

Abronhill Housing Association

Hybrid Meeting of the Management Committee held on Thursday 27 April 2023

18:00hrs

Minutes

Present:	C Burns	I Smith	D Brown
	A Peden	W Noon (Remotely)	J Kelly (Remotely)
	R Russell (Remotely)	G Watson (Remotely)	
In Attendance:	S Macintyre	J Daisley (minutes)	P Long, FMD
	C Beckley (RGDP)		

	Agenda Item	Action
1.	<p>Apologies</p> <p>A Smith submitted an apology 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 23 March 2023)</p> <p>Acceptance of the minutes, which had been circulated in advance, was proposed as a true record of the meeting of 23 March 2023 by I Smith and seconded by D Brown.</p> <p>3.2 Actions/Decision List from Meeting held on 23 March 2023</p> <p>S Macintyre discussed the actions/decision list:</p> <ul style="list-style-type: none"> • Committee Training on Responsibilities as Trustees and Board Members is due to take place in May 2023 • Allocation Policy Review - a Tenant Focus Group is to be set up in May. • Aspen Place – Snagging and Defect repairs is included in the quarterly maintenance report that will be presented by A Moore under item 11.2. • Business Plan Objectives for 2023/24 has been deferred to the May meeting. 	
4.	<p>4.1 Matters Arising</p>	

	<p>S Macintyre discussed the following items from the minutes of the March meeting:</p> <p>Item 8.1 – Rule 47.1 permits the selling of properties. Our current loan agreement states that the lender will not unreasonably withhold permission to sell properties and there is no loan impediment.</p> <p>S Macintyre advised that Scottish Government grant is available for the acquisition of properties for up to £50k or 50% of the cost. But before any acquisitions the Association would also need to consider the cost of bringing properties up to the current EESSH and SHQS. There could be grant available from North Lanarkshire Council.</p> <p>Item 10.2 Internal Audit Report – Allocations – Item 6 of the recommendations has been removed as it was discovered that only the first page had been scanned to the auditor and the joint signature was on the second page.</p> <p>Item 11.1 Write off Report – S Macintyre confirmed that the write off amount was £10,515.25.</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 April 2023</p> <p>The monthly report was included for information. They are holding their AGM on 19 May 2023 at Dunblane Hydro if anyone wishes to attend.</p> <p>The next mindfulness session is on 30 May if anyone would like to attend please advise J Daisley.</p> <p>6.2 GWSF Monthly Report March 2023</p> <p>The report was included for information. The next open meeting will take place on Wednesday 17 May at 7pm at Roystonhill Hub.</p>	
7.	<p>Regulatory, Notifiable Events & Governance Matters</p> <p>7.1 Strategic Options Appraisal</p> <p>S Macintyre confirmed that R Russell would be included in the working group. S Macintyre advised that only one consultant, P McNeil submitted a proposal. A copy of the proposal will be issued to the working group. P McNeil has offered to meet with the</p>	

	<p>working group. R Russell asked if the Association had approached GWSF and EVH for consultant recommendations. S Macintyre confirmed that both been approached. The committee agreed that a minute should be kept that demonstrates that the Association has tried to engage with other consultants. W Noon asked if we would have attracted more consultants if our budget had been higher. S Macintyre advised that larger consultants would have cost considerably more and that P McNeil has previously worked with similar sized organisations. The working group advised that they would like to meet with P McNeill before accepting the proposal. S Macintyre will contact the working group next week.</p> <p>7.2 Scottish Housing Regulator – Engagement Plan 2023/24</p> <p>A copy of the engagement plan was included with the committee papers. S Macintyre had a meeting with the Regulator as the number of the Association’s properties meeting SHQS has decreased. The Asset Management Strategy and Strategic Options Appraisal will look at how the Association deals with the quality of the housing stock. The Association is to provide plans and quarterly reports on progress to the SHR. R Russell commented on the wording which says Abronhill has one of the poorest compliance levels with SHQS. S Macintyre advised that unfortunately the wording on the Regulator’s Engagement Plans cannot be changed. He highlighted the issues of mix tenure blocks, with no factoring service, and the number of flats that fail SHQS as there is no secure door entry system. This is due to the mix tenure and the difficulty in getting agreement from all owners to have the work completed.</p> <p>7.3 Compliance Checklist Review</p> <p>S Macintyre advised that the report is for committee’s information. Page 3 Registers – these have to be signed by C Burns. A new compliance checklist will start for the new financial year.</p> <p>7.4 SFHA Briefing – Getting the balance right: strategic and operational responsibility in your organisation</p> <p>S Macintyre advised that this was included for information and splits the roles and responsibilities of committee members between operation and strategic. C Burns commented that there was a summary of responsibilities on page 8.</p>	
8.	<p>Strategy/Development</p> <p>8.1 Business Plan Objectives – To follow</p> <p>This item has been deferred until the May meeting.</p>	

9.	<p>Staffing</p> <p>9.1 Revisions to EVH Terms & Conditions</p> <p>S Macintyre advised that there are changes to the terms and conditions of employment effective from 1 May 2023. The main change is to Occupational Shared Parental Pay which, has been highlighted in the report.</p>	
10.	<p>Finance & Audit</p> <p>10.1 & 10.2 Management Accounts to 31 March 2023</p> <p>P Long presented the Management Accounts to 31 March 2023. The Statement of Comprehensive Income – In the period to 31 March 2023 the Association made an operating surplus of £185k compared to the budgeted surplus of £171k. The amount of interest received is higher due to rising interest rates. The amount of interest payable is higher due to higher interest rates. Net interest payments of £99k and other comprehensive income (pension deficit payments) of £19k give the Association a net surplus of £67k.</p> <p>Income & Expenditure Analysis – The amount of rental income is less than budgeted due to the delay in the acquisition of properties at Aspen Place. The void loss is higher due to the number of internal transfers to Aspen Place and also due to the large amount of void work required to properties. There has been an overspend on Management Expenditure and Reactive Maintenance costs and an underspend on Cyclical and Major repairs costs.</p> <p>The Association has spent half of the donation of £500 received from CAF bank. The cost for the AFTAR project is less than budgeted.</p> <p>Statement of Financial Position – The net cost of the Association’s housing assets is £8.4m which includes the acquisition of Aspen Place. Cash balance are higher than budgeted, the pension liability is zero. The Association’s net assets at 31 March 2023 amount to £2.622m.</p> <p>The capital expenditure is lower than budgeted, £59k of costs have still to be processed for work completed prior to March 2023. The rent arrears have significantly reduced from March 2022 to March 2023.</p> <p>Management Expenses – Salary costs are higher, this is mainly down to the additional cost of living award that formed part of the 23/24 pay award.</p> <p>There has been a large overspend on reactive maintenance due to the amount spent on void properties.</p> <p>There is an overspend on professional fees, which is accounted for by fees payable in relation to Aspen Place being due this financial</p>	

	<p>year. Pat Long confirmed that there are no more fees due in relation to Aspen Place.</p> <p>There is an underspend on major repairs. Funds had been set aside for Rendering, Rewiring, EESSH and Insulation works which has not been spent.</p> <p>The Association is able to comply with all the financial covenants in the loan agreement with the Bank of Scotland with a significant degree of headroom.</p> <p>A further report will be provided to the management committee following adjustments for transactions relating to 2022/23.</p> <p>10.3 Annual Fraud Statement</p> <p>S Macintyre confirmed that no frauds were attempted during the year to 31 March 2023.</p>	
11.	<p>Operations</p> <p>11.1 Quarterly Housing Management Report</p> <p>S Macintyre presented the quarterly housing management report. There has been a significant reduction in the rent arrears over the year. The technical arrears figures for March have been adjusted since the report had been issued. The HB technical arrear was £11,814, the % of Gross Rental Income was 22.7% and the Net Arrears was £28,466.</p> <p>As discussed under item 4 the amount of former tenant arrears written off was £10,515. The Committee noted that the level of current tenant arrears has reduced substantially from April 2022 to March 2023.</p> <p>There were 9 properties let during the quarter and 5 tenants terminated their tenancies.</p> <p>The average time to relet properties during the quarter was 121 days. This was due to the number of long-term voids.</p> <p>An appendix included highlights the issues in dealing with energy companies. We have asked our MP to assist in this matter and a letter has been written to Ofgem asking them to provide reasons why it can't insist that utility companies provide social landlord contact teams specifically to manage social lettings.</p> <p>As at 31 March there were 138 live applications on our housing list and a total of 36 new applications had been received during the quarter.</p> <p>J Kelly asked about the length of time it took for the work to start on the property in the case study and the time length of time the Association waited for quotes for the work. S Macintyre said he would ask A Moore for clarification.</p> <p>The committee discussed the workload of the Maintenance Officer and if additional support could be provided. S Macintyre will discuss this A Moore and explore options available.</p>	

11.2 Quarterly Maintenance Report

A Moore discussed the quarterly maintenance report. 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 and this is due to higher than expected void repair costs over the quarter. One property has cost over £15k with more expenditure due to bring it up to a lettable standard. D Brown asked if there had been any suspicions on the condition of the property before it became void. A Moore advised that nothing had been reported to the Association. There were 10 void properties and the average spend on void properties for the quarter is £2,866.36.

The number of job lines raised has increased during 2022/23 compared to 2020/21 and 2021/22.

Gas Servicing Contract – 55 properties were due a gas service in the quarter and all were completed. 3 properties have had their gas supply capped. R Russell asked if these properties were in rent arrears. A Moore advised that where gas supplies are capped it is usually because the tenant is unable to top up the meter.

External Gas Servicing Audits – A Moore advised that he is still waiting on report on quarter 4 from the contractor.

Repairs Right First Time – The percentage of repairs carried out in the quarter 4 completed right first time is 90.91%. This is above the Scottish Average.

Pre and Post Inspections – both pre and post inspections were above the target of 10% for the quarter.

Landscape Maintenance Contract – the contractor Nurture have asked to provide costs to include Aspen Place in the contract. They currently provide landscape maintenance at Larch Place.

Electrical Installation Condition Report (EICR) – A Moore advised that he has been prioritising gaining access to properties to have the electrical inspection completed. There are currently 9 properties overdue and 53 properties that require remedial work. A Moore provided an update on the 9 overdue properties. R Russell asked if social work was involved with the two tenants who have hoarding issues. A Moore advised that they are involved with one of the tenants. J Kelly commented that the Association should consider forcing access to the two properties where multiple access arrangements have been made but the contractor has still been unable to gain access. The maintenance officer will continue to engage with tenants and our contractors in order to arrange for the remedial works to be completed.

D Brown raised concerns about tenant safety where inspections have not been completed and also where remedial works are required. A Moore advised that he had been working evenings and weekends to try and get a hold of tenants to arrange for the inspections /remedial works to be completed. The Association will

<p>look at all options available to them in order to have this work completed.</p> <p><u>Stage 3 Medical Adaptations</u> – The Association has completed 5 medical adaptations and has received funding from the Scottish Government of £17,852.35 to cover the costs.</p> <p><u>Insurance Claims</u> – One claim was made during the quarter for a void property where a pipe had burst in the loft causing serious damage to the property.</p> <p><u>Planned repairs programmes 2022/23</u> – A Moore advised that Sidey have replaced 18 entrance doors with the final 2 of the contract to be completed in May 2023.</p> <p>To date there are 10 properties that still have thermaflow boilers. These are being replaced when tenants arrange for a gas meter to be installed.</p> <p>BCA has gained access to 17 of the 48 properties to carry out cavity and loft insulation work.</p> <p><u>2022/23 Window and Door Replacement Contract</u> – A Moore advised that the had been working with the Scottish Procurement Alliance (SPA) to draw up a tender document for 25 timber front entrance doors and for 20 properties to have new PVC windows installed. R Russell asked in the Association had considered having triple glazing installed. A Moore advised that the tender is based on double glazed units but, agreed to speak to manufacturers on the cost/benefits of triple glazing.</p> <p><u>Aspen Place</u> – A Moore provided a report on the number of snagging issues reported since handover. R Russell advised that he had asked how quickly Clyde Valley were attending to the snagging issues.</p> <p>A Moore advised that the Association is considering another contract to have 11 kitchens replaced in the current financial year.</p> <p>A Moore advised that repairs satisfaction surveys are being sent out to tenants for repairs reported. Of the 909 surveys issued 117 were returned which is 13%. Of the surveys returned 93% of tenants were satisfied with the repairs service</p> <p>11.3 Committee Responsibilities under GDPR – presentation</p> <p>C Beckley from RGDP gave a presentation to the committee on their responsibilities under General Data Protection Regulation (GDPR). The Data Protection Policy (item 11.4) gives details of the Association’s responsibilities in relation to processing personal data. The Data Subject Rights Procedures (item 11.5) explains how a data subject can make a rights request in relation to their personal data. The Information Security and Personal Data Breach Management Procedure details how the Association will manage a personal data breach. The committee asked if staff had received training on GDPR. S Macintyre advised that staff had received training from C Beckley.</p>	
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	<p>11.4 Data Protection Policy</p> <p>S Macintyre advised that the policy had previously been approved by committee and it was due for review. There had been no significant changes to the policy since it had last been approved. The committee approved the policy.</p> <p>11.5 Data Subject Rights Procedures</p> <p>S Macintyre advised that the policy had previously been approved by committee and it was due for review. There had been no significant changes to the policy since it had last been approved. The committee approved the policy.</p> <p>11.6 Information Security and Personal Data Breach Management Procedure</p> <p>S Macintyre advised that the policy had previously been approved by committee and it was due for review. There had been no significant changes to the policy since it had last been approved. The committee approved the policy.</p>	
12.	<p>Deferred Agenda Items</p> <p>There were no deferred agenda items to be discussed.</p>	
13.	<p>Any Other Competent Business</p>	
14.	<p>Date of Next Meeting: 18 May 2023 at 6pm</p>	

Signed as a true record by the Chairperson

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Copies of committee reports are available on request.