

Abrons Hill Housing Association

Remote Meeting of the Management Committee held on Thursday 28 April 2022 via Zoom at 17:00hrs

Minutes

Present:	C Burns	R Russell	I Smith
	W Noon	A Smith	P Broadwith
	D Brown		
In Attendance:	S Macintyre	J Daisley	P Long, FMD Finance
	A Cameron, Quinn Internal Audit		

	Agenda Item	Action
1.	<p>Apologies</p> <p>There were no apologies.</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 24 March 2022)</p> <p>Acceptance of the minutes, which had been circulated in advance, was proposed as a true record of the meeting of 24 March 2022 by C Burns and seconded by P Broadwith.</p> <p>3.2 Actions/Decision List from Meeting held on 24 March 2022</p> <p>S Macintyre advised that a draft write off policy will be presented at the meeting under item 11.1</p> <p>A report on the AFTAR project will be presented at the May committee meeting which will include statistics for the previous year.</p> <p>The business continuity /Disaster Recovery Plan will be presented at the May committee meeting.</p> <p>A draft business plan will be presented at the May committee meeting.</p> <p>R Russell and I Smith visited the new build site at the Woodcutter with staff on 20 April 2022.</p>	
4.	<p>4.1 Matters Arising</p> <p>There were no items to report.</p>	

	<p>Health & Safety and Cyber Security</p> <p>5.1 Corona Virus Update Report</p> <p>S Macintyre asked the committee if they would like to continue to receive this report that has been issued every month since the start of the pandemic or if this should be the final report. S Macintyre confirmed that the Scottish Housing Regulator (SHR) are ending its monitoring of the impact of the pandemic and the Association has submitted the last quarterly return for the period to 31 March 2022.</p> <p>Any future discussion regarding hybrid working will be discussed under item 9. Staffing.</p> <p>D Brown asked about appointments and if the Association accepts cash payments at the office. S Macintyre advised that no cash payments are made at the office and there had been a limited number of visitors.</p> <p>S Macintyre also confirmed that he is exploring opportunities for further funding for tenants. The National Lottery Community Fund is inviting applications for its Improving Lives Funding. The closing date for applications is 30 September 2022.</p> <p>5.2 Health & Safety Report</p> <p>S Macintyre advised committee that F Stuart, Health And Safety Administrator had prepared the Health and Safety Policy Statement that once reviewed should be signed by the Chairperson and Director and would be displayed in the office. The committee members are also required to acknowledge their acceptance of their responsibilities in relation to Health and Safety and are required to sign the responsibilities for acceptance. Committee can sign the copy issued with the papers and return it to the office or J Daisley will issue this electronically. R Russell advised he will sign and return to the office.</p>	
6.	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing (EVH) Monthly Report</p> <p>S Macintyre confirmed that an agreement had been reached in relation to the pay award for staff at 4.1%. Staff salaries will be adjusted accordingly.</p>	
7.	<p>Regulatory, Notifiable Events & Governance Matters</p> <p>7.1 Compliance Checklist Report</p> <p>S Macintyre advised that the report is to provide assurance to the committee that all regulatory and statutory returns for the period to 31 March have been complied with. The registers of the</p>	

	<p>Association have to be signed by the Chairperson and this will be completed once the registers have been updated as required.</p> <p>7.2 Committee Training and Succession Planning</p> <p>S Macintyre advised that C Burns would attend SHARE's training session on chairing skills for new and aspiring Chairpersons. S Macintyre asked the committee to review their Individual Learning Statements for any training requirements. P Broadwith asked if the Association could check if the online training sessions are still available to committee through SHARE.</p> <p>S Macintyre confirmed that a newsletter should be issued soon and it will include an article about recruiting new committee members.</p>	
8.	<p>Strategy/Development</p> <p>8.1 Strategy & Development Report</p> <p>Abronhill Post Office Feasibility Study - S Macintyre confirmed that he and R Russell had attended a meeting with Ahead Business Consulting whose appointment to conduct a Post Office Feasibility Study was confirmed on 20 April 2022. The final report is expected in July 2022 and the Association have been asked to issue a survey to our tenants and provide details for local contacts.</p> <p>Abronhill HUB Proposals - S Macintyre advised he had received an email from the steering group inviting him to another meeting in May 2022. There is no financial commitment from the Association to the proposals and the timeline for the HUB was included in the report.</p> <p>Aspen Court (Woodcutter Site) – A site visit was arranged on 20 April 2022 and the expected handover date is 30 May 2022. The Association will engage a clerk of works to manage the final snagging and handover. A Bell is currently working on pre-allocations and is arranging a short video presentation of the properties that can be shown to prospective tenants.</p> <p>8.2 Woodcutter Site – Monthly Contractor's Report</p> <p>R Russell advised that he had attended the site visit and was impressed by the standard of finish. The following items were discussed by committee:</p> <ul style="list-style-type: none"> • R Russell had previously raised an issue with one of the internal doors on the two adapted properties, which has not been rectified. He advised that the external doors of the properties should be moved so that they open against a 	

	<p>blank wall and do not hinder residents in the event of an emergency.</p> <ul style="list-style-type: none"> • The committee discussed the need/benefit for the Association to appoint a Clerk of Works to oversee the final snagging and handover on our behalf. R Russell commented that as the customer the Association has no legal right to access the site. S Macintyre advised that our Maintenance Officer, A Moore would not be able to take on the role due to his other work commitments. There will be a cost to the Association for this role and the appointed Clerk of Works would liaise with the technical staff from Clyde Valley. • There is no external drying area on the site. S Macintyre is looking at the possibility of installing whirly gigs or drying poles at the rear of the properties. The properties have space only for a washer/dryer and tenants are being encouraged to reduce their energy consumption. <p>P Broadwith commented that we have consultants acting on behalf of the Association and asked why these issues had not been identified before and how we can ensure they do not happen again.</p> <p>D Brown suggested that following the development the Association should consider completing a learning outcome for future development works.</p> <p>W Noon asked if the Association has any recourse in the matters discussed.</p> <p>S Macintyre agreed to follow up on the points raised.</p>	
<p>9.</p>	<p>Staffing</p> <p>No Report</p>	
<p>10.</p>	<p>Finance & Audit</p> <p>10.1 Management Accounts to 31 March 2022</p> <p>P Long presented the management accounts to 31 March 2022. Which is the first draft of the annual accounts, but there will be changes as J Daisley identifies invoices for the period up to the 31 March that will have been paid in the new financial year. The Statement of Comprehensive Income shows an operating surplus of £129,000 compared to a budgeted deficit of £61,800. This is due to lower planned maintenance costs offset by lower rental income. Following interest payments and pension deficit payments, the net surplus is £74,000.</p>	

<p>The Income and Expenditure analysis shows the rental income is lower than budgeted due to the delay of the Woodcutter development. The grant income received is higher due to the number of stage 3 medical adaptations being carried out. The Association has received wider action income from Awards for All and from the Social Housing Fuel Support Fund.</p> <p>The Statement of Financial Position shows the costs of the Association's assets at £3.77m, which is lower than budgeted due to the delay in the Woodcutter development. The amount of cash is higher due to the drawdown of the balance of the Bank of Scotland loan (£2.1m) but that the cash balance will decrease by this amount once payment has been made for the Woodcutter development. The Association's net assets as at 31 March 2022 are £2.532m. P Long confirmed that there had been a large underspend in planned maintenance. However, some works will continue into the new financial year, and the Association is waiting on works to be invoiced.</p> <p>The rent arrears for the year to 31 March 2022 have reduced compared to the level at 31 March 2021.</p> <p>There has been an overspend in reactive maintenance due to an overspend in void repairs.</p> <p>The ratio analysis shows a good financial performance and the Association can comply with all loan covenants.</p> <p>R Russell asked about the cost for AFTAR under wider action (page 2a). P Long advised that this was the cost to the Association for the service provided by AFTAR.</p> <p>R Russell ask if the cost for Professional Fees on page 7 item 13, Development Costs was for the services of J Mulholland. P Long confirmed that it was.</p> <p>P Long was thanked for his attendance.</p> <p>10.2 Internal Audit – Anti Social Behaviour (ASB) and Audit Plan</p> <p>A Cameron presented the internal audit report on Anti-Social Behaviour. As part of the audit, A Cameron looked at the policies and procedures in place and looked at a sample of cases. The audit has been give reasonable assurance and he has made 7 recommendations. These are:</p> <ul style="list-style-type: none"> • The Association's ASB policy is out of date and requires to be updated. • ASB complaints should be categorised into three categories, A - Very Serious, B - Serious and C - Nuisance. • The Association should agree a locally agreed timescale for resolution of ASB complaints. • The procedure for ASB cases handling should be updated. • The Association should ensure that a formal record of acknowledgement is retained on file for all ASB complaints. 	
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	<ul style="list-style-type: none"> • The Association should ensure that the outcome of ASB cases is reported to the complainant and the evidence retained on file. • The Association may wish to expand reporting on performance. <p>R Russell asked if the SHR looked into the Association's ASB policy and procedure how they would react. A Cameron advised that in his opinion they would recommend that it be updated. The policy should include any new legislation since it was last reviewed. A Cameron has recommended that category A complaints require a formal response from the Association, a category B complaint should receive a written acknowledgement and a category C complaint should have an acknowledgement recorded.</p> <p>A Cameron discussed the internal audit plan for 2022/23. The two areas that A Cameron proposes to audit are planned maintenance including EESSH this will include identifying works required to be included within the planned and cyclical maintenance programmes. The second area is allocations, which will include looking at policies and procedures to confirm compliance. This will also include the allocation of the new build properties at the woodcutter site.</p> <p>W Noon asked if A Cameron could look at the phasing of the planned maintenance against the budget. A Cameron advised that the audit would look at both the 5-year and 30-year programme including how components are budgeted for, how works are prioritised and look at the contracts.</p> <p>A Cameron was thanked for his attendance.</p> <p>10.3 Annual Fraud Statement</p> <p>S Macintyre confirmed that there had been no incidences recorded during the year to 31 March 2022.</p>	
11.	<p>Operations</p> <p>11.1 Former Tenant Arrears and Write Off Policy The draft policy was included in the papers for the committee's comments and approval.</p> <p>R Russell advised that under item 3.1 bullet point 6 the policy should read – a check is carried out to establish whether there are any housing benefit payments or over payments that may be due.</p>	

	<p>C Burns commented that item 3.1 bullet point 7 should read that the spreadsheet must be checked, not should be checked.</p> <p>R Russell asked what happens if a tenant does not maintain a repayment arrangement for a former tenancy (page 2). S Macintyre advised that we could not evict a tenant for an arrear owed on a previous tenancy however; it would be unlikely that a tenant would be rehoused if they had a serious arrear. Repayment arrangements must be maintained for a minimum period of 3 months before they would be considered for a transfer.</p> <p>It was agreed to amend the last bullet point under item 3.3.1 to Social Media "Search".</p> <p>Committee approved the policy.</p>	
12.	<p>Deferred Agenda Items</p> <p>No items were deferred.</p>	
13.	<p>Any Other Competent Business</p> <p>R Russell suggested that following a meeting with S Macintyre, P Broadwith and C Burns regarding Director Services that the committee should have a meeting to discuss future options. The current contract for Director Services with Hillhead HA expires in May 2023 and securing a further two-year contract after this date could not yet be confirmed.</p> <p>It was agreed to hold a separate meeting before the summer break to explore options as it was acknowledged that this would likely be a time consuming process.</p>	
14.	<p>Date of Next Meeting: 26 May 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.