

Minutes of Management Committee meeting – Thursday 26th May 2022
Via Zoom and attendance in the office at 6.00pm

Action

- Present:** Alex Cameron (AC), Jonah Chireka (JC), Munir Choudry (MC), Iain Dyer (ID), Betty Macneill (BM), Ruth McCluskey (RM), Margaret McIntyre (MM), Shirley Robison (SR)
- In attendance:** Patrick Mc Grath (PM), Norma Taylor (NT), Aileen Radford (AR), Suzanne Lavelle (SL), Liz Ely (LE) – Observer
- Item 1:
Apologies** Apologies received from Alison Devlin and Surjit Chowdhary.
- Item 2:
Conflicts of Interest** No conflicts of interest for noting.
- Item 3:
Minutes of meeting
28.04.2022** **Corrections:**
Page 1: paragraph to be re-worded.
Page 8: appraisals will take in June (not May).

Minutes approved by Committee – proposed by MC and seconded by BM.
- Item 4:
Matters Arising** Nothing further to note in this report.
- Item 5:
Advice Team Report** SL went through the report in detail highlighting the main points.

SL advised that it has been a challenging year working to distribute fuel vouchers and heating grants which has stretched the team. SL is currently trying to get funding for a Fuel Advisor.

The team also assisted Care & Repair working with the Fire Service.

Committee thanked SL and her team for all their help throughout the last year.

MC asked how the financial gains are calculated and commented on the equalities monitoring. SL advised that they apply for funding and benefits are issued for a period, however the report only assumes for a period of one year. The equalities monitoring report shows figures across all the associations that the team work with. A separate report for SHA shows slightly different figures. SL is looking to simplify the figures for future reports.

MC asked if the issue regarding Air Source Heat Pumps has been resolved. SL advised that there was a problem with Scottish Power and the new meters which don't pick up a signal. Tenants

**Minutes of Management Committee meeting – Thursday 26th May 2022
Via Zoom and attendance in the office at 6.00pm**

have now been moved to a better tariff elsewhere. SL and her team may raise a complaint as a collective to the Ombudsman as the level of service from Scottish Power has been unacceptable.

**Item 6:
Annual Return
on the Charter
(ARC)**

PM highlighted the main issues within the report.

The last year has continued to be affected by COVID and there has been a continuing pattern of under performance in comparison with pre-COVID statistics. Some of the key issues identified included:-

Complaints:

- Stage 1 response times have improved significantly but we still struggle to meet the 5 day timescale.
- Stage 2 response time has improved and average days to respond, which was previously plus 30 has now been reduced to 11 days.

Allocations:

- This is an area of ongoing concern. In 2019/20 the average days to let was 12 days. This year it is 48 days. A lot of this is related to COVID issues and restrictions but as restrictions ease we are struggling to get back to pre COVID standards.
- At present performance is being affected by vacancies in the maintenance team and ongoing challenges in filling these vacancies.

Refusal Rates:

- The performance on refusal rates has declined this year. There are some process weaknesses and we will look to address these in the coming months.

Lets to Homeless:

- More than 50% - SHA are making a positive contribution.
- Although there are weaknesses with the process in the casework team there is also a high number of refusals from applicants.

Tenancy Sustainment:

- 92% general
- 95% casework team

Repairs:

- Slight slip in emergency repairs and urgent just outside 2 days.
- Right First Time is 90% and it was noted that the Contractor has had major staffing issues during COVID.

**Minutes of Management Committee meeting – Thursday 26th May 2022
Via Zoom and attendance in the office at 6.00pm**

SHQS / EESSH:

- SHQS has slipped back slightly due to new smoke/heat alarms now being part of this requirement. It was noted that there have been 70 homes with no access and an Action Plan is in place for the summer to target these properties.

SR asked if SHA is continuing to look at lettings etc are the figures being validated. PM commented that [REDACTED] was due to validate the figures, however the meetings did not take place. It was agreed that PM would give monthly updates.

PM

MM queried if the housing list asks people where they want to live. PM advised that the application form has a list of areas, however some people change their mind and it is very time consuming to police the data on the form. The example of high rise housing was cited and it isn't until an offer is made that an applicant will then declare that they are not prepared to consider high-rise housing.

ID felt that there was no requirement for 60 pages of the ARC to be sent and this could be replaced with a summary. In relation to housing applications, ID also asked if people could be interviewed prior to forms being completed. PM advised that it is a requirement that committee should review the full ARC before submission. In relation to the application process if staff were spending time interviewing people it would be very time consuming and we do not enough resources for this.

RM asked if a house is refused is it offered elsewhere. PM commented that it was but the policy has not been followed properly, so in future once a property is refused three times it will be opened up to a wider list of applicants and not just the next on the list.

RM also asked why homeless people are refusing properties. SR commented that the statistics in East Renfrewshire show the same issue. PM responded that very few people are coming through Section 5 referrals who are living 'roofless'. In some scenarios, homeless cases relate to household members fleeing harassment or domestic violence or similar issues. In other scenarios applicants have aspirations that we cannot meet in our housing stock.

AC asked if SHA has a "Hard to Let Strategy"? PM advised that the housing team are developing a strategy for more difficult neighbourhoods, but this term is very relative. It was agreed that we could do more to 'market' the positive features of many high rise properties, and in particular neighbourhoods like Queensland

**Minutes of Management Committee meeting – Thursday 26th May 2022
Via Zoom and attendance in the office at 6.00pm**

– with good transport links, new bike shelters, on-site concierge, £2m being spent on the outside space.

JC asked if someone refuses a property 3 times are they removed from the top of the list. PM advised he would check on this point and report back.

PM

Committee approved the ARC – proposed by RM and seconded by JC.

**Item 7:
Asbestos
Policy &
Management
Plan**

PM advised that the policy and plan have been audited by ACS and Des Phee has checked the regulatory requirements. It was also noted that Asbestos Awareness training will be organised for all committee members.

ID again complained about the 75 pages being issued. PM agreed that a summary statement would suffice in this instance. AC, as an auditor, felt that it would be best practice for committee to see the full report prior to approval.

MC asked if the Association has all the skilled people required to implement this policy. PM advised that we do, however much of the burden does fall on the Repairs staff and he recommended approval of the policy subject to some further clarification on the allocation of responsibilities within the staff team.

PM

Committee approved the policy on this basis – proposed by BM and seconded by MC.

**Item 8:
Repairs Policy**

Committee noted that the existing policy had been reviewed and updated by the new Repairs Manager, Lynne Buchanan. The main changes to the existing policy are on the completion timescales for repair categories.

- Emergency moved from 2 hours to 4 hours
- Routine moved by 2 days to 4 days.

The policy was approved by Committee – proposed by JC and seconded by RM.

**Item 9:
Five Year
Financial Plan**

PM advised that, due to pressures of work, Mandy Wright had sought outside support from Arneil Johnston.

SR asked about the assumptions on inflation which range from 5.2% down to 2%. PM commented that SHA is trying to address the reality of the current spike in inflation and that the % is tapered down to 2% by 2027. However, it was agreed that this will need to be kept under constant review and adapted if inflation continues at the current high rates.

**Minutes of Management Committee meeting – Thursday 26th May 2022
Via Zoom and attendance in the office at 6.00pm**

SR also asked if we are assuming that the final draw down of the loan of £12m will be in 2027/28. PM advised that this is based on the contractually committed development programme and only confirmed projects are included. The drawdown of the loan facility in full is beyond the five year financial projections.

Committee approved the return – proposed by ID and seconded by RM.

**Item 10:
SFARS Review
and
Implementation
Plan**

The report noted the work of the committee/staff working party on this issue. PM noted that several associations are looking at the same issue and it is still the right direction to bring SFARS back into the parent company.

MM asked if the Regulator has an opinion on this. PM will contact them to advise of the situation. **PM**

SR feels the timescale is optimistic and a lot of work involved. PM commented that there are a lot of IT systems admin to be sorted out but if there are any issues these will be flagged up over the summer.

RM feels that there needs to be a deadline to work to. PM will bring a review every couple of months. **PM**

Committee happy with the recommendation and agreed to move on with the Implementation Plan.

**Item 11:
Quarterly
Report –
Tenant Safety**

Report for information.

MC commented that the KPIs, in the main are good, but low in regards to the alarm system and extinguishers. PM advised that there is a programme in place to target the 70 properties to be accessed for alarms. The contractor has also been changed as they were not very effective in managing the “no accesses”.

**Item 12:
Quarterly
Report –
Projects**

Committee noted the report.

**Item 13:
Quarterly
Report –
Information
Governance**

Committee noted the report.

Item 14:

****Minutes edited to remove confidential information****

**Minutes of Management Committee meeting – Thursday 26th May 2022
Via Zoom and attendance in the office at 6.00pm**

**Queen Mary
Avenue –
change of
tenure**

**Item 15:
Director’s
Report** *External Audit Planning Letters* – these have been issued as it is a requirement that committee see sight of the Auditors Letters.

Committee noted the report.

**Item 16:
Application for
membership** No applications for membership.

**Item 17:
Proposed use
of the seal** No items for proposed use of the seal.

**Item 18:
Use of the seal** No items for use of the seal.

**Item 19:
Minutes of sub-
committees** No items for noting.

**Item 20:
Relationship
with other
bodies** *Pollokshields Community Council* – MC advised that they are now looking for somewhere to hold meetings and could 423 Shields Road be used. NT will speak to them direct and possibly arrange a visit.

NT

**Item 21:
Consents etc** Nothing to report.

**Item 22:
Notifiable
Event** Notifiable Event No. 30025 was noted by Committee.

**Item 23:
A.O.C.B.** *Committee Appraisals* – MM reminded all committee of their times booked in for the appraisals – 13th and 14th June.

Recruitment for senior officer – first interviews took place today with final interviews on 2nd June.

Liz Ely (Observer) – committee will look to co-opt LE onto the management committee next month.

**Item 24:
Date of next
meeting** The next meeting will take place on **Thursday 30th June 2022 at 6.00pm.**