

Abronhill Housing Association

Meeting of the Management Committee held on 12 December 2019 at Castlecary Hotel, Castlecary, Cumbernauld.

Minutes

Present:	I Smith	K McMail	E Irvine
	L Black		
In Attendance:	S Macintyre	J Daisley	L Shaw, Research Resource (Item 11 only)

	Agenda Item	Action
1.	<p>Apologies</p> <p>Apologies were received from R Russell, P Broadwith, C Burns and S Boyle.</p>	
2.	<p>Declarations of Interest</p> <p>There were no declarations of interest.</p>	
3.	<p>3.1 Minutes of previous meeting (held 21 November 2019)</p> <p>Acceptance of the minutes which had been circulated in advance was proposed as a true recording of the meeting of 21 November 2019 by E Irvine and seconded by I Smith.</p>	
4.	<p>Matters Arising</p> <p>S Macintyre advised that the current Strategic Housing & Investment Programme (SHIP) currently runs until 2021. S Macintyre will look through previous correspondence between North Lanarkshire Council (NLC) and Abronhill Housing Association to see what was agreed regarding the Forrest Road site. S Macintyre also advised that the Rules of the Association should be looked at as our area of operation is Abronhill and the boundary may not come under Abronhill. The Rules may need to be amended to reflect this.</p>	
5.	<p>Health & Safety</p> <p>S Macintyre advised that the Association has applied for funding for the cyber essentials accreditation. The Scottish Housing Regulator (SHR) has issued a letter regarding cyber fraud to all Associations.</p>	

6.	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing – Members Report</p> <p>This report has not yet been received from EVH.</p> <p>6.2 Glasgow & West of Scotland Housing Associations</p> <p>Information was issued with the committee papers. S Macintyre advised that the open meetings which committee members can attend are held in Govanhill Housing Association and are useful and informative.</p> <p>6.3 Scottish Housing Regulator (SHR) – How we regulate a guide for tenants</p> <p>Information was issued with the committee papers. A link will be put on the website.</p>	
	<p>Governance</p> <p>7.1 Assurance Statement Action Plan for Improvement- update</p> <p>S Macintyre discussed the action plan which was issued with the committee papers. The action points which are already completed are marked in green, action points that are pending are marked in yellow, while action points marked in red indicate work has yet to start. S Macintyre advised that the value for money statement will be presented at the January meeting along with the equality impact assessments, committee appraisal report and succession plan.</p> <p>7.2 New Committee Member Application</p> <p>P Broadwith and S Macintyre met with Mrs McGuire who is a member of the Association. Mrs McGuire will attend her first meeting in January 2020 and has been advised that there will be an induction process to complete. Mrs McGuire can be co-opted onto the committee until the next AGM and then can become a full member. This was approved by the committee.</p> <p>7.3 Committee Appraisal Report</p> <p>This will be brought to the January committee meeting.</p> <p>7.4 Draft Payment & Benefits Policy</p> <p>S Macintyre discussed the policy that was issued with the committee papers. The Association are required to have this policy in place to ensure compliance with the regulatory requirements of the Scottish</p>	

	<p>Housing Regulator (SHR) and the Office of the Scottish Charity Regulator (OSCR). The role of charity trustees is different than that of the SHR and it is important the committee are aware of their responsibilities in safeguarding the assets of the Charity.</p> <p>The policy was approved by the committee.</p>	
	<p>7.5 Severance Policy</p> <p>S Macintyre advised that it is a requirement of the Scottish Housing Regulator that the Association has this policy in place as it is included in the agreed Assurance Statement Action Plan. The Association is a member of Employers in Voluntary Housing (EVH) and have adopted in full the standard terms and conditions which includes a section on redundancy payments and procedures. Any redundancy and severance payments should only be made in accordance with a clear policy which is approved by the governing body. E Irvine advised that the word action is missing at section 3.8 after subsequent legal. The policy was approved.</p>	
8.	<p>Strategy</p> <p>No items were raised.</p>	
9.	<p>Staffing</p> <p>No items were raised.</p>	
10.	<p>10.1 Rent Increase Consultation Report 2020/2021</p> <p>S Macintyre advised that every year the Association must consult with tenants on the proposed rent increase. The feedback from the consultation will be brought to the January meeting. The Association must consider certain issues when increasing rents for e.g. affordability, the business plan. In previous years the Association has used either the Retail Price Index (RPI) or The Consumer Price Index (CPI) and then added a notional percentage increase of 1%. The CPI in October was 1.5% and we have added a marginal increase of 1%. Therefore, our proposed increase for 2020/21 is 2.5%. The SFHA have recently issued an updated guide to Rent Setting and Affordability Tool. An affordable rent is deemed to be a rent that is less than 25% of a tenants moderate income. S Macintyre has looked at the Association's properties and in all of but one of the scenarios the rents are below 25%. The Associations rent were also compared with other landlords in the area. The committee agreed to consult tenants on a proposed rent increase of 2.5%.</p>	

	<p>10.2 Financial Regulations Policy Review</p> <p>This item was deferred to the January meeting.</p>	
	<p>10.3 Financial Procedures Review</p> <p>This item was deferred to the January meeting.</p>	
<p>11.</p>	<p>Operations</p> <p>11.1 Tenants Satisfaction Survey Results & Presentation</p> <p>Lorna Shaw from Research Resource gave a presentation to the committee on the recent tenants satisfaction survey. L Shaw explained the aim of the survey is to understand tenants satisfaction with the services provided by the Association and the priorities for the future. The survey also provides information for the Annual Return on the Charter (ARC) which is submitted annually to the Scottish Housing Regulator (SHR). Research Resource interviewed 151 tenants which is a 70% response rate spread across the Association's stock. The Association carried out a tenants satisfaction survey in 2013 and in 2016 and these figures were included in the presentation for comparison purposes along with the most recent ARC return figures.</p> <ul style="list-style-type: none"> • The overall satisfaction rate is 93% which is slightly down but is above the Scottish average. • Written communication is the preferred method of being kept informed although 85% of tenants have internet access. • 97% of tenants feel the Association is good at keeping them informed. • More than half of tenants are aware of opportunities to get involved. However, 82% are not interested in being involved. • 82% of tenants are satisfied with the quality of their home which is lower than the Scottish average which is 88%. • The top three tenant priorities for improvement to the home are kitchens, windows and bathrooms. S Macintyre advised that A Moore is currently looking at the major repairs budget. • 95% are satisfied with the Association's contribution to the management of the neighbourhood. The main areas of dissatisfaction are with communal bin storage areas, common close entrances and drying areas. • 91% of tenants think that the rent for their property represents value for money and this figure has improved from the previous 2 surveys. • 55% of tenants find their rent easy to afford and 33% find it just about affordable, 12% find their rent difficult to afford. • 53% of tenants find their heating easy to afford, 34% find it just 	

	<p>about affordable, 13% find it difficult to afford.</p> <ul style="list-style-type: none"> The top three priorities for tenants are a prompt high quality repairs service, my home is kept to a good standard and the surrounding neighbourhood is well kept. <p>L Shaw informed the committee that it is a positive survey. S Macintyre commented that it is positive that some indicators are continuing to improve.</p> <p>The committee discussed trying to engage with NLC regarding the communal areas although this has been tried previously without succession. L Irvine suggested invited elected members to come and speak to the Association.</p>	
12.	<p>Deferred Agenda Items.</p> <p>No items were raised.</p>	
13.	<p>Any Other Competent Business</p> <p>S Macintyre advised that the completed committee appraisal forms had mentioned the length of the committee meetings and it had suggested that meetings finish by 8pm. K McMail commented that it might be worth discussing setting up sub committees. S Macintyre advised that the committee numbers are currently too low to have sub committees but he is going to look into committee recruitment in the New Year.</p>	
14.	<p>Date of Next Meeting</p> <p>23 January 2020 at 6pm</p>	

Signed as a true record by the Chairperson

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Copies of committee reports are available on request.