

**DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING
HELD ON WEDNESDAY 28 AUGUST 2024 at 6.30p.m.
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

1. Sederunt

PRESENT: P. Waddell, D. Barnes, F. Lavery, A. Cushingam, C.Cooper
R. Hartness Casual Appointment)

IN ATTENDANCE: K. Mollins – Director,
G. Kerr – F&CS Manager / Depute Director
A. Nugent – Housing Manager
A. Chelton – Temporary Corporate Services Officer

Apologies: None

Leave of absence: None

2. Meeting of the Management Committee

a) 31 July 2024

i) Minute

The minutes of the Management Committee meeting on 31 July 2024 were approved by R. Hartness and seconded by A. Cushingam .

ii) Matters Arising:

a) Page 5, Section 6 – Decree – Tenant Reference 001225

The Housing Manager gave an update on the decree case due to non-payment of rent. The Committee had decided that the tenant should pay the full balance of the rent arrears and recoverable of expenses, otherwise the decree would be implemented and the tenant evicted from his/her home. The Housing Manager advised the Committee that the eviction was scheduled for Thursday 29 August 2024.

b) Page 7, Section 11b – Livery for the Estates / Trade Team Vans

The Director confirmed he had secured costs for options A&C and issued an e-mail to members to decide on the best value. The Management Committee decided on option C, mainly due to cost.

The Director circulated a minute of the Committee's decision on the livery of the Estates / Trade Team vans

The Committee approved the minute of the electronic meeting

There were no other matters arising.

b) Master Tracker

The Director presented the progress report on the Master Tracker from the meeting in July 2024 and advised there had been good progress with achievement of many tasks on the Master Tracker. He highlighted to the Management Committee progress with key tasks:

- The option to rent an industrial unit for the Trade / Estates Team

The Director reaffirmed the unit at Cairnbrook was not suitable and he would like to discuss with Committee the options for the development of Trade Team in September / October to inform the size and cost of a suitable unit.

The Committee noted the content of the report.

3. Meeting of the Audit & Finance sub-Committee on 12 August 2024

a) Minute

The minute of the meeting is for the Management Committee's information only.

b) Matters Arising

- a) It was confirmed that the next meeting scheduled was scheduled for 4 November 2024

There were no other matters arising.

4. Declaration of Interests and Notifiable Events

There were no staff with a declaration of interest in relation to the business at the meeting.

R. Hartness declared an interest in agenda item 9 - AGM

Notifiable Events - The Director gave an update and confirmed there were no live on the notifiable events.

5. Quarterly Maintenance Performance Report to 30 June 2024,

The Director presented the Maintenance Manager's quarterly report on the progress of the Maintenance service to 30 June 2024 and highlighted the following:

- Re-active repairs spend was circa £6k underspend inclusive of Trade Team salary costs
- Void expenditure was £11k against a budget of £14k
- Medical adaptations budget had been reduced by the City Council to £29k and to date 321k has been committed
- Cyclical budget was £43k underspend mainly due to the timing or progress of works.
- There has been no spend against planned major repairs.
- The performance is good, mainly due to the in-house Trade Team, where circa 300 jobs were completed in the quarter.
- There has been a reduction in complaints due to the improved repair service and service performance. There has been an increase in compliments from tenants, mainly due to the response times and quality of work of the in-house trade team
- There is full compliance with gas and electrical safety
- The progress in other areas: stock condition survey, fencing project and veranda project

The Committee raised the following queries or questions in relation to the Maintenance report.

- A Committee member asked if the Association was claiming the 10% administration fee for medical adaptation and if this was included in the spend to date. The Director confirmed this was being claimed
- A Committee member asked whether EPCs were being undertaken in void properties. The F&CS Manager confirmed he has discussed this with the Maintenance Manager
- A Committee member expressed concern about the lack of progress in planned major repair programme, although the Committee were aware of the challenges in procurement.

The Committee noted the content of the report.

6. Tenant Safety Report – Electrical Safety

The Director presented the Maintenance Manager's report on the progress of overdue / outstanding Electrical Safety Inspections and confirmed the 49 properties now had live EICR certificates

The Committee noted the content of the report.

7. Quarterly Housing Management Performance Report to 30 June 2024,

The Housing Manager presented his quarterly report on the progress of the Maintenance service to 30 June 2024 and highlighted the following:

- Current tenant arrears of £74,357.72 giving us performance of 2.33% against target of 3.05%
- Gross rent arrears reduced from end of Q4 from £92,569 to £85,051 at the end of Q1.
- No cases called at court in Q1. Eviction was carried out for rent arrears decree that was granted in Q4 of 23/24. Currently have 2 cases in court process. 1 eviction scheduled for 29/08/2024 and other adhering to arrangement.
- UC Tech arrears at end of Q1 are £7416.63. This is just for info. This amount has not been deducted from our arrears performance or counted in our rent collection performance.
- Rent collection performance of 99.73% against our target of 100%. Only KPI we haven't achieved in Q1, however performance has improved in 1st month of Q2, hopeful this will continue.
- Factoring arrears target reduced from £12,500 to £10,000. Factoring arrears at end of Q1 within target at £8,509.03. HM gave update on ongoing work with TC Young in

drafting our Written Statement of Services for Factoring. HM advised that TC Young have highlighted some issues with our deeds and the charges we are passing on to owners. TC Young have made good progress on this, but they are going to collate a number of actions for us that we need to do. We will then need to have future proprietor meetings to finalise some of the anomalies that have been identified.

- HM advised we have let 8 properties in Q1, with a letting performance of 23.75 days against our target of 30 days. HM advised we have experienced 3 deaths in Q1 which has impacted our performance. If these deaths had not occurred, our performance would have been 14.75 days.
- HM advised that our tenancy sustainment performance in Q1 was 100%.
- We have received 19 ASB cases in Q1, 1 cat A, 1 Cat B and 17 Cat C. All resolved within timescales. HM advised that 17 was quite a lot of Cat C cases and would expect things to quieten down a bit. Chair asked if this increase was linked to multiple complainers complaining about same incidents. HM didn't have these details to hand, but will include this information in next quarterly report.
- HM confirmed the Wise Group partnership now up and running since 17th June. Referrals been quite slow but HM acknowledged that we have been down a HO and it has been a busy holiday period. This has also impacted in cyclical home visits as we have had to prioritise work, but now looking to increase visits, which should increase Wise Group referrals.
- HM confirmed Welfare Rights service continues to be a valuable resource. Welfare Reform Action plan has recently been reviewed and updated to ensure we are well equipped to deal with tenants being migrated on to Universal Credit.
- HM confirmed that we have recently signed up to a Data Sharing agreement with the Prison service which will benefit us if we have tenants in custody. We receive a weekly report from the prison service.
- At the last meeting, concern was raised about missing Tenancy Agreements. HM confirmed exercise has been completed and we have 109 missing tenancy agreements. We have contacted TC Young for advice on this. Awaiting response.

The Committee raised the following queries or questions in relation to the Housing Management report.

- A Committee Member enquired about the number of Category C ASB cases. Specifically, if they were related to the same incident(s) or if there were just that many. The Housing Manager responded that he would look into it and report back to the Committee.
- A Committee Member asked how the Association would deal with tenants in hospital, prison or a hospice and how that tenant would be able to afford rent. HM responded that if they had a clear intention to return that their housing benefit would be continued for six months but that the responsibility for

maintaining rent payments would still be on the tenant. HM said that he would check about hospices and report back to the Committee.

The Committee noted the content of the report.

8. Secretary's Report

The Director in his role Secretary presented his report on compliance with Rules 62-67 in the management of minutes, registers and books throughout the year.

The Committee noted the content of the report.

R. Hartness left the meeting

9. Annual General Meeting – Monday 2 September 2024

The Director presented his report on the Annual General Meeting and covered the following:

- Committee Members Standing for Re-election
- The issue of the AGM papers and nominations to be received by 26 August 2024
The Director distributed a separate report on nomination forms to join the Management Committee form J. Stevenson and R, Hartness.
- Management Committee post the AGM to point the Chairperson / Vice Chairperson

The Committee considered the applications for nomination to the Management Committee and were agreeable they could be put forward for election at the AGM.

The Management Committee raised the following queries or questions in relation to the AGM report.

- There was discussion on the level of membership of the Management Committee and it was agreed that adverts to recruit new Committee members as co-optees would be published on the website and in recruitment websites in the sector in September 2024

The Committee noted the content of the report

R. Hartness rejoined the meeting.

10. Committee Succession Plan 2024-25 – Progress to June 2024.

The Director presented his report on progress against the Committee Succession Plan to June 2024 and highlighted the following:

- The review of the members subject to the 9 year rule;
- Good levels of attendance at the Management Committee and Audit & Finance sub-Committee.
- The advertisements for new Committee members, which has resulted in a nomination form to join the Committee at the AGM.
- A Committee member's attendance at sector conferences
- Committee members' involvement in key strategic tasks e.g. tenders, and development of the Committee mini-conference
- The membership is currently 8 members on the Management Committee.
- There has been no training delivered to the Management Committee in Q1 of 2024-25

The Committee noted the content of the report.

11. Report on Progress of Operational Plan

The Director presented his report on progress against the Operational Plan 2023-24 to June 2024 and outlined the following:

- There has been good progress against the work programme in the year, despite challenges associated with staff turnover and the work in key strategic tasks.
- Appendix 1 details the progress, specifically with the completion of key tasks in the quarter April – June 2024 e.g. reporting on governance matters, the development of the Committee Succession Plan; the development of the Tenant Safety and Health & safety Action Plans, good financial management by FMD and the handover to the new F&CS Manager.
- Good progress in key areas of the performance scheduled (appendix 2), which includes our financial position – cash reserves, covenant compliance, stable rent arrears position, income collection, improved repair service and gas servicing. There are areas for improvement i.e. letting performance, planned major repairs completions and membership of the Management Committee.
- There are a few areas of slippage included the review of governance and service policies; staff performance reviews due to the implementation of the new staff structure; the delay in the procurement of cyclical and planned major repairs, and the stock condition survey to inform the investment plan.

The Committee noted the content of the report.

12. Report on the Annual Assurance Statement Action Plan 2023

The Director presented his report on progress against the AAS Action Plan, where achievement would further strengthen our compliance against the Regulatory Frameworks and Regulatory Standards. He highlighted the following:

- The progress against the plan covered the following areas:
 - Regulatory Framework
 - Regulatory Standards of Governance & Financial Management
 - Scottish Social Housing Charter
 - Landlord Safety

- He highlighted key areas that were to be progressed / finalised, as well as areas of slippage.

The Committee raised the following queries or questions in relation to the Annual Assurance Statement Action Plan.

- A Committee member asked about arrangements for the AAS audit by Quinn Internal Audit Service. The Director confirmed the audit is scheduled for 9-10 September 2024

The Committee noted the content of the report

A. Nugent, D, Stewart and A, Chelton left the meeting

13. Correspondence

There was no correspondence

14. Confidential Reports

The Committee attended to confidential business

15. Any Other Business

- a) **Management of the Estate**

A Committee member highlighted concern about the condition of the estate, both the work of the Association in the upkeep and maintenance of the estate and also tenants not attending to their responsibilities i.e. leaving bins on the street and condition of front gardens. The Director advised the Committee he will discuss this with the Housing Manager and asked the Committee to identify any specific concerns.

b) Meeting of the EHRA Meeting – 19 June 2024

The Director advised the Committee the note of the EHRA Committee meeting was for information and the Vice Chairperson and Director would be happy to take any questions.

The Vice Chairperson, D. Barnes encouraged members to attend to the EHRA Committee meetings.

c) Xmas Festivities

The Management Committee agreed Committee and staff should have a festive event in recognition of their sterling work, commitment and achievements up to the value of a maximum of £75 per person

d) Estates Team Tipper Van

The Director advised the Committee on the Estates Team's van and issues with the repair work to the engine. The Housing Manager / Chargehand EC were considering the options for the repair or replacement of the van.

The Committee discussed the options and asked the Director to reassess the option to strip and rebuild the engine through another garage. The Committee agreed to delegate this matter to the Office Bearers to attend to between Management Committee meetings.

e) SFHA Finance Conference

The Chairperson advised members of the SFHA Finance Conference scheduled for 12-13 November 2024 at the Crieff Hydro. He advised there would be a limit of 3 Committee members attending the event and members interest in attending should contact the Director or Corporate Services Officer.

f) Funeral of Kenny Halliday, Director of Lochfield Park

Agenda Item 2a – Minute of
Management Committee Meeting 28
August 2024



The Director informed the Committee of the sudden death of Kenny Halliday and advised them of the funeral arrangements - Friday 13th September at 1pm at South Lanarkshire Crematorium, Blantyre, G72 0TL

16. Date of Next Meeting

Management Committee - Monday 2 September 2024 immediately following the AGM between 6.45p.m. – 7.00p.m. to be held in the Committee room in the Association's Office

Wednesday 25 September 2024 at 6.30p.m, to be held in the Committee room in the Association's office (Election of Office Bearers)

Chairpersons Signature:

Date:

