

## Abronhill Housing Association

Hybrid Meeting of the Management Committee held on Thursday 2 February 2023

18:00hrs

### Minutes

<b>Present:</b>	C Burns	I Smith	A Smith
	D Brown	A Peden	W Noon (Remotely)
	G Watson (Remotely)	J Kelly (Remotely)	
<b>In Attendance:</b>	S Macintyre	J Daisley (minutes)	P Long, FMD

	<b>Agenda Item</b>	<b>Action</b>
1.	<p><b>Apologies</b></p> <p>R Russell had submitted an apology for the meeting.</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 1 December 2022)</b></p> <p>Acceptance of the minutes, which had been circulated in advance, was proposed as a true record of the meeting of 1 December 2022 by I Smith and seconded by D Brown.</p> <p><b>3.2 Actions/Decision List from Meeting held on 1 December 2022</b></p> <p>S Macintyre discussed the actions/decision list:</p> <ul style="list-style-type: none"> <li>• Asset Management Strategy Review this has been deferred until March 2023.</li> <li>• Committee training on responsibilities as Trustees and Board Members. S Macintyre will contact the trainer who carried out this training for Hillhead HA to check their availability.</li> <li>• Dolly Parton Imagination Library – Application forms have been received and eligible tenants will be contacted in due course.</li> <li>• Association’s Vision and Values – this will be included in the next tenants’ newsletter, which is due to be issued in spring 2023.</li> </ul> <p>All other items will be discussed tonight.</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>No report.</p>	
6.	<p><b>Correspondence</b></p> <p><b>6.1 Employers in Voluntary Housing (EVH) Monthly Report December 2022</b></p> <p>This was included for Committee's information. Health and safety updates will be reported at the next committee meeting.</p>	
7.	<p><b>Regulatory, Notifiable Events &amp; Governance Matters</b></p> <p><b>7.1 Assurance Statement Management Committee Review</b></p> <p>Following the Annual Assurance Statement that was presented in October 2022 the Committee agreed to carry out a comprehensive review of the Regulatory Framework this year prior the submission of the next Annual Assurance Statement in October 2023. S Macintyre asked A Cameron from Quinn Internal Audit to submit a proposal to lead this review. This will involve an assessment and evaluation of the Association's Assurance Statement. A questionnaire will be issued to Committee along with 2 working group review sessions. Ideally, the group will consist of 3 or 4 Committee members. Committee will be advised of the dates for the group review sessions. The Committee agreed to proceed with the review.</p>	
8.	<p><b>Strategy/Development</b></p> <p><b>8.1 Annual Committee Work-plan &amp; calendar of meetings</b></p> <p>A copy of the committee meeting dates and annual work-plan were issued for committee's information. P Long suggested that the 5YFP are submitted to the SHR in June along with the Loan Portfolio. S Macintyre will update the work-plan.</p> <p><b>8.2 Strategy &amp; Development Report</b></p> <p>Aspen Place – S Macintyre advised that all warranties have now been received from Clyde Valley and TC Young have been instructed to release the retention sum that had been held back from the date of acquisition.</p>	

	<p>Strategy Day – S Macintyre will issue an email to committee to establish committee availability on the proposed dates in March. S Macintyre will also check availability with the external consultant he has asked to facilitate the day. Castlecary Hotel has been proposed as a venue. If committee has any suggestions on topics they think should be included during the Strategy Day they should advise S Macintyre.</p> <p>Succession Planning for Senior Officer – S Macintyre confirmed his plan to retire in March/April 2024. Hillhead HA will be able to extend the current Director Services agreement from the renewal date in May 2023 until March 2024. A draft brief has been prepared and will be issued to prospective consultants. A guideline cost has been included in the budget for 2023/24. The options appraisal will include some form of limited tenant engagement. S Macintyre commented that the recent tenant satisfaction survey showed high levels of satisfaction. C Burns suggested that this becomes a standing item on the agenda. S Macintyre advised that the committee should form a working group to oversee the options appraisal process during the next 6-9 months.</p>	
<p><b>9.</b></p>	<p><b>Staffing</b></p> <p><b>9.1 Staff Appraisal Report</b></p> <p>S Macintyre discussed the staff appraisal report following the recent staff appraisals. Staff have been working back in the office full time since September 2022 and this is going well. Staff had commented on the new build in Aspen Place, for some staff this was the first time they had been involved in a new build project and they had enjoyed the experience. Void management is putting increased pressure on staff due to the level of voids along with the frustration of dealing with utility companies to have meters changed.</p> <p>There were no specific request for training. S Macintyre highlighted that A Moore had successfully completed CIH level 4 certificate in managing housing maintenance.</p> <p>The Association is looking to develop the use of Microsoft 365 during the year.</p>	
<p><b>10.</b></p>	<p><b>Finance &amp; Audit</b></p> <p><b>10.1 &amp; 10.2 Management Accounts Narrative Report &amp; Management Accounts to 31 December 2022</b></p> <p>P Long presented the Management Accounts to 31 December 2022. The Association made an operating surplus of £166k compared to the budgeted surplus of £141k. This is mainly due to lower planned maintenance costs offset by lower rental income</p>	

	<p>due to the delay in the handover of Aspen Place. Net interest payments, which are higher than budgeted due to the increase in interest rates, reduce the surplus to £103k compared to a budgeted surplus of £85k. Other comprehensive income (pension deficit payments) of £19k reduced this to a net surplus of £84k. There are no further pension deficit payments due to be paid in the near future.</p> <p>The income and expenditure analysis shows that the void loss has increased. This is due to an increase in the number of void properties. A number of current tenants were transferred to the new development at Aspen Place. The grant income for stage 3 adaptations has still to be received. Reactive maintenance costs are higher than budget, cyclical and planned maintenance cost are both lower than budgeted. The Association has received a donation of £500, which has still be distributed. The cost of the AFTAR project is lower than budgeted.</p> <p>The statement of financial position shows the net costs of the Association's housing assets is £8.460m. Cash balances of £815k are higher than budgeted. The value of loans due after one year is £2.826m. The Association's net reserves at December 2022 are £2.640m. The capital expenditure is less than budgeted. However, works are continuing as required. The amount of interest being paid on saving accounts has increased due to higher interest rates and the banks were money is deposited have the top rating with financial agencies. The rent arrears have reduced since March 2022.</p> <p>P Long confirmed that the Association can comply with all loan covenants with a good degree of headroom.</p>	
11.	<p><b>Operations</b></p> <p><b>11.1 Rent Increase Consultation Report</b></p> <p>S Macintyre discussed the report that had been included with the committee papers. Tenants were consulted on a 7% rent increase by letter and via text with a link to an online form. The Association received 107 responses, which is significantly higher than in previous years. Of the responses, received 76.6% were in favour of the proposed increase and 24.3% were against. Association staff will follow up the responses from tenants who did not agree with the proposed increase and tenants will be given advice/signposted to appropriate services where appropriate. W Noon agreed with the positive emphasis on planned maintenance investment but thought a reference to longer-term viability of the Association could have been included in the consultation. S Macintyre agreed that this would be included in the next year's consultation. It was also agreed to ask for comments from tenants who agree with the rent increase along with those who disagree. A copy of the rent consultation documentation will also be included with the committee papers next year. G Watson asked if the</p>	

<p>Association would log the comments received as complaints. S Macintyre advised that the comments would be followed up and if the tenant remains dissatisfied then it would be logged as a stage 1 complaint. S Macintyre advised that the latest report from GWSF showed that a number of Associations were also proposing rent increases of 6% and 7% but as previously noted 7% is the minimum the Association can apply to continue to be viable and maintain investment in homes. The committee approved the rent increase.</p> <p><b>11.2 Housing Management Performance Report</b></p> <p>S Macintyre discussed the Housing Management Performance Report that had been prepared by the Housing Officers. The rent arrears for current and former tenants are reducing and as at the 31 December 2022, they amounted to 5.39% of Annual Gross Rent that is slightly above the target of 5%. The level of current tenants arrears have reduced and are currently are at 3.04%, which is under the target of 4%.</p> <p>Seven properties were let in the period from 1 October to 31 December 2022. The average time to let the properties was 62 days, which is high, compared to our peers. Three tenants terminated their properties during the period and there is significant work and cost required to bring the properties up to a lettable standard. The Association is also experiencing difficulties getting utility companies to change over accounts/meters.</p> <p>The Association has received 24 new housing applications during the quarter bringing the number of live applicants to 141.</p> <p>A review of the Association's Allocation Policy is overdue. A meeting with staff is due to place over the next couple of weeks and tenant involvement will be required as part of this review. A copy of the draft policy will be brought to committee in due course.</p> <p>J Kelly commented that it was good that the arrears are reducing. C Burns asked if there is any correlation between anti-social behaviour and issues with letting vacant properties. S Macintyre advised that he would need to ask the housing officers. If a resident makes a complaint about one of our tenants then the Association would contact/speak to our tenant.</p> <p><b>11.3 Maintenance Performance Report</b></p> <p>S Macintyre discussed the Maintenance Performance Report which had been prepared by A Moore, Maintenance Officer. All reactive repairs carried out during the quarter met key performance indicator targets. The time to complete emergency and non-emergency repairs are both well below the Scottish Average. The reactive repairs expenditure is over budget as previously highlighted by P Long and this is due to the number of void properties and the cost to bring them up to a lettable standard.</p>	
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<p>The number of job lines raised has increased during the quarter. This was partly due to the extremely cold weather in December. There were 15 void properties during the quarter and the average spend on the properties was £691.23 which was less than the previous 2 quarters.</p> <p>The percentage of external gas safety audits are slightly below target for the year. Additional audits will be requested in quarter 4 to meet our target of 10%.</p> <p><u>Electrical installation condition report (EICR)</u> – Our Maintenance Officer has been working on gaining access to have all outstanding checks completed by 31 March 2023. Appointments have been made for 23 of the 34 properties currently outstanding. The Maintenance Officer plans to contact all tenants where remedial work is required by telephone and home visits week commencing 6 February 2023.</p> <p><u>Stage 3 Medical Adaptations</u> – the Association has completed 5 medical adaptations and have spent £11,124.28. The Association will claim grant funding for the adaptations from the Scottish Government.</p> <p><u>Scottish Housing Quality Standards (SHQS)</u> – the proportion of our stock that meets SHQS has increased due to the addition of the new build properties at Aspen Place.</p> <p><u>Dampness/Condensation</u> – S Macintyre presented the committee with an update on the number of repairs relating to condensation/mould in our properties since April 2021. In total, there have been 28 repairs, 3 in houses and 25 in flats. Further reports will be provided in light of any regulatory requirements and/or further guidance on good practice received from our representative bodies.</p> <p><u>Planned repairs programme 2022/23</u> – S Macintyre advised that the replacement of 20 entrance doors would commence next week.</p> <p>The committee were asked to approve cavity wall insulation contract for 27 properties and loft insulation top-up for 31 properties. He outlined the procurement process, which had been followed through the Scottish Procurement Alliance that enabled us to make a direct award to the highest scoring contractor from their established framework for this type of work. The cost of the contract falls within the current year's budget for ESSH works. The works were approved by committee.</p> <p>J Kelly asked what are the Association's plans for gaining access for the electrical inspections if appointments are not made or kept. S Macintyre advised that the EICR's could take a long time to complete which would have an impact on staff resources being in the one property for the duration of the electrical checks. The Association also has some tenants who have hoarding issues and it will be difficult to carry out the EICR. D Brown suggested contacting Social Work for these tenants.</p>	
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	<p>C Burns asked about the insurance claim for a damaged PVC front door. S Macintyre advised that he did not know the circumstances and would need to check with the Maintenance Officer. C Burns also asked if we had received any feedback on the hydrometers from tenants and if they find them helpful. S Macintyre will check with the Maintenance Officer.</p> <p><b>11.4 Tenant Survey 2022 – Initial Findings</b></p> <p>S Macintyre confirmed that A Kennedy from the Knowledge Partnership would attend the next committee meeting to present and discuss the tenant satisfaction survey results in more detail. The summary shows a strong performance with only 2 or 3 indicators having dropped from the previous survey that was carried out in 2019. J Kelly asked if the percentages could be compared with the last tenant satisfaction survey. S Macintyre agreed that this comparison would be included in the report. W Noon commented that the results show that staff are doing a good job and the association continues to perform well. S Macintyre commented that the repairs response times were good with 9 out of 10 repairs being completed on time.</p>	
<p><b>12.</b></p>	<p><b>Deferred Agenda Items</b></p> <p>There were no deferred agenda items to be discussed.</p>	
<p><b>13.</b></p>	<p><b>Any Other Competent Business</b></p> <p>There were not any items to be discussed.</p>	
<p><b>14.</b></p>	<p><b>Date of Next Meeting: 23 February 2023 at 6pm</b></p>	

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

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

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