satisfaction survey to the next committee meeting.</p> <p>I Johnston has advised that it is his intention to resign from the committee. S Macintyre recommended that the Association look to recruit new committee members in the new year as this will bring the committee member number down to 8.</p> <p>P Broadwith asked if he could be emailed when committee papers are ready and he will collect them from the office.</p>	
14.	<p><b>Date of Next Meeting</b></p> <p>12 December 2019 at Castlecary Hotel at 10:00 followed by lunch</p>	

**Signed as a true record by the Chairperson**

..... **Date** .....

**Copies of committee reports are available on request.**