

## Abronhill Housing Association

Remote Meeting of the Management Committee held on Thursday 28 October 2021  
via Zoom at 17:00hrs

### Minutes

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

	<b>Agenda Item</b>	<b>Action</b>
1.	<p><b>Apologies</b></p> <p>An apology was received from A Smith.</p>	
2.	<p><b>Declarations of Interest</b></p> <p>There were no declarations of interest.</p>	
3.	<p><b>3.1 Minutes of Management Committee (held on 30 September 2021)</b></p> <p>R Russell advised that under item 3.2 Actions/Decision list that he had requested a copy of the specification for the energy efficiency works proposed by North Lanarkshire Council (NLC).</p> <p>Item 4.1 Matters Arising P Broadwith asked if there was an update on the tenants rent arrears fund. S Macintyre advised that he has been sent the eligibility criteria and Housing Officers will identify any tenants who may benefit. The fund is not yet open for applications.</p> <p>Acceptance of the minutes, which, had been circulated in advance, was proposed as a true record of the meeting of 30 September 2021 by C Burns and seconded by D Brown.</p> <p><b>3.2 Actions/Decision List from Meeting held on 30 September 2021</b></p> <p>NLC energy efficiency works. S Macintyre has spoken to Councillor Claire Barclay who will make enquiries regarding the legal agreement and increase in specification and costs on behalf of the Association. This item will remain on the actions/decisions list.</p>	

	<p>R Russell advised that the Oct 21 update from Glasgow West of Scotland Forum (GWSF) mentions a government fund for external rendering and insulation in properties. S Macintyre will make enquiries and speak to NLC.</p> <p>Policy Review Committee – S Macintyre will email committee members the policies to be reviewed and proposed dates for the policy review committee to meet.</p> <p>Succession Planning – the date should read March 2022.</p> <p>The rent increase 2022/23 consultation report will be included in November's committee papers.</p> <p>All other items will be discussed in the reports.</p>	
4.	<p><b>4.1 Matters Arising</b></p> <p>There were no matters arising.</p>	
5.	<p><b>Health &amp; Safety and Cyber Security</b></p> <p><b>5.1 Corona Virus Update Report</b></p> <p>S Macintyre advised that the office ventilation unit has still to be installed and the carpet tiles in the office have to be replaced. As soon as the work has been completed then there will be return to office based working for staff.</p> <p>P Broadwith asked if the Association has policies/processes in place for staff returning to work. S Macintyre advised that the Association has been provided with guidance from ACS and the Scottish Government. Staff will be advised of the procedures.</p> <p>S Macintyre advised that the Association has paid £650 from the Community Recovery Fund to the Cumbernauld Resilience Group who provide pre-cooked meals to the elderly, vulnerable, and emergency food parcels. P Broadwith advised that they had recently won a recognition award from the Scottish Council of Voluntary Organisations (SCVO).</p> <p>S Macintyre has also spoken to the 3 PTA's of the local primary schools and £500 each will be paid from the Community Recovery Fund to allow them to enhance their outdoor play activities/spaces.</p>	
6.	<p><b>Correspondence</b></p> <p>The October 2021 update from GWSF was emailed to committee as it arrived after the committee papers had been issued.</p> <p>S Macintyre had emailed committee members a copy of the letter received from Employers in Voluntary Housing (EVH) regarding</p>	

	<p>the pay award for 2022. As inflation levels are currently above the ceiling of the current pay award it is likely there will be a return to negotiations. Committee members are asked for their view on the approach to negotiations. Following discussion the committee agreed to wait until nearer April 2022 to see what the inflation figure does. S Macintyre will inform EVH.</p> <p>J Kelly and D Brown declared an interest in this item.</p>	
7.	<p><b>Regulatory, Notifiable Events &amp; Governance Matters</b></p> <p><b>7.1 Assurance Statement Report and supporting information</b></p> <p>A copy of the report and supporting information was included in the committee papers. Committee are asked to approve the assurance statement and for P Broadwith to sign it on behalf of the Association. S Macintyre advised that the assurance statement has to be sent to the SHR by the end of October 2021 and will be posted on the Association's website. S Macintyre has reviewed and updated the compliance matrix and an action plan has been included to follow throughout the year. P Broadwith asked how many points on the action plan were also on last years. S Macintyre advised that three items were on last year. Asset Management Strategy, Tenant Engagement and a Strategy day for committee. Committee approved the assurance statement.</p> <p>Committee also discussed the use of abbreviations in reports and it was agreed to order guides from EVH.</p> <p><b>7.2 Notifiable Events – Gas Servicing Failure</b></p> <p>S Macintyre advised the committee that he had submitted a notifiable event to the SHR as one of the Association's properties did not have its boiler serviced within the statutory 12-month period. The SHR have confirmed there will be no further action.</p> <p><b>7.3 Committee Learning and Development Plan</b></p> <p>J Cloherty had sent the learning and development plan from SHARE and S Macintyre had put indicative timescales for items to be achieved. The committee discussed networking with other housing associations and benchmarking how much paperwork and involvement other committees have with Associations. S Macintyre commented that it could be difficult to get the balance right, as certain items require approval by the committee. P Broadwith commented that it had been previously discussed that the committee should concentrate on the strategic objectives of the Association and that S Macintyre and the staff team concentrate on the operational matters. The committee are happy with the learning and development plan.</p>	

8.	<p><b>Strategy/Development</b></p> <p><b>8.1 Strategy and Development Report</b></p> <p>A progress report from Clyde Valley had been emailed to committee. Clyde Valley's Head of Development John Duncan is still confident that there will be no further delays beyond February 2022. The energy provider at the site are not taking on any new business. S Macintyre has arranged for staff to visit the site next Wednesday 3 November. A site visit for committee can be arranged for a future date. TC Young have advised that the draft legal agreement is with Clyde Valley's solicitors.</p> <p>R Russell advised that the progress report did not mention the delay in the roof tiles for the development. R Russell advised that there are trees that are very close to the side of the building that could block light into the properties. S Macintyre advised that leave guards will be put on all gutters and the technical officer will be asked about the plans for the trees.</p> <p>S Macintyre proposed that the business planning and strategy day be held on Friday 3 December and has suggested that this take place at the Castlecary Hotel between 09:30 to 13:30 followed by a lunch. D Brown will confirm if she is able to attend.</p> <p><b>8.2 Post Office feasibility</b></p> <p>S Macintyre advised that a private company had been in contact with the Post Office regarding taking this over from Spar with the service restarting in January 2022. The Association has received funding of £10k to conduct a feasibility study, which will include provision for a complementary retail activity, and this will be taken forward.</p> <p>S Macintyre advised that he has spoken to a local councillor about the community hub. The first consultation is with the three local primary schools one of which is outwith the catchment area. The Associations interest as a key stakeholder in the community hub is known and the committee will be kept updated on any developments.</p>	
9.	<p><b>Staffing</b></p> <p>There were no items to report.</p>	
10.	<p><b>Finance &amp; Audit</b></p> <p><b>10.1 Management Accounts to 30 September 2021</b></p>	

	<p>P Long presented the Management Accounts to 30 September 2021. The Statement of Comprehensive Income shows that the Association made an operating surplus of £59k compared to a budgeted deficit of £103k; this is mainly due to lower maintenance costs and lower overheads. The net surplus after interest payments is £52k and after pension payments reduces to £33k. The income and expenditure analysis shows that the void loss is increasing. The Association has received grant income of £10k from awards for all to carry out a feasibility study on the local post office. Stage 3 grant income has still to be received.</p> <p>The Statement of Financial Position shows that the Association has net fixed assets of £3.8m and has cash in hand of £916k. The net assets of the Association are £2.49m.</p> <p>The Association has spent £50k on planned maintenance which is an underspend of £87k. It is anticipated that all planned maintenance projects will be completed in the second half of the financial year.</p> <p>The Woodcutter site has been delayed until February 2022. This will result in a loss of rental income of £14k per month. However, no loan payments will be due to be repaid until the project is complete.</p> <p>The Association has spent £2k on a new ventilation unit for the office and new staff laptops.</p> <p>The ratio analysis confirm the Association's performance and financial position.</p> <p>All loan covenants are being complied with.</p> <p>The forecast outturn shows a gross deficit of £79k compared with the budgeted deficit of £62k.</p> <p>P Long asked the committee if they had any questions on the management accounts.</p> <p>J Kelly asked if contractors have increased their costs for the planned maintenance work. P Long advised he is aware that prices have been increasing. The Maintenance Officer has provided costs for the budget.</p> <p>S Macintyre advised that a procurement process for a new bathroom/heating contract is due to commence.</p> <p>W Noon asked about the supporting detail of the planned maintenance work and if there was any underlying operational reason for the underspend. S Macintyre advised that there has been issues with gas connections being installed to our properties. The Association is also reliant on NLC programming work. W Noon asked if the Maintenance Officer has the support to ensure the planned maintenance is completed. S Macintyre advised that Hillhead HA can provide support if required.</p> <p>P Long was thanked for his report.</p>	
11.	<p><b>Operations</b></p> <p><b>11.1 Housing Management Quarterly Report to 30 September 2021</b></p>	

<p>S Macintyre discussed the quarterly housing management report that had been prepared by the housing officers. The rent arrears at the end of September are 8.33% of the Annual Gross Rent (AGR) that is lower than in 2021/22. The technical arrears are increasing. This is the amount due to be paid to the Association on behalf of our tenants from NLC in the form of housing benefit and from DWP in the case of Universal Credit claimants. Former tenant arrears have increased since June 2021. R Russell asked about the terminology "Recovery by force" S Macintyre advised that this means obtaining a wage arrestment to recover arrears.</p> <p>Two tenancies were terminated during the quarter and five properties were let. The five properties that were let took an average time to let of 66 days that is an increase from the previous quarter. This was due to the condition of the properties and the amount of repairs required before they could be relet. R Russell commented on the amount of time to relet properties. S Macintyre advised that void works were required to bring the properties up to a lettable standard.</p> <p>C Burns asked if anti-social complaints are monitored to see if it is the same tenants who are causing issues. S Macintyre advised that the housing officers will know if there are repeated complaints about the same person and if the complaint requires to be escalated. NLC's anti-social task force has restarted. They can assist residents with anti-social behaviour.</p> <p>J Kelly asked what the target is for rent arrears. S Macintyre will enquire and include on the graph for the next quarterly report.</p> <p>S Macintyre advised the committee that our internal auditor had carried out an audit on rent arrears management that will be discussed at the next committee meeting. The auditor has advised that he will be giving full assurance report.</p> <p><b>11.2 Rent Arrears Eviction Case Report</b></p> <p>S Macintyre advised that committee approval is required to enforce the decree awarded on 19 October 2021. S Macintyre confirmed that no payments have been received as at 27 October 2021 and it is recommended that the committee agree to proceed with an eviction. P Broadwith asked about the Minute of Recall. S Macintyre advised that the tenant could ask for a minute of recall up to the date of the eviction. R Russell asked about the suspension of evictions. S Macintyre advised that this was lifted once the country was out of level zero. Committee agreed to enforce the decree.</p> <p><b>11.3 Maintenance Quarterly Report to 30 September 2021</b></p>	
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	<p>S Macintyre discussed the quarterly maintenance report that had been prepared by the Maintenance Officer, A Moore. The following items were noted:</p> <p><b>1. Reactive Repairs Contract</b> Page 2 job lines raised, the total figure for 2021/22 is not correct it should read 274. P Broadwith asked if the number of jobs raised could be increased to 190 to include the 5 additional jobs. Page 2 void repairs have increased from the previous quarter. P Broadwith asked if information could be included from previous years to allow a comparison of the costs.</p> <p><b>2. Gas Servicing Contract</b> Page 3 External gas-servicing audits. The report from the contractor had not been received for quarter 2 and will be included in the next quarterly report.</p> <p><b>3. Repairs Right First Time</b> - this has increased to 94% which is an improvement on quarter 1 which was 87%.</p> <p><b>5. Pre and Post Inspections</b> – P Broadwith commented that this was above the target of 10% as the Association had pre/post inspected 15% of repairs raised.</p> <p><b>10. Stage 3 Medical Adaptations</b> - S Macintyre advised that the Association is likely to spend more than has been budgeted as there are 4 wet floor shower rooms due to be fitted. The Association can bid for additional funding from the Scottish Government later in the year.</p> <p><b>13. Scottish Housing Quality Standards (SHQS)</b> – the Association plan to increase the SHQS compliance from 57.21% to 70.1% by the end of 2021/22.</p> <p><b>15. Fire, Heat Alarm &amp; Carbon Monoxide Detection Contract</b> – there are 38 properties still to be brought up to standard and this is on course to be completed by the required deadline of February 2022.</p> <p><b>16. Thermaflow Boiler Renewal</b> – a formal complaint has been raised with Scottish Gas Networks (SGN). Some tenants have failed to give access to have the gas connection installed or have failed to arrange for a gas meter to be installed. The AFTAR energy advisor will assist the Association and tenants in progressing these works. P Broadwith asked about the complaint being escalated with SGN. S Macintyre will contact them and ask for it to be escalated again.</p> <p><b>17. Bathroom and Boiler Replacement Contract</b> – R Russell asked if we need to replace these boilers now and asked if other housing associations are looking at alternative heating e.g. air source heat pumps. S Macintyre advised that the boilers are beyond their useful life and gas combi boilers are being installed in the new development and will continue to be installed until 2025. It was agreed to discuss this issue further at the strategy day.</p>	
12.	<p><b>Deferred Agenda Items</b></p> <p>No items were deferred.</p>	

<b>13.</b>	<b>Any Other Competent Business</b>  It is proposed to have the strategy day on Friday 3 December between 09:30 and 13:30 at Castlecary Hotel followed by lunch.	
<b>14.</b>	<b>Date of Next Meeting: 25 November 2021 at 5pm via zoom</b>	

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

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

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