

KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

MANAGEMENT COMMITTEE MEETING

TO BE HELD ON 23rd APRIL 2019

AT 5.45PM

IN THE ASSOCIATION'S OFFICE

Present: Elaine Shaw
John Barclay
Arlene Morton
Kirsteen McLerie
Robert Wards

In Attendance: John Docherty
Moyra McKenzie
Paul Immelman
Jacqueline Brown

1. APOLOGIES

Apologies were received from Jane Atkins, Caroline McManus.

2. CORRESPONDENCE

- 2.1. Invitation to Drumchapel Community Business AGM to be held in Oliver's on 13th May 2019 @ 5.30pm. No one able to attend due to other commitments.

3. MINUTES OF PREVIOUS MEETING HELD 26th MARCH, 2019

The minutes of the previous meeting were approved on a proposal by Elaine Shaw, seconded by Bobby Wards.

4. MATTERS ARISING

There were no matters arising from the previous minutes.

5. MANAGEMENT ACCOUNTS Q4

Moyra McKenzie presented the report to the Management Committee explaining in detail the Q4 financial position of the Association. These figures will change once year end accruals and pre-payments are applied.

The annual budget for 2018-19 projected a surplus of £382k, based on results to date the actual results indicate a surplus of £459k, giving a positive variance of £76k.

Cash balances at the period end total £1.487m. Budget assumed £1.547m. 2 Loans have been repaid.

Loan balances at the period end total £980k and the pension deficit is £38k

Total net assets of the Association are now £4.65m

The Final Accounts will be presented as normal when completed.

Committee expressed satisfaction with the healthy financial position represented in the Accounts.

6. CHEQUE/PETTY CASH LIST MARCH 2019

Moyra McKenzie presented the cheque and petty cash lists for March 2019 for committee approval. The cheque and petty cash list were approved by committee and signed by Elaine Shaw and John Barclay.

7. HOUSING MANAGEMENT REPORT – MARCH 2019

1. ARREARS

| | MARCH 2019 | % CHANGE MAR 2019 | YEAR END 2017- 18 |
|--------------------|--------------|----------------------|-------------------|
| Gross Rent Arrears | 4.06% | -1.32% | 5.38% |
| CURRENT | 3.92% | -0.76% | 4.68% |
| Former Tenant | 0.14% | -0.19% | 0.33% |
| Technical | 0% | -0.37% | 0.37% |

2. ACCOUNT BANDING

| | MACRCH 2019 | VALUE £'s |
|-------------------------|-------------|--------------------|
| Prepaid | 161 | -£ 14,314.39 |
| NIL | 47 | £0.00 |
| < £ 499.99 | 59 | £ 10,325.81 |
| £ 500 – 999.99 | 15 | £ 10,973.05 |
| £ 1,000 - £ 1,999.99 | 8 | £ 9,962.46 |
| >£ 2,000 | 6 | £ 13,576.75 |
| Former Tenant | 4 | £ 1,544.37 |
| Current Arrears Cases | 88 | £ 44,678.07 |
| Total Arrears Cases | 92 | £ 46,222.44 |
| % Tenants in Arrears | 29.7% | |
| No. Tenants >= 13 Weeks | 12 | |
| % Tenants >= 13 Weeks | 4.0% | |

Paul Immelman reported of the **30 cases over £500.00 and/or court action cases:-**

1 Decree granted

10 Sisted – 1 Default, 2 HB claims, 7 maintaining repayment arrangements

1 Recall Sist – defaulted on repayment arrangement

1 Court date – continued to 15.05.19

10 NPRP

6 Pre-NPRP

1 case are maintaining their repayment arrangements

7a. COURT ACTION CASEWORK:-

| CASE No. | CURRENT STATUS | ACTION TAKEN | ARREARS @ 31.03.18 | COMMENTS |
|----------|-----------------|--------------|--------------------|--------------------------------------|
| A002 | DECREE 18.08.17 | Agreement | 3,279.87 | Payment arrangement being maintained |
| A048 | COURT | Date set | 2,708.94 | New Court Calling date: 25.04.18 |
| A006 | SISTED | Agreement | 2,098.62 | Payment arrangement being maintained |
| A001 | SISTED | Agreement | 2,377.25 | Payment arrangement being maintained |
| A004 | SISTED | Agreement | 1,898.53 | Payment arrangement being maintained |
| A017 | COURT | Date Set | 2,076.82 | New Proof Date: 27.04.18 |
| A022 | SISTED | Agreement | 1,561.92 | Payment arrangement being maintained |
| A009 | SISTED | Agreement | 499.16 | Payment arrangement being maintained |
| A003 | SISTED | Agreement | 639.43 | Payment arrangement being maintained |
| A024 | SISTED | Agreement | 825.48 | Agreement being maintained |
| A034 | SISTED | Agreement | 269.78 | Agreement being maintained |
| A042 | SISTED | Agreement | 44.07 | Agreement being maintained |

7b. Paul further advised there were **3** voids and **2** allocation during the months of March 2019, monthly void rent loss was **£612.12**.

Year End (1st April 2018 to 31st March 2019)-

- Voids **24**, (inclusive of 2 x supported accommodation units)
- Lets **19**
- Cumulative Rent Loss **£3,896.61**

There were a total of **154** 'live' completed housing applications on file. There were **0** anti-social cases during the month of March 2019. Estate Management issues mostly regarding bulk & gardens **18** incidents.

Committee expressed satisfaction with the improvement in our arrears management performance from the previous year.

8. MAINTENANCE CONTRACTORS REPORT Q4

John Docherty presented the annual Maintenance Contractor Performance Report which highlighted contractor performance, including average response times to complete repairs, average repair costs and quality control issues. He recommended that all contractors be retained on our contractor procurement framework for 2019 – 2020. Following discussion, the Management Committee approved the report, noting satisfactory contractor performance.

9. ABSENCE MANAGEMENT REPORT 2018 - 2019

John Docherty presented the Absence management report for 2018/19 for committee consideration and approval.

He advised that the purpose of the report is to outline the number of days lost due to staff sickness from 1st April, 2018 – 31st March, 2019.

Possible number of days which could have been worked was 1039.5 days and time lost due to sickness was 35 days (3.36%). 25 days was attributable to long term illness which was covered by fit for work notes issue by GP.

Committee noted and approved Absence Management Report, noting improved performance from 2017/18 and approved a target for 2019/20 to restrict absences < 5% of possible days worked.

10. GOVERNANCE FRAMEWORK ACTION PLAN

John Docherty presented Governance Framework Action Plan Document.

He advised that the Regulatory Standards of Governance and Financial Management was introduced by the Scottish Housing Regulator in April 2012. It includes 6 standards and accompanying guidance that RSL's should seek to comply with to demonstrate effective Governance.

The Association has an effective Governance Framework in place which is appropriate for our size, scale and structure and meets the needs of our business. The action plan document outlines the range, type and frequency of reports members will receive during the year. It is designed to be used as a working document and plan outcome should be signed off on a monthly basis and reviewed at year end.

John ran through the framework for the year. He advised that timescales for reports may be brought forward or pushed back 1 month, dependant on timings/information requirements and this will be noted on the action plan framework. Ad hoc reports may be added through the course of the year as and when required.

After discussion, Committee approved action plan.

11. RISK MANAGEMENT STRATEGY

John Docherty presented the Review of the Risk Management strategy for consideration and approval. The policy incorporated a risk assessment analysis rating risk factors as high, medium or low. A risk map identified risk areas within governance, housing management, maintenance and financial management. Each risk area detailed potential risks, existing controls and action taken to mitigate risks. Each risk area was given a risk profile rating.

After discussion, committee approved the reviewed Risk Management Policy noting the risks faced by the Association, risk ratings and the controls we have in place to mitigate risk

12. TENDER REPORT ON EXTERNAL PAINTWORKS

John Docherty presented Tender Report for external paintworks contract at: Ladyloan Avenue Phase (1) & (2), Achamore Road/Lochgoin Avenue & 37 – 45 Lochgoin Avenue.

He advised that the purpose of this report was to advise on the outcome of tenders for the above contract.

Tender opening took place in the Association's office on Friday 4th April, 2019 in accordance with our tender procedures and was witnessed by John Docherty, Jacqueline Brown and Jane Atkins.

Tender prices were:

| | |
|----------------------|--------------------|
| The Bell Group | £ |
| A & A Decorators | £ |
| J.S. McColl Ltd | No tender returned |
| Mitie | £ |
| R. Wilson Decorators | £ |

The Tender was awarded to the lowest priced contractor A & A Decorators.

Committee noted the contents of the report and approved the decision to award the contract to A & A Decorators in accordance with our tender procedures.

13. **COMMITTEE MEMBERS ANNUAL EFFECTIVENESS REVIEW**

John Docherty presented pro forma document for consideration and discussion.

The pro forma document outlined areas of skills, knowledge that committee members are expected to demonstrate competence in to comply with Regulatory standards of Governance and Financial Management. The document covered Governance, personal development and functional knowledge.

Detailed discussion took place to establish collective confidence levels in relation to how the Committee is performing against Regulatory standards. Performance was agreed and prioritised using a scale from very poor to very well.

The document was also completed by individual members to complete, advising on knowledge and skills relating to:

- Performance as a committee member
- Knowledge and understanding
- Abilities

Discussion took place on how knowledge skills and attitude could be evidenced.

14. **REVIEW OF POLICY ON DISCLOSURE OF INTEREST**

John Docherty presented Review of Policy on Disclosure of Interest.

He ran through the Policy on a page by page basis advising on:

- Policy Statement
- Personal Interest
- Consultants, Contractors and Professional Advisers
- Failure to Disclose an Interest

After discussion, Committee approved Policy.

15. REPORTS FROM OTHER MEETINGS

There were no reports provided from other meetings.

16. A.O.C.B.

John Docherty advised that GCC require confirmation of designated officers to process and approve adaptation claims. John Docherty and Moyra McKenzie are currently authorised for this and it was agreed that the status quo would be maintained for 2019/20.

17. DATE & TIME OF NEXT MEETING

The next Management Committee meeting will be held on **Tuesday, 28th May, 2019** at **5.45pm** in Boardroom at Association's Offices.