

Abronhill Housing Association

Hybrid Meeting of the Management Committee held on Thursday 23 February 2023
18:00hrs

Minutes

Present:	C Burns	I Smith	A Smith
	D Brown	A Peden	W Noon (Remotely)
	J Kelly (Remotely)		
In Attendance:	S Macintyre	J Daisley (minutes)	P Long, FMD
	A Kennedy, Knowledge Partnership (Remotely)		

	Agenda Item	Action
1.	<p>Apologies</p> <p>R Russell and G Watson submitted apologies for the meeting.</p>	
2.	<p>Declarations of Interest</p> <p>There were no declarations of interest.</p>	
3.	<p>3.1 Minutes of Management Committee (held on 2 February 2023)</p> <p>Acceptance of the minutes, which had been circulated in advance, was proposed as a true record of the meeting of 2 February 2023 by J Kelly and seconded by D Brown.</p> <p><u>Committee training on responsibilities as Trustees and Board Members</u> - S Macintyre had contacted the trainer who is unfortunately on sick leave. S Macintyre proposed to carry out the training session in-house.</p> <p><u>Dolly Parton Imagination Library</u> – the Association is waiting for the application to be approved. Once approved the Association will receive promotional material and will contact eligible tenants.</p> <p><u>Item 11.2</u> – S Macintyre confirmed that there was no correlation between anti-social behaviour and letting vacant properties.</p> <p><u>Item 11.3</u> – S Macintyre had not been able to get an update on the queries raised by C Burns as the Maintenance Officer had been off work.</p> <p>3.2 Actions/Decision List from Meeting held on 2 February 2023</p> <p>S Macintyre discussed the actions/decision list:</p>	

	<p><u>Assurance Statement Review</u> – A Cameron is attending the next Committee meeting on 23 March 2023. Committee were asked to form a sub group to meet with A Cameron who will lead the review. D Brown and C Burns agreed to be part of the sub group. If any other committee member is interested in being part of the sub group they should let S Macintyre know.</p>	
4.	<p>4.1 Matters Arising</p> <p>There were no matters arising.</p>	
5.	<p>Health & Safety and Cyber Security</p> <p>No report.</p>	
6.	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing (EVH) Monthly Report February 2023</p> <p>The monthly report was included for information. EVH are holding a consultation on recommended changes to their terms and conditions. The consultation is regarding Mental Health First Aid Allowance and Shared Parental Pay. The committee unanimously agreed with the question on Shared Parental Pay. The committee discussed the questions on Mental Health First Aid Allowance. C Burns asked how much the first aid allowance is. P Long confirmed that it is just under £500 per annum. D Brown asked if staff had been asked if they wish to have a mental health first aider and W Noon asked if any staff member is keen to complete the two day training course. S Macintyre advised that F Stuart had completed the course last year and that staff have access to employee counselling services. S Macintyre will discuss with staff and respond to the consultation.</p> <p>6.2 GWSF Monthly Report and Membership Renewal</p> <p>The report was included for information. S Macintyre advised that open meetings are back with the first one taking place on 22 March 2023. The renewal fee for 2023/24 is £940.00 and has been included in the budget. S Macintyre recommended that the Association continue with the membership. This was approved by committee.</p>	
7.	<p>Regulatory, Notifiable Events & Governance Matters</p> <p>7.1 Membership Report</p>	

	<p>A new member application form had been received from M Keane who is a new tenant of the Association. This was approved by the committee.</p> <p>7.2 Succession Planning</p> <p>This is a standing item on the agenda. It will discussed under item 8.1 tonight but in future, a separate report will be issued.</p>	
<p>8.</p>	<p>Strategy/Development</p> <p>8.1 Strategy & Development Report</p> <p><u>Strategy Day</u> – The strategy day will take place on Saturday 11 March 2023 at Castleary Hotel. S Macintyre has asked two external consultants to attend to facilitate some of the sessions. S Macintyre and C Burns will draft and circulate a more detailed programme to committee members.</p> <p><u>Committee Member biographies</u> – S Macintyre asked if committee members could update/provide a short biography to be included within the Business Plan and for inclusion on the Association’s website.</p> <p><u>Succession Planning for Senior Officer</u> - a draft brief has been prepared and a budget provision of [REDACTED] has been included in the budget for 2023/24. The brief will be commissioned following the Strategy Day. The committee was asked to form a working group to oversee the process. C Burns, I Smith and D Brown are interested in being part of the working group.</p>	
<p>9.</p>	<p>Staffing</p> <p>S Macintyre advised that The Pension Trust who administers the pension scheme is launching a series of webinars for staff. The webinars will take place during work days. Committee agreed that staff should be given time to participate.</p>	
<p>10.</p>	<p>Finance & Audit</p> <p>10.1 & 10.2 Draft Budget 2023/24 Narrative Report and Budget</p> <p>P Long presented the draft budget for 2023/24. P Long advised that the rent increase of 7% will generate an additional income of £84k increasing the Association’s turnover to £1.394m. The budget has included a pay award of 5.25% for staff. All operating costs are increasing. Interest payments for loans have increased as interest rates have increased. The Association has some of its loan funding on fixed rates of interest. The draft budget shows a net deficit for the year of £22,900. P Long advised that it is okay to</p>	

	<p>have a deficit in any one year. The cash balance will decrease by £24k in the year. Management costs are increasing due to high inflation. The major repairs budget includes £100k for replacement windows for 20 properties to comply with EESSH. The Association can comply with all loan covenants with a good degree of headroom. The budget will help form a new “year1” of a thirty-year cashflow forecast.</p> <p>W Noon asked P Long how he felt about the Association’s financial outlook. P Long advised that he is concerned about the level of inflation but noted that the Association is in a better position having been allowed to increase rents for 2023/24. W Noon commented that the Association has a good cash balance and a certainty of income with the 7% rent increase but had no certainty regarding costs increasing. P Long confirmed that the biggest variable in costs is in Maintenance. Consultants provide a programme of when components require to be replaced but there is no guarantee on what cost the Association will have to pay compared to the consultants forecasts. The Association might need to absorb some costs into the reactive maintenance budget or defer some works. The Association may also consider increasing rents above inflation in the future.</p> <p>W Noon asked how the Association prioritises EESSH works. S Macintyre advised that money will be invested in properties where the energy efficiency can be improved and where the Changeworks consultant had identified properties where insulation and new windows could improve compliance. The Scottish Housing Regulator (SHR) can issue an abeyance where there is no economic case for investment in a property.</p> <p>S Macintyre advised that our reactive maintenance contractor Rodgers and Johnston had contacted the Association to ask if we would consider a [REDACTED] uplift in labour costs. The current agreement allows for an annual uplift of [REDACTED] W Noon asked if we agreed to increase the uplift this year would the contractor agree to a lower amount next year. The committee discussed the risks to the Association of retendering the contract as we could be paying more than the uplift; the risk of the contractor not fulfilling the contract if we do not agree to the uplift. The committee agreed to delegate authority to S Macintyre and A Moore to negotiate with the contractor on the Association’s behalf.</p> <p>10.3 Internal Audit Report – Allocations</p> <p>Item deferred until March 2023.</p> <p>10.4 Internal Audit Report – Follow Up 2022</p> <p>Item deferred until March 2023.</p>	
11.	Operations	

11.1 Tenant Survey Report and Presentation

A Kennedy from Knowledge Partnership presented an overview of the tenant satisfaction survey that was carried out between 2 December 2022 and 6 January 2023. The survey was carried out door to door and just under 70% of tenants participated. The survey is fully compliant with SHR requirements. The survey will be followed up with a staff presentation and two planning workshops for tenants.

- Overall 95% of tenants are satisfied – the Scottish Social landlord average is 85%.
- The results have improved compared to the 2019 survey. There has been a 3% point uplift in overall satisfaction.
- 100% of tenants agree that they are satisfied with Abronhill being an independent landlord.
- The Association is in the top quartile relative to 87 other Scottish RSL's.
- There is little evidence of any material tenant dissatisfaction – highest level is reserved for rent value.

Quality of Home - 89.5% of tenants are satisfied compared to 81.5% in 2019.

Repair Service - 94.7% are satisfied compared to 92.4% in 2019.

Rent Value - 87.5% are satisfied compared to 90.7% in 2019.

Being kept informed - 96.1% are satisfied compared to 96.6% in 2019.

Contact - 96.4% are satisfied with contacting the Association. This question was not included in the 2019 survey.

Neighbourhood Management – 88.2% are satisfied compared to 94.7% in 2019.

Tenant Participation – 91.4% are satisfied compared to 97.4% in 2019.

The Committee noted that the results are very positive and moving in an upwards direction.

A Kennedy discussed areas where there is scope for increasing satisfaction and moving tenants from neither satisfied nor dissatisfied to satisfied.

A copy of the presentation has to be issued to the committee and the last slide on discussion will be taken to the strategy day.

S Macintyre advised that tenants will be invited to participate in the revising of a new allocations policy and also to attend a Focus Group following on from the survey results. It was acknowledged that it can be difficult to get tenants involved as a large proportion of tenants do not wish to participate.

D Brown asked if the committee could be involved in part of the process. S Macintyre advised that there would be a separate workshop for Committee on the allocations policy changes and that committee could certainly attend any of the Tenant Focus groups if they wished.

12.	Deferred Agenda Items There were no deferred agenda items to be discussed.	
13.	Any Other Competent Business C Burns asked committee if they could complete a questionnaire on competency in the committee as part of his university dissertation.	
14.	Date of Next Meeting: 23 March 2023 at 6pm	

Signed as a true record by the Chairperson

..... **Date**

Copies of committee reports are available on request.