

## Abronnhill Housing Association

Remote Meeting of the Management Committee held on Thursday 3 February 2022  
via Zoom at 17:00hrs

### Minutes

<b>Present:</b>	C Burns	R Russell	I Smith
	D Brown	W Noon	J Kelly
	P Broadwith (joined at 18:23)		
<b>In Attendance:</b>	S Macintyre	J Daisley	P Long, FMD Finance

	<b>Agenda Item</b>	<b>Action</b>
1.	<p><b>Apologies</b></p> <p>Apologies were received from P Broadwith and A Smith.</p>	
2.	<p><b>Declarations of Interest</b></p> <p>██████ declared an interest in item 9.1 Flexible Working Request</p>	
3.	<p><b>3.1 Minutes of Management Committee (held on 25 November 2021)</b></p> <p>Acceptance of the minutes, which had been circulated in advance, was proposed as a true record of the meeting of 25 November 2021 by D Brown and seconded by C Burns.</p> <p><b>3.2 Actions/Decision List from Meeting held on 25 November 2021</b></p> <p>North Lanarkshire Council – participation in Energy Efficiency Works. The Association are still waiting for NLC to confirm a payment plan to allow us to participate in the works. Eco funding will not be available until April 2022.</p> <p>S Macintyre has been in discussion with Changeworks consultants regarding carrying out an audit of the stock and our options and estimated costs to comply with EESSH2. An inspection will be carried out on each property type and a full report provided to the Association. This was agreed.</p> <p>Business Continuity/Disaster Recovery – an updated report will be brought to committee at the end of February 2022.</p> <p>Internal Audit Report – Rent Arrears Management. The rent arrears policy is to be reviewed by committee by March 2022.</p>	

	All other items will be discussed at this meeting.	
<b>4.</b>	<p><b>4.1 Matters Arising</b></p> <p>S Macintyre advised that a report of the Strategy Day, which took place on 3 December 2021, would be included in the papers for the next committee meeting.</p>	
<b>5.</b>	<p><b>Health &amp; Safety and Cyber Security</b></p> <p><b>5.1 Corona Virus Update Report</b></p> <p>S Macintyre confirmed that the Association has completed a questionnaire on tenant safety and this has been submitted to the Scottish Housing Regulator (SHR).</p> <p>The staff team are due to return to office-based working week commencing 7 February 2022 and will be working at the office on a rota basis on Tuesday, Wednesday and Thursday. The staff will work from home on Monday and Friday. The office will not be open to the public and any appointments must be made with a member of staff. S Macintyre advised that depending on guidelines the office would be open to the public from the end of February. There will be a restriction of the number of visitors allowed in the office at any one time. The reception area has hand sanitiser and screens in place.</p> <p>C Burns asked how we prevent the public from coming into the office. A sign on the front door will advise the public that an appointment must be made and it will give the Association's telephone number.</p> <p>S Macintyre asked the committee to approve his recommendation to forward the small balance of £242 from the community recovery fund onto the Cumbernauld Foodbank. This was approved by committee.</p> <p>S Macintyre advised that the Association have been awarded £11k from the Scottish Federation of Housing Associations (SFHA) Social Housing Fuel Support Fund. The Association will distribute fuel vouchers to tenants to assist with household energy costs. The funds have to be distributed by 31 March 2022. S Macintyre advised that a proportion of the fund has to be distributed to tenants who still have the electric thermaflow boilers, as these are very expensive to run. The committee discussed how the fund should be distributed and how it should be publicised.</p>	
<b>6.</b>	<p><b>Correspondence</b></p> <p>There were no items of correspondence.</p>	

7.	<p><b>Regulatory, Notifiable Events &amp; Governance Matters</b></p> <p><b>7.1 Succession Planning</b></p> <p>C Burns has agreed to take on the position of Chairperson when P Broadwith stands down at the Annual General Meeting (AGM) in September 2022. C Burns will have opportunities to chair future meetings prior to taking up the position. R Russell asked if there were any training courses that he could attend and suggested that he might want to attend a committee meeting at Hillhead Housing Association to see how they run their meetings.</p>	
8.	<p><b>Strategy/Development</b></p> <p><b>8.1 Annual Committee Work-plan &amp; calendar of meetings</b></p> <p>S Macintyre advised that he would update committee training column in the calendar, highlight the committee meeting dates, and reissue to committee.</p> <p><b>8.2 Development Report</b></p> <p>S Macintyre advised that he had received an email last Friday 28 January advising that the development at the Woodcutter Site has been delayed and completion is now expected at the end of May 2022. There is a delay due to availability of some internal components for the properties. Clyde Valley have advised that the Association could take partial possession of one block at the end of March 2022. S Macintyre has recommended a full handover of properties at the end of May due to site security and safety issues for residents. He added that it would also require further revisions to the Development Agreement.</p> <p>The offer of a site visit for committee was noted and it was agreed to defer this until later in the month. S Macintyre will confirm dates with Committee in due course. R Russell asked if we had tenants in place for the properties. S Macintyre advised that the Housing Officers are starting the pre-allocation process. W Noon asked if the Association will pay interest on the loan once the funds have been drawn down. S Macintyre confirmed that is correct and but that no money has yet been drawn. It was noted that there will be a defects liability in place for one year following hand-over.</p> <p>S Macintyre advised that the Post Office has recently contacted the Association to advise that a new commercial operator has been found and that a new service is planned to be in place at the end of March 2022. However as this is not yet guaranteed, it is recommended that we proceed with the feasibility study into a community run option, which will include provision for feasibility of a food cooperative/pantry.</p>	

	<p>S Macintyre advised that an IT upgrade is currently being carried out and once this has been completed, an updated business continuity/disaster recovery plan will be presented to the committee for approval.</p> <p>S Macintyre informed the committee that he had attended a meeting with North Lanarkshire Council (NLC) staff regarding the forward planning of the Abronhill Community Hub. It is not expected to open until 2025/2026. During the discussion, NLC asked if we could provide the details of the floor area of our current office. It was noted that the Council could offer the Association an option to either pay a percentage of the build cost or spread the same cost over a 25-year period by way of a lease. It was noted that the Association own the unit in the Shopping Centre and our current office overheads are very low. Following discussion, it was agreed that we would confirm our interest at this stage to be included in the next phase of consultations and discussions.</p>	
<p><b>9.</b></p>	<p><b>Staffing</b></p> <p><b>9.1 Flexible Working Request</b></p> <p>██████████ had declared an interest in this agenda item and temporarily left the meeting for this item.</p> <p>S Macintyre presented his report and after discussion it was agreed to accept ██████████ request subject to satisfactory operational arrangements being put in place to accommodate this. It was noted that there would be a six-month trial period.</p>	
<p><b>10.</b></p>	<p><b>Finance &amp; Audit</b></p> <p><b>10.1 Management Accounts to 31 December 2021</b></p> <p>P Long presented the Management Accounts to 31 December 2021. The statement of comprehensive income shows that the Association made an operating surplus of £106k compared to a budgeted deficit of £86k. This is mainly due to lower maintenance costs and lower overheads offset by lower rental income. The lower rental income is due to the delay in the Woodcutter development. After net interest payments and pension deficit payments the net surplus for the period is £66k.</p> <p>The Statement of Financial Position shows that the net costs of the Association's housing assets is £3.75m. The Association has still to claim grant income for medical adaptations completed during the financial year. The Association has received funding of £10k from Awards for All to carry out a feasibility study of the post office. The Committee noted that the cash balance is £970k, which is higher than budgeted and that the Association's net assets are</p>	

	<p>£2.5m. P Long highlighted that the ratio analysis shows a good financial performance and all loan covenants are being complied with. The forecast outturn shows a gross surplus of £93k at the end of the financial year compared to a budgeted deficit of £61k. R Russell asked how the new build properties would be quantified. P Long advised that the Association's assets would increase by the total cost of the development including both the private finance paid for the development and the grant received by Clyde Valley.</p> <p><b>10.2 Draft Budget 2022/23</b></p> <p>P Long presented the draft budget for 2022/23. P Long advised the Committee that since the draft budget was prepared the Association has been advised of a further delay to the Woodcutter development. The budget had been prepared based on the the assumption that the Association had taken ownership of the new properties by the start of the financial year.</p> <p>R Russell asked if the increase in cost of the bathroom/boiler replacement has been taken into consideration. P Long advised that this has been taken into account for this year 2021/22. A rent increase of 4.2% has been assumed. A staff pay increase has not yet been confirmed but has been assumed at 3.5%. P Long advised that a revised budget would be brought to the next meeting.</p> <p>W Noon observed that the planned maintenance is behind schedule due to the impact of covid and asked about the medium/long term impact of these works not being delivered. P Long advised that some of the projects will be completed. However, it was noted that elements of the planned works are related to projects which are led by the Council and whilst they have been included they may not actually be completed.</p> <p>S Macintyre advised that there is currently a shortage of supplies and that costs are significantly higher than last year. There had also been a delay in getting gas connections installed for the Thermaflow boiler replacements.</p> <p>The Committee noted that a stock condition survey is now being carried out by surveyors which will provide a costed programme for the next 10 to 15 years.</p>	
<p><b>11.</b></p>	<p><b>Operations</b></p> <p><b>11.1 Rent Increase Consultation Report</b></p> <p>The Committee commented on the low response to the rent increase consultation and discussed how to increase the response levels in future. The use of the text facility for future consultation was discussed. S Macintyre advised that Hillhead Housing Association had included a link to a form on their text message and they received a response rate of 10%. R Russell commented that</p>	

tenant engagement is an ongoing issue. S Macintyre advised that he had contacted the tenant who was unhappy with proposed increase to explain the process and that the maintenance concerns were forwarded to our Maintenance Officer. After further discussion the Committee approved the rent increase.

### **11.2 Housing Management Performance Report**

A copy of the housing management performance report was included with the committee papers. The following questions/comments were raised:

- R Russell ask how many voids the Association has at present. S Macintyre advised that there is currently one void property.
- R Russell commented on the average time to let properties of 87 days. S Macintyre will request further information from A Moore.
- C Burns asked whether the complaints about anti-social behaviour are about the same people. S Macintyre will look at the categories of complaint and do a comparison. P Broadwith asked for more context/graphs on anti-social behaviour so the committee can compare the figures and analysis of trends.

### **11.3 Maintenance Performance Report**

A copy of the maintenance performance report was included with the committee papers. S Macintyre advised that there had been a large increase on the amount spent on void properties. The external gas servicing audits had to be cancelled as the auditor had contracted Covid. P Broadwith asked if there was only one auditor. S Macintyre advised that is correct. The average number of reactive repairs completed per occupied property has reduced.

#### **Pre and Post Inspections**

P Broadwith commented that the Association are not meeting their target of 10% for pre and post inspections and commented that the target should be reduced if we are unable to meet this. R Russell commented that 10% is market standard and S Macintyre confirmed that this was correct. The committee discussed if more support is required and if staffing levels need to be reviewed when the Association takes ownership of the new build properties. S Macintyre will ask A Moore to provide more information on this.

#### **The fire, heat alarm and carbon monoxide detection contract**

The Association has brought 220 up to the relevant standard with only two properties yet to be completed. It was noted that one of the properties had their alarms fitted on 31 January 2022. Forced access was not required as the tenant was at home. The other property has not been completed due to the tenant being in

	<p>hospital long term. Our contractor will attempt to arrange further access for this property with the tenant's family.</p> <p><b>11.4 Policy Sub Group</b></p> <p>The policy sub group was postponed as not enough committee members were able to attend. J Daisley to email committee members with another proposed date.</p>	
<b>12.</b>	<p><b>Deferred Agenda Items</b></p> <p>No items were deferred.</p>	
<b>13.</b>	<p><b>Any Other Competent Business</b></p>	
<b>14.</b>	<p><b>Date of Next Meeting: 24 February 2022 at 5pm via zoom</b></p>	

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

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

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