



MINUTE OF THE MANAGEMENT COMMITTEE MEETING

26 April 2017

Present: N Hicks (Chair)

S Brydon; D Hanley; T Kelly; D McEwan;
K McLeod; C Tait; M Trant

In attendance: G Russell, C Hughes, A Hay, A Ilesley, K Miller

Apologies: W Hardie; R Hutton

ACTION

1 Apologies for Absence

Apologies were received from W Hardie and R Hutton.

Members noted that W Hardie, who had previously been provided with a three month leave of absence would be meeting the Chief Executive the week after the meeting and agreed to defer any decision regarding subsequent leave of absence or attendance arrangements until the outcome of that meeting is known.

2 Declarations of Interest

N Hicks – Board member and treasurer of The Action Group
S Brydon – Employee of Home in Scotland, who also employ Novus as reactive maintenance contractor

3 Risk Management / Health & Safety Issues

G Russell presented the report previously circulated regarding an incident at a property owned by the Association, but leased to MEAL and provided an update. He confirmed that the Association's insurers had been informed and also that the Scottish Housing Regulator had been notified. Members noted that there had been no media interest to date.

Members noted that there is a risk that the tenant concerned may seek to claim damages, however any such claim would be referred to the insurers.

GR

Following discussion, members noted the position and G Russell agreed to provide updates on any further developments.

4 Minutes of the Management Committee meeting held on 29 March 2017

The minutes of the meeting held on 29 March 2017 were approved as a true record. Members agreed that these were now in a format that could be published on the Association's website, following approval of the minute.

CH

5 Matters Arising

None.

6 Record of Former/Outstanding Management Committee Actions

Members noted the update that had been circulated.

7 Minutes of Sub Committee or Subsidiary Meetings

None.

8 Items for Approval

8(a) Court Referral Report

C Hughes advised members that decree has now been awarded in the non-arrears case and the eviction will now take place on 23 May 2017.

C Hughes drew members' attention to one case which was first heard in court in June 2016 and has been continued 6 times, despite the fact that the tenant has not taken appropriate action to address this situation. Members noted that most organisations are finding it more difficult to obtain decrees for eviction even where levels of arrears are high.

C Hughes confirmed that resolved cases will be removed from the report at year end.

CH

Following discussion, members approved the report.

8(b) Tenant Satisfaction Survey – Action Plan

C Hughes introduced the report, noting that it was reassuring that most of the issues identified in the survey had already been included in the recently approved Internal Management Plan. Members noted that staff would be bringing forward actions in respect of providing energy advice for tenants due to the disappointing results in that particular area.

C Hughes advised that it was difficult for the consultant who carried out the survey to achieve an accurate representation of the age profile of all tenants and that this could have had some impact on the outcomes.

Members noted that the action in relation disposal of stock referred to development of a disposal strategy, should the review of the stock identify that this was appropriate.

Members requested that further information be provided in future reports regarding the specific action being taken to address issues of concern in relation to the repairs service.

AI

C Hughes confirmed that there had been a good response to the recent Tenant Participation questionnaire and that staff were now able to identify tenants who want to become more involved and the specific issues that they are interested in.

Following discussion, members approved the report.

8(c) Management Committee – Bus tour and Seminar

Members considered the report that had been circulated previously and agreed that the tour and seminar take place on 20 May 2017.

9 Items for Noting

9(a) Performance Management Reports

(i) Customer Service KPIs

Members noted that these reports will now be provided quarterly.

A llesley drew members' attention to the slight improvement in performance on completion of repairs 'right first time' and advised that discussions with the contractor are ongoing.

9(b) Review of Departmental Plans 2016/17

Members noted that there are still considerable problems due to the lack of car parking at Sandilands Close and very little that the Association can do to address the matter. C Hughes confirmed that this issue is taking up a lot of staff time dealing with complaints and is highlighting concerns about future allocations.

A llesley confirmed that the contractor is due to paint lines to delineate spaces and this may make a slight difference.

Members noted the report.

9(c) Complaints Monitoring

Members noted the report and asked that further information be provided in future reports in respect of the main issues customers are raising complaints about.

CH

Members noted the report.

9(d) Staffing Report

K Miller confirmed that she had been aware that 3 current staff members were pregnant when preparing the budget, so full provision has already been made for this.

Members noted the report.

9(e) Update on Current Factoring Arrangements

Members considered the report that had been circulated previously. K Miller confirmed that the monies paid into the sinking fund are ring-fenced.

With regard to those owners in flatted accommodation who are not included in the factoring service due to when they bought their property, A Ilesley and K Miller confirmed that the title deeds do give the Association to charge them their share of any costs that would be covered by insurance. Members noted that whilst this could present a risk to the Association, and the Association can encourage owners to ensure they have adequate insurance, there is no basis on which the Association could compel them to do so.

G Russell advised members that SHARE had recently reviewed the Association's factoring service, the subsequent report is currently being reviewed and an action plan addressing issues will be developed in due course.

**GR/
AI**

Members noted the report.

9(f) Finance Update

K Miller confirmed that the accounts presented were a draft and that a number of changes will be made before the final version is presented at the next meeting. Main areas of change will be in respect of depreciation, HAG released and the level of pension provision. K Miller confirmed that these will have no impact on the Association's covenants. The changes will be fully explained at the next Committee meeting.

Members noted that more detailed information regarding areas of underspend will be considered by the Audit Committee.

9(g) Regulatory Risk Assessment 2017/18

Members noted that the Scottish Housing Regulator has confirmed that their regulatory risk assessment for 2017/18 rates the Association as low engagement.

G Russell confirmed that he and the Chair are meeting with Marjorie Smith of the Scottish Housing Regulator to provide an overview of the Association's Internal Management Plan and a general update on the organisation's activities and plans for the future..

9(h) Scottish Social Housing Charter 2017

Members noted that only minimal changes have been made to the Charter and that any work required to ensure compliance is already included in the Internal Management Plan.

10 Any Other Competent Business

i) Membership Application

G Russell advised members that an application for membership had been received from an owner who lives in the Telford area. There being no reason to refuse, members approved the application.

ii) Annual Report on the Charter (ARC)

C Hughes confirmed that members would have to consider the Association's ARC submission at the next meeting. In previous years, members have received a full copy of the submission, however C Hughes proposed to send a summary version to all members and a full copy to the Chair.

C Hughes agreed to include the previous year's figures in the summary report for comparison and to issue the report as soon as it is complete.

CH

11 Date and time of next meeting: Wednesday 31 May 2017 @ 5.00 p.m.

The meeting closed at: 6.00 p.m.