

Abronhill Housing Association

Remote Meeting of the Management Committee held on Thursday 27 May 2021 via Zoom at 17:00hrs

Minutes

Present:	P Broadwith	R Russell	L Black
	I Smith	W Noon (left meeting at 6pm)	C Burns
	D Brown	R Brownlee	
In Attendance:	S Macintyre	J Daisley	A Moore

	Agenda Item	Action
1.	<p>Apologies</p> <p>An apology was received from A Smith.</p> <p>R Brownlee was welcomed to his first committee meeting. R Brownlee is filling a casual vacancy on the committee.</p>	
2.	<p>Declarations of Interest</p> <p>L Black declared an interest in item 11.2 item 12 Tenant Satisfaction Survey.</p>	
3.	<p>3.1 Minutes of previous meeting (held on 29 April 2021)</p> <p>Item 4 Matters Arising – C Burns asked if there was an update from North Lanarkshire Council (NLC) regarding the Energy Efficiency Works. S Macintyre advised that there was no further update to report.</p> <p>Item 5.2 Health and Safety Report – C Burns asked if the equipment used by staff at home has been PAT tested. A Moore advised that he would arrange for this to be carried out. R Russell asked if the PAT testing should be completed at the location the equipment is being used. A Moore will check and confirm.</p> <p>Item 7.2 Committee Training – C Burns suggested having a monthly training session for committee members. This will be discussed under item 13 Any Other Competent Business.</p> <p>Item 10.3 Internal Audit – C Burns asked if there was an update on the recommendations. A Moore is working through the recommendations and confirmed that the emergency lighting at Larch Place has been checked.</p>	

<p>Item 6.3 SHARE Membership Renewal – P Broadwith asked if S Macintyre had enquired about the complimentary training sessions for committee members. S Macintyre advised that he would follow this up. This is to be added to the Actions/Decision list.</p> <p>Item 11.2 Policy Review List – P Broadwith asked if there was any update from our Internal Auditor, A Quinn who was asked to review our list of policies. S Macintyre advised that he is waiting for an update. This has to be added to the Actions/Decision List.</p> <p>Acceptance of the minutes, which, had been circulated in advance, was proposed as a true record of the meeting of 29 April 2021 by C Burns and seconded by L Black.</p> <p>3.2 Minutes of Development Sub Committee (held on 11 May)</p> <p>S Macintyre confirmed that the Development Agreement has been forwarded to TC Young Solicitors. A signboard has been ordered for the site. S Macintyre will contact J Duncan regarding the manufacturer of the pre-cast concrete panels. The development subcommittee will agree a date for a site visit. A Moore will organise PPE for committee members going on site. The conditions of the Housing Association Grant (HAG) paid to Clyde Valley Housing Association will be transferred to Abronhill Housing Association upon acquisition. A meeting with the Scottish Government is due to take place in a couple of week's time. An update on the site progress will be forwarded to the committee. R Russell commented that good progress is being made at the site. The committee agreed to discuss the handover of the site under item 13 - Any Other Competent Business. R Russell ask if there was any update on the door position on one of the flats. S Macintyre advised that there was no update at present. R Russell advised that he could provide a drawing if required.</p> <p>Acceptance of the minutes, which, had been circulated in advance, was proposed as a true record of the meeting of 11 May 2021 by R Russell and seconded by I Smith.</p> <p>3.3 Actions/Decision List from Meeting held on 29 April 2021</p> <p>S Macintyre discussed the Actions/Decision List that had been issued to committee. The following items will remain on the list:-</p> <ul style="list-style-type: none"> • Staff Job Descriptions • North Lanarkshire Council – Participation in Energy Efficiency Works • Internal Audit – Tenant Safety • Policy Review Committee 	
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	<ul style="list-style-type: none"> • Policy Review Progress <p>The Letting Plan will be discussed under item 11.3</p> <p>A Moore discussed the details of the community benefits clause with the Gas Servicing Contractor, James Frew. The contractor asked if the Association had a cause that they would like them to support. As the value of the contract is low this would be reflected in the amount of funding available. A Moore also enquired about apprenticeships for a local person and was advised that the contractor has already recruited for this year. D Brown advised that if the Association was involved in any community events then we could ask for a prize to be donated. R Russell asked if there was an amount or percentage written into the contract. A Moore will check. S Macintyre advised that the Association is due to receive a percentage of the reactive repairs contract for a charitable cause from R & J and this could be added to any donation received from James Frew. This will be brought to the next committee meeting.</p>	
4.	<p>Matters Arising</p> <p>S Macintyre discussed the refinancing with the Bank of Scotland. The committee has approved the loan documentation. F McDonald had emailed a proposal for the repayment of the loan. There are two parts to the loan - £1m to repay the loan with the Co-operative bank over a 10-year period and on a fixed rate. The second part is for £2.1m to finance the new build development. The Association's Treasury Management Policy states that between 40 and 60 percent of the loan should be fixed and the remainder on a variable rate. W Noon asked if this figure is still appropriate and asked if more detail could be provided. S Macintyre asked if the committee are in agreement to fix the £1m for a period of 10 years. This was approved by committee.</p>	
5.	<p>Health & Safety and Cyber Security</p> <p>5.1 Corona Virus Update Report</p> <p>S Macintyre advised that he had asked staff to complete a brief questionnaire regarding the return to office working. Only at level 0 can office based working resume. The committee agreed for S Macintyre to discuss a flexible working arrangement with staff. Staff had attended a Health & Safety webinar and there could be more obligations on the Association in relation to cleaning at the office premises.</p> <p>C Burns asked that as Court Actions for arrears are suspended until the end of September what options are available to the Association. S Macintyre advised that Housing Officers are trying to engage with tenants and most are co-operative. The Housing</p>	

	<p>Officers can continue to serve a notice but are unable to do anything further at this time. S Macintyre advised that the same restrictions also apply to the private rented sector.</p>	
<p>6.</p>	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing (EVH) Monthly Report</p> <p>This was included for the committee's information. P Broadwith asked if he could be sent the link for the entry for the CHAS draw to win a car.</p>	
<p>7.</p>	<p>Regulatory, Notifiable Events & Governance Matters</p> <p>7.1i Annual Return of the Charter (ARC) & 7.1ii ARC Presentation</p> <p>A summary report and a copy of the presentation had been issued with the committee papers. S Macintyre discussed the presentation. The impact of Covid 19 is marked across a number of areas which are highlighted below:</p> <ul style="list-style-type: none"> • Rent collected as a % of rent due has fallen this year. • % of rent lost through voids has increased. • Average time to re-let properties has significantly increased as a there was a 3 month period when the Association was unable to let properties. • Average Number of Reactive Repairs per Property has reduced due to restrictions. • Average Time to Complete Emergency Repairs and Non-Emergency repairs have increased due to restrictions. • % of Reactive Repairs Completed Right First Time has dropped this year. • % of Applications for Medical Adaptations Completed has reduced. • One Gas Safety Check was delayed due to the tenant self-isolating. <p>The Association currently has 55 properties that do not meet EESSH.</p> <p>S Macintyre was asked if under Tenant Satisfaction if we could break down the % of Tenants who feel rent represents value for money. S Macintyre advised that he would check if there was further information available and that the survey was carried out in 2019. S Macintyre also advised that the tenant satisfaction survey is anonymous. The reasons why a tenant is dissatisfied are recorded but we are not able to identify the tenant. A report on the tenants' satisfaction survey would have been provided to the committee at the time. S Macintyre will circulate this to committee.</p>	

	<p>As part of the ongoing repairs service if a repairs satisfaction survey is returned and the tenant is dissatisfied with the repairs service A Moore will contact the tenant to follow this up and discuss with the tenant.</p> <p>R Russell advised that the training session the committee had attended on Monday 24 May discussed the importance of tenant engagement.</p> <p>Following discussion, it was agreed to include information regarding the community fund/tenant engagement in the newsletter.</p> <p>7.2 Committee Training</p> <p>R Russell advised that at the training session on Monday 24 May the committee were advised that the Scottish Housing Regulator (SHR) would be asking Housing Associations to send out an equalities form to tenants requesting information on 9 protected characteristics. As part of the training session S Eglinton included a specimen letter to be issued to tenants advising them that they will receive this form in due course. S Macintyre advised that the SFHA had issued a 96-page guidance on this issue and that the committee need to be assured we are acting lawfully. Following discussion S Macintyre agreed to speak to colleagues and to check the guidance on this matter.</p>	
8.	Strategy/Development	
9.	<p>Staffing</p> <p>9.1 EVH Terms & Conditions – Summary of changes January 2021</p> <p>This was included for the committee’s information.</p>	
10.	Finance & Audit	
11.	<p>Operations</p> <p>11.1 Housing Management Quarterly Report</p> <p>S Macintyre discussed the report that had been prepared by the Housing Officers. Rent arrears have increased from the previous year due to the pandemic. The total current rent arrears at the end of March 2021 was £53,899.38 and increase from £44,335.89 for March 2020.</p> <p>There were 8 lets made in the period from 1 January to 31 March 2021. The average time to let properties was 95 days that is an increase since the last quarter.</p> <p>As at 31 March 2021, there were 91 live applicants on the housing lists and 20 new applications had been received during the quarter.</p>	

<p>Item 2.3 Technical Arrears - C Burns asked about the continuing increase in technical arrears. S Macintyre advised that these payments are made in arrears and are made on a four weekly cycle whilst our rents are charged monthly in advance. Therefore there will be a double payment made one month in the year.</p> <p>Item 4 Anti-Social Behaviour - C Burns asked if there is any correlation between tenants who do not pay rent and who have had anti-social complaints made against them. S Macintyre advised that he does not have this information but advised that incidents of anti-social behaviour can be included in court actions raised for rent arrears.</p> <p>Item 2.1 Corona Virus – P Broadwith asked if it was a high number of tenants who are not paying rent. S Macintyre confirmed that it is not.</p> <p>11.2 Maintenance Quarterly Report</p> <p>A Moore discussed the report that he had prepared in advance. The percentage of routine repairs completed on time was 76%, which is lower than the Key Performance Indicator (KPI), which is 95%. This is due to the Covid restrictions as repairs are recorded from the date they were reported. The time to complete non-emergency repairs was 7 days again due to restrictions. The normal time for non-emergency repairs is 3 days.</p> <p>The reactive repairs spend for the quarter is £17,658.86 over what was budgeted. This is due to the number of void properties and the extensive work required to some of the properties before they could be relet.</p> <p>The number of reactive repairs carried out has significantly reduced. However, this is due to multiple repairs being ordered on one job line as tenants have reported several repairs at one time once restrictions lifted. P Broadwith asked if repairs could be recorded individually. A Moore agreed to keep a spreadsheet of multiple repairs ordered to ensure we have an accurate figure for reports.</p> <p>The average spend on voids for the period 1 January – 31 March 2021 was £1,748.83 which is higher than the previous quarters. R Russell asked if the Association can recharge repairs to previous tenants. A Moore advised that the Association can recharge previous tenants although it can be difficult to recover costs. If a tenant is deceased then we have to accept the cost to bring the property to a lettable standard.</p> <p>External Gas Servicing Audits were suspended for the year 2020-21 due to the Covid restrictions. These have now restarted and will be included in the next quarterly report.</p> <p>Pre and Post Inspections. The committee noted that only 1 job was pre-inspected in March and there were no post inspections. As restrictions are easing more pre and post inspections will be carried out.</p>	
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<p>Cyclical Works Electrical Testing – New legislation comes into place in March 2022 whereby the Association must have an up to date Electrical Installation Condition Report completed for all properties. The Association has entered into a procurement partnership with Hillhead Housing Association to appoint a contractor for an initial 3-year period with an option to extend for 5 years. New procedures will need to be put in place as we will now need to consider forcing access to properties where we have problems gaining access.</p> <p>Stage 3 Medical Adaptations – The Association has received a number of medical adaptations and has applied to the Scottish Government for funding to carry these out.</p> <p>Tenant Satisfaction Survey – 97% of tenants who responded were Very Satisfied or Fairly Satisfied with the repairs service.</p> <p>Repairs Appointment Kept – this should have read there were no appointments made during the quarter.</p> <p>Fire, Heat Alarm & Carbon Monoxide Detection Contract – this contract is due to recommence in June 2021.</p> <p>3. Repairs Right First Time – P Broadwith asked if we had the Scottish average figure for 20/21. S Macintyre advised we do not have this figure as the ARC return is to be submitted by 31 May 2021.</p> <p>7. Cyclical Works Electrical Testing – P Broadwith asked about the change in procedures to gain access to properties to carry out this work. A Moore advised the procedure would be similar to how the Association proceeds with gas servicing. However, it will be more challenging as we cannot cap electricity supplies. Solicitor involvement might be required and this will incur costs.</p> <p>8 & 9. Carbon Monoxide Detector Checks and Fire Alarm Testing – P Broadwith asked how the Association knows that the checks have been completed. A Moore advised that it is noted on the safety certificate. Following discussion it was agreed that A Moore would keep a spreadsheet to ensure these checks are being completed.</p> <p>14. Scottish Housing Quality Standards – P Broadwith asked if the Association has any options regarding the tenant who has refused to have a new central heating system installed. A Moore advised that the Association does not have regular contact with the tenant. A Moore could try to persuade tenant to have this work carried out in order for the property to comply with EESSH.</p> <p>16. Fire, Heat Alarm & Carbon Monoxide Detection Contract – P Broadwith asked if the Association is on track to have this completed by the deadline. A Moore confirmed that it is restarting in June 2021.</p> <p>11.3 Draft Letting Plan for Woodcutter Site</p> <p>S Macintyre is looking at the Association's allocation policy and Housing Officers are looking at the profile of applicants in line with current quota system.</p>	
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12.	Deferred Agenda Items No items were deferred.	
13.	Any Other Competent Business Committee training – the committee agreed it is important to do training and that a quarterly training session would be beneficial. R Russell asked if S Macintyre could send him a link for Hillhead Housing Association’s next committee meeting on 2 June 2021. S Macintyre advised that this invitation is extended to all committee members. R Russell advised that he had been attending the Mindfulness Sessions being run by EVH. Woodcutter site handover – R Russell advised that there could be Health and Safety implications in taking a partial possession of the site. The site only has one entrance and exit and if we take partial possession of properties then trades would still require access to the site. R Russell confirmed that he would recommend that the Association receives all the properties at the same time. S Macintyre asked the committee to consider a cut-off date of when the properties could be handed over. The committee agreed that the end of the first week in December would be the cut-off date. L Black advised the committee that she has decided to resign from the committee having served for many years and her last meeting will be in June 2021. P Broadwith thanked L Black for her long service on the committee. P Broadwith thanked R Brownlee for attending his first committee meeting. S Macintyre advised that he would be on leave next week.	
14.	Date of Next Meeting: 24 June 2021 at 5pm via zoom	

Signed as a true record by the Chairperson

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Copies of committee reports are available on request.