

Abronhill Housing Association

Remote Meeting of the Management Committee held on Thursday 26 May 2022 via Zoom at 17:00hrs

Minutes

Present:	C Burns	R Russell	I Smith
	J Kelly	A Smith	P Broadwith
	D Brown		
In Attendance:	S Macintyre	J Daisley	A Moore
	P Long, FMD Finance	J Clougherty, SHARE	J Chittleburgh, Chiene & Tait

	Agenda Item	Action
	C Burns welcomed P Long, J Clougherty and J Chittleburgh to the meeting. He advised that there were a large number of items on the agenda and asked those speaking at the meeting to be aware of the time allocation for each item.	
1.	Apologies There were no apologies.	
2.	Declarations of Interest There were no declarations of interest.	
3.	<p>3.1 Minutes of Management Committee (held on 28 April 2022)</p> <p>Item 8.2 Woodcutter Site – Monthly Contractor’s Report R Russell advised that the last sentence on page 3 should read – He advised that the external doors of the properties could be moved so that they open against a blank wall and do not hinder residents in the event of an emergency. R Russell also wanted to include the following comment: R Russell was disappointed that J Mulholland (our representative) had not followed up this issue.</p> <p>Acceptance of the minutes, which had been circulated in advance, was proposed as a true record of the meeting of 28 April 2022 by R Russell and seconded by I Smith.</p> <p>3.2 Actions/Decision List from Meeting held on 28 April 2022</p> <p>C Burns advised this item would be discussed at the end of the meeting as some of the items on the list would be discussed during the course of the meeting.</p>	

4.	<p>4.1 Matters Arising</p> <p>S Macintyre advised that the registers, which have to be signed by P Broadwith, is an outstanding item.</p>	
	<p>Health & Safety and Cyber Security</p> <p>5.1 Business Continuity Plan</p> <p>S Macintyre advised that he had revised and updated the Business Continuity and Disaster Recovery Plan to include closure due to a pandemic and to reflect the change in the IT systems, which are now cloud based. Appendix 1 provides an action plan in the event of loss or serious damage to the Association's office. The policy is to provide assurance to the committee that in the event of an emergency systems would be put in place.</p> <p>Item 1.4 Retiral – R Russell asked if the Association is allowed to ask if a member a staff is considering retirement. S Macintyre confirmed that yes, staff can be asked about this but there is no obligation for staff to retire. It is asked as part of succession planning for the Association.</p> <p>Item 6.5 C Burns suggested that this is change to Service Provider will be contacted to arrange for call forwarding for our main office number.</p> <p>The plan was approved by committee.</p>	
6.	<p>Correspondence</p> <p>There were no items of correspondence</p>	
7.	<p>Regulatory, Notifiable Events & Governance Matters</p> <p>7.1 & 7.2 Charter Return Report and Presentation</p> <p>S Macintyre advised the committee that the Annual Return of the Charter (ARC) must submitted each year to the Scottish Housing Regulator (SHR) and requires to be approved by the Management Committee. This year the ARC is due to be submitted by 31 May 2022. S Macintyre advised that performance remains strong. A copy of the key trends and PowerPoint presentation was issued with the committee papers. The following points were highlighted:</p> <ul style="list-style-type: none"> • The number of members has declined. • Rent collected as a % of rent due has improved. • Gross rent arrears as % of rent due has reduced. Former tenant arrears were written off last year. • % of rent lost through voids is reducing. • Properties let has reduced from last year. • % of tenancies sustained > 1 year has increased. 	

- Average time to re-let properties has improved although still longer than pre-pandemic level in 2019/20.
- Homeless referrals is zero. S Macintyre is meeting with the area manager from North Lanarkshire Council (NLC) next week to discuss this.
- % of lettable houses that became vacant is lower than previous years.
- No. of anti-social complaints has increased.
- % tenancy offers refused is lower than last year. The Association changed how it recorded offers refused in Q4 19/20, which explains the large variance from the figure, recorded in 2020.
- Average No. of reactive repairs per property is lower than pre-pandemic levels.
- Average time to complete emergency repairs has reduced.
- % applications for medical adaptations completed has significantly increased from the previous year.
- Tenant satisfaction results have not changed since the last survey was carried out in 2019 with the exception of % of tenants satisfied with repairs and maintenance service (last 12 months) which has reduced slightly from previous year.
- Stock Statistics – R Russell asked if the average weekly rent figure for a 5 apt is correct, as it is lower than 4apts. S Macintyre will check figure.
- SHQS/ESSH & Gas Servicing – the projected figure for percentage number of units meeting SHQS at year-end included the 36 new build properties. One property did not have a gas safety check completed by the anniversary date.

The committee approved the ARC return. This will be uploaded onto the SHR portal.

7.3 Assurance Statement 2021 Action Plan Update

S Macintyre discussed the progress of the action plan to date. The stock condition survey has been completed. The information has to be passed to FMD for them to update the 30-year forecast. Tenant engagement – a draft newsletter and a mini tenant consultation is planned to discuss the tenant participation policy, which is out of date. This had been delayed due to covid restrictions.

7.4 Committee Appraisal

J Cloherty, Learning & Development Officer with SHARE gave a presentation of the committee appraisal process. As part of the process J Cloherty was observing tonight's committee meeting. Committee were advised that the SHR expect Associations to

	<p>carry out committee appraisals. An online survey will be issued to all committee members to complete. A paper copy can be provided if required. One to one meetings will then be arranged either virtually or in person. Individual learning statements will be provided to each committee member. A report will be presented at the October committee meeting. J Cloherty will liaise with S Macintyre on dates for the process to commence.</p> <p>7.5 Paul Broadwith – Standing down at AGM</p> <p>P Broadwith confirmed his intention to stand down and resign from the Management Committee at the AGM in September.</p> <p>S Macintyre confirmed that as part of a committee recruitment campaign an article will be included in the newsletter. This will also be shared on social media.</p>	
<p>8.</p>	<p>8.1 Strategy/Development</p> <p>8.1 Strategy & Development Report (Business Plan Narrative)</p> <p>A draft Business Plan was included in the papers. The Business Plan has been revised following the Strategy Day in December 2021. The financial sections have to be updated as the revised 30 year projections need to be reviewed following the Stock Condition Survey and associated Life Cycle Costing Plan. These sections will be updated by FMD and then the Business Plan will be brought back to committee for approval.</p> <p>S Macintyre commented that some of the committee biographies on page 6 & 7 require updating.</p> <p>Item 4.4 The Scottish Index of Multiple Deprivation (SIMD) has been updated following Community Links presentation last year.</p> <p>Item 4.7 Our Rents has been updated following last year's rent increase report.</p> <p>Page 20 & 21 Our Performance has been updated to include current years ARC and indicators where performance is poor or below the Scottish Average have been highlighted.</p> <p>R Russell commented that he was impressed with the Business Plan.</p> <p>R Russell asked if the last sentence under item 5.3 Weaknesses should be included. S Macintyre advised he would remove this from the current business plan.</p> <p>8.2 Strategy and Development Report</p> <p>Abronhill Post Office Feasibility Study</p> <p>S Macintyre advised that he had a follow up meeting with the consultants yesterday. The Post Office have a legal obligation to provide 1100 Post Office facilities in the UK and to find another Post Office facility when one closes. This would need to be part of</p>	

	<p>an existing business or community enterprise. The consultant will carry out resident consultation through focus groups and an update will be brought to the June committee meeting.</p> <p>P Broadwith asked about the legal obligation of the Post Office as if they may already have more than 1100 facilities in the UK and therefore would not need to provide another facility. S Macintyre will make further enquiries.</p> <p>Abronhill HUB proposals</p> <p>S Macintyre advised that he had attended a meeting with the design team last week. The indicative cost to the Association to participate in the HUB is [REDACTED]. This has been passed to the Association's cost consultant to review. It is not affordable for the Association to purchase outright. If the Association took out a lease agreement over 25 years the cost per annum would be around [REDACTED]. The Association currently does not pay any costs, as the office unit is owned outright. If the Association does want to participate in the HUB then a legal agreement would need to be signed.</p> <p>D Brown asked about plans for the Abronhill Shopping Centre. S Macintyre advised that NLC's priority is the main town centre in Cumbernauld. D Brown asked if there are plans for the library and medical centre buildings as they will be moving into the new HUB. S Macintyre confirmed he did not know if there are any plans for the buildings. D Brown commented that tenants might have opinions on the cost. S Macintyre advised that he would provide more information at the next committee meeting.</p> <p>Aspen Court (Hazel Road)</p> <p>S Macintyre regretfully informed the committee that the handover for the new build properties is now scheduled for 30 June 2022. The first fully completed flat is due for inspection tomorrow. A Moore and the Association's Clerk of Works will be attending. Two thirds of the properties have now been pre-allocated from the Association's transfer and waiting list. NLC have provided information on other prospective tenants. The committee were asked to give delegated authority to S Macintyre and P Broadwith to sign any paperwork. This was agreed by committee.</p>	
9.	<p>Staffing</p> <p>No Reports</p>	
10.	<p>Finance & Audit</p> <p>10.1 5 Year Financial Projections Report</p> <p>10.2 5 Year Financial Projections Submission to SHR</p> <p>10.3 Ratio Analysis</p>	

<p>P Long presented the 5 Year Financial Projections, which is required to be approved by the management committee and submitted to the SHR by 31 May 2022. A copy of the return along with a narrative report was issued with the committee papers.</p> <p>Income will increase yearly and rental income will increase in year 1 with the rents from the new development at the Woodcutter site. Grants released from deferred income will increase in year 1 due to the grant for the Woodcutter site.</p> <p>Operating Cost will be over £1m per year and interest payments on loans will increase from £37.5k in year 0 to £87.8k in year 5. There will be a surplus every year except year 0.</p> <p>The assets are increasing due to the new Woodcutter development.</p> <p>Rent arrears will increase slightly each year.</p> <p>The cash balance will decrease in year 1 once the new housing development is paid for.</p> <p>All financial covenants are being complied with and there is a good degree of headroom.</p> <p>An estimated cost for decarbonisation has not been included as the Association is waiting for further information from consultants.</p> <p>The ratios are automatically updated and performance can be compared with the national median. A ratio analysis report had been provided by P Long to show how they are calculated and give more context.</p> <p>P Long confirmed that it is a good financial performance over the 5 years enhanced by the new build properties.</p> <p>R Russell asked why it has been assumed that rent arrears will increase each year. P Long advised that he looks at different scenarios and it is fair and reasonable to allow for a slight increase. It was noted that the arrears had decreased in the year to March 2022.</p> <p>The report was approved by committee and can be submitted to the SHR.</p> <p>10.4 Audit Plan for 21/22 – Chiene & Tait</p> <p>J Chittleburgh discussed the audit plan for 21/22, which had been issued to the committee. Part of the process is getting to know the Association and how it works along with any future plans. They will look at a number of areas including; Governance, recoverability of rent, bad debt provision, loan covenants, component accounting, fraud management. The audit team are J Chittleburgh, S Beattie, S Young and N Srisomvong. The team are getting back into offices as well as carrying out virtual auditing. The management committee will be informed of all significant unadjusted amounts between £60k and £1k. The timetable for final fieldwork is week commencing 13 June 2022.</p>	
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	The committee had no questions and J Chittleburgh was thanked for his presentation.	
11.	<p>Operations</p> <p>11.1 Quarterly Housing Management Report 31 March 2022</p> <p>S Macintyre discussed the report that had been issued with the committee papers.</p> <p>The Gross Arrears as a % of AGR at the end of March were 6.44%, which is lower than last year.</p> <p>There were 3 properties let in the period 1 January – 31 March 2022. The average time to relet properties was 55 days, which has, reduced from the previous quarter.</p> <p>There were 7 anti-social behaviour complaints, four of the complaints related to different incidents involving the same tenant. D Brown asked about the outcome of the complaints involving the same tenant. S Macintyre will check with the housing officers.</p> <p>S Macintyre advised that an anti-social focus group will take place in July to discuss the anti-social behaviour policy, which is being revised and updated following the internal audit. D Brown commented that it is good</p> <p>There has been an increase in the number of housing application forms received in the quarter due to the new build development.</p> <p>The AFTAR project has been successful in obtaining further funding for a period of 2.5 years from 1 July 2022 reducing our contribution for the service. S Macintyre and A Herson will attend a meeting on 31 July 2022, which will provide further information.</p> <p>11.2 Quarterly Maintenance Report to 31 March 2022</p> <p>A Moore presented the report, which had been issued with the committee papers. The following points were highlighted:</p> <ul style="list-style-type: none"> • The percentage of repairs completed on time was above the KPI for each category. • The average length of time to completed emergency and non-emergency repairs was below the Scottish Average. • The cost of reactive repairs for the year is over budgeted due to higher void costs in August and January. • The number of job lines raised has increased from last year. • The amount spent on voids has reduced during the quarter. • Only 1 gas service was overdue during the year due to the tenant self-isolating. • The percentage of gas servicing audits carried out for the year is 11%. The Association aims to carry out 10%. • The percentage of repairs carried out right first time is 97.13%, which is higher than the Scottish Average of 91.46%. • The average number of reactive repairs completed per property is 2.15. 	

	<ul style="list-style-type: none"> • The percentage of pre and post inspections 18% and 12% for the quarter. The association aim pre and post inspect 10%. • The electrical testing is continuing although there continues to be access issues. • The Association has completed 12 medical adaptations and have received grant funding from the Scottish Government to cover expenditure. • There were no appointments recorded during quarter 4. A Moore has raised this with staff members to ensure these are recorded. • The Scottish Housing Quality Standard (SHQS) has reduced. There are 52 properties were an electrical safety inspection is outstanding or remedial works following the inspection are outstanding. D Brown asked if forced entry letters have been issued. A Moore advised that they have not been issued but will be considered. • The gutter-cleaning contract has been completed. D Brown enquired if the contractor had been asked to provide before and after photographs. A Moore advised that they had not been asked to provide photographs but would include this in the next contract. • The bathroom and boiler contract has now been completed and the cost has come in under budget. • The Association plans to carry out planned repairs programmes in 22/23, which include 10 boilers, 5 bathroom and 20 replacement entry door. There are 27 thermaflow boilers still to be replaced. Tenants need to arrange to have a gas meter installed before the new boiler can be installed. • EESSH and EESSH2 the association has engaged a consultancy called Changeworks to carry out a desktop exercise and to provide a detailed report on works that would be required to our properties for EESSH and EESSH2 compliance. <p>A Moore was thanked for his presentation.</p>	
<p>12.</p>	<p>Deferred Agenda Items</p> <p>3.2 Actions/Decision List</p> <p>Director Services – S Macintyre advised that he will be on annual leave 10-21 June 2022. He could arrange a meeting for 23 June 2022 to discuss options. P Broadwith advised C Burns to lead on this item. R Russell asked if J Daisley/S Macintyre could look at how this was managed prior to Hillhead’s appointment.</p> <p>All other actions have been completed except the Anti-Social Behaviour Policy.</p>	

	<p>S Macintyre advised that all items regarding the new build had been forwarded to the contractor. P Broadwith asked about the drying areas. S Macintyre advised Clyde Valley and the contractor are working together to see where drying areas could be installed and that there could be an additional cost for this. P Broadwith advised that as drying racks are not being installed in properties this could be offset against the cost.</p> <p>D Brown commented on the trees at the site, as they appear to be blocking out the sun and look overgrown. S Macintyre advised that this had been raised with the contractor.</p>	
<p>13.</p>	<p>Any Other Competent Business</p> <p>13.1 Bank Mandate update</p> <p>S Macintyre advised that the mandate for the RBS requires to be updated to remove ex committee members and add C Burns as a current signatory. This was approved by committee.</p>	
<p>14.</p>	<p>Date of Next Meeting: 30 June 2022 at 5pm via zoom</p>	

Signed as a true record by the Chairperson

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Copies of committee reports are available on request.