

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held on Monday 25th April 2022



Present: Chris Elliot (Chair), Drew McPhail, Ellen Garscadden, Agnes Philips, Sharon May, Steve Fleming, Ian Smith, Bill Dougan and Geraldine Connolly

In Attendance:

Clive Douglas, Chief Executive
Frank Donohoe, Technical Director
Marie Campbell, Corporate Services Officer (Minutes)

Anne Wilson, Corporate Services Director
Fiona Mills, Housing Director

Item 1 Apologies. Leave of Absence and Declaration of Interest:

- 1.1. **Apologies:** Andrea Bell, John McMorow, Theresa Findlay
- 1.2. **Declaration of Interest:** None

Item 2 Minutes of Previous Meetings:

Item 3 Membership Report to 30th April 2022 - Committee noted no new or cancelled memberships during the period. The total membership at 30th April 2022 is 115. The seal was last used on 28th February 2022 for a Share Certificate.

Item 4 Health & Safety Update – Committee noted the update, including Covid 19 incidents, and in particular that normal working practices have largely resumed in the Association’s offices.

Item 5 Data Protection Update – Committee noted that all matters have been dealt with in accordance with the Association’s Data Protection and Freedom of Information Policies and Procedures. With regard to the matter reported to the ICO, it was noted that no further action was required and all recommendations were actioned and completed.

Item 6 Annual Review of Registers – Committee noted that the terms of the current Payments & Benefits Policy have been adhered to with regard to all transactions listed. Committee noted and approved as follows:

- 4.1 the content of Appendix 1, outlining payments, benefits, gifts and hospitality in line with the Payments and Benefits Policy, during the year 21/22, which have been entered into the registers
- 4.2 the declaration of interest register is up to date.
- 4.3 no fraud/attempted fraud incidents occurred during the year 21/22.
- 4.4 there have been no incidents of bribery/attempted bribery reported during the year 21/22.
- 4.5 that all registers are available for inspection and that they will be signed by the Chief Executive and Chair/Secretary as soon as is practicable.

Item 7 Annual Review of Equalities & Human Rights Action Plan – Committee noted that a quarterly report will now be produced going forward. Committee approved as follows:

- 7.1 the status update on aim 1 of the action plan as outlined.
- 7.2 that this information will be updated on the Association’s website and quarterly newsletter, following PIN review.

- 7.3 the proposed schedule for reviewing each of the aims and the timescale for updating Management Committee.
- 7.4 that this will now form part of the Management Committee Workplan for 22/23.

Item 8 Corporate Services Performance Report Quarter 4, Cumulative (2021/22) and proposed targets 22/23 – Committee noted the detailed report including the complaints analysis, lessons learned and cumulative figures across all ARC indicators. It was noted that overall the Association continues to perform well. The following points were highlighted:

- 8.1 **Customer Satisfaction** – Results for Quarter 4 are awaited, however, satisfaction levels have rising from 90% in Quarter 2 to 97% in Quarter 3. It is considered that this is largely as a result of the office re-opening.
- 8.2 **Staff Absences** – In Quarter 4 percentage absence was 10.4%, noting that 40% of absences during the period were due to Covid. Committee also noted that all absences are managed in line with Policy and Procedures.
- 8.3 **Proposed Targets for 2022/23** – Committee approved the proposed targets.

Item 9 Maintenance Performance Report Quarter 4 and Cumulative (2021/22) – Committee noted the detailed report. The following points were highlighted:

- 9.1 **SHQS** – It was noted that overall 43 abeyances remain with 411 exemptions, representing 80% of stock against a peer average of 94%.
- 9.2 **Emergency Repairs** – 2.3 hours was achieved in Quarter 4 against a target of 6 hours, cumulatively 2.2 hours over the year against a peer average of 2.9 hours.
- 9.3 **Non-Emergency Repairs** – 2.5 days was achieved in Quarter 4 against a target of 3 days, cumulatively 3.5 days over the year against a peer average of 4.5 days.
- 9.4 **Right First Time** – 96% achieved in Quarter 4 against a target of 95%, cumulatively 95% over the year against a peer average of 91%.
- 9.5 **Gas Safety** – 100% achieve in Quarter 4 and 100% over the year.
- 9.6 **Adaptations** – 2 adaptations were outstanding at the year end, noting that the Association's spend was over budget by £6,263 at a total of £56,263, with £14,236 grant funding spent. It was further noted that overall it took an average of 141 days to complete works against a target of 61 days, partly due to Covid.
- 9.7 **Stock Condition Surveys** – Surveys are ongoing. A total of 13% have been carried out in the year to date, against the target of 20%.

- 9.8 **ESSH 1** – 99% of the Association’s properties are now compliant with the Standard, with 22 still to be addressed and classed as abeyance.
- 9.8.1 In response to a query raised, it was confirmed that the Association will continue to do everything possible to bring these properties up to the standard.
- 9.9 **EPCs** – It was noted that 154 properties were completed in the year with 477 cloned. A further 699 certificates expired during the year, mainly relating to the transferred stock. These will be replaced as and when required at void properties prior to relet.

Item 10 **Housing Services Performance Report Quarter 4 (2021/22)** – Committee noted the detailed report and that the Association overall continues to perform well. The following points highlighted:

- 10.1 **Anti Social Behaviour** – It was noted that, due to a change in systems, Quarter 1 figures were unavailable but will be included and presented to Committee for the ARC submission. In Quarter 4, 95.74% of cases were resolved against a target of 100%.
- 10.2 **Rent Loss due to Empty Properties** – 0.68% was achieved with a cumulative average over the year of 1.33%.
- 10.3 **Average Days to Let Properties** – An average of 37 days was achieved in Quarter 4 against a target of 16 days and cumulatively over the year 48 days. It was noted that this was largely due to 3 properties being kept vacant in sheltered housing to avoid any risks to existing tenants. The Scottish Housing Regulator was notified and in agreement with the decision. Other factors included delays in court processing and properties being converted and withdrawn from communal heating systems.
- 10.4 **Direct Payments** – It was noted that figures will be included and presented to Committee for the ARC submission.
- 10.5 **Terminations** – In response to a query raised regarding the number of terminations during the year of 190, it was noted that this has been consistent for a number of years and the reasons vary with no trend identified.
- 10.6 **Section 5 Referrals** – In response to a query raised regarding 50% of offers being refused, it was noted that reasons vary and can be down to preference in areas, etc., with no trend identified.

Item 11 **Arrears Update** – Committee noted the updated report with arrears reduced by £33k at the year end, totalling £170k. 30% of tenants are now on Universal Credit with 31% of those cases in arrears and 505 on direct payments. It was also noted that the court process is back to normal allowing cases to be dealt with within 28 days. In addition, the Association has appointment a new Welfare Rights Officer, due to take

up the position in early June and it is hoped this will also improve/assist with the arrears position.

- 11.1 With regard to the funding received to assist certain arrears cases, it was queried whether those concerned would be able to maintain continued payments. It was confirmed that generally those concerned are on direct payments.
- 11.2 Committee conveyed their thanks to the Housing Services Team for all their hard work in reducing arrears.

Item 12 Duty of Candour Report 2021/22– Committee noted the report, confirming that there were no incidents during the year to invoke the Duty of Candour procedure. It was noted that the report will now be sent to the Care Commission and a copy placed on the Association’s website.

Item 12 A.O.C.B.

- 12.1 **Eviction Case Ref 1 (2022/23)** - Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history. In noting all actions taken to date to prevent the case escalating, as per the Association’s policies, procedures and the solicitor’s confirmation of the granting of a decree on 13th April 2022, Committee approved, by general consent, that the decree should be enforced.
- 12.2 **Eviction Case Ref 2 (2022/23)** - Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history. In noting all actions taken to date to prevent the case escalating, as per the Association’s policies, procedures and the solicitor’s confirmation of the granting of a decree on 20th April 2022, Committee approved, by general consent, that the decree should be enforced.
- 12.3 **Business Plan** – It was noted that the deadline for submission of the Business Plan is 30th May 2022 with work ongoing. It was noted that a special meeting of Committee may require to be called to consider the Plan.

Item 13 Date & Time of Next Meeting: 30th May 2022 @ 6pm (In Office / Online)