

KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

MANAGEMENT COMMITTEE MEETING

HELD ON 27th APRIL 2021

AT 5.45PM

IN THE ASSOCIATION'S OFFICE & via ZOOM

Present: Elaine Shaw
John Barclay
Robert Wards

Via ZOOM Kirsteen McLerie

In Attendance: John Docherty
Moyra McKenzie
Paul Immelman

1. APOLOGIES

Jane Atkins, Doreen Strain & Arlene Martin.

2. CORRESPONDENCE

Nil

3. MINUTES OF PREVIOUS MEETING HELD 30th MARCH 2021

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

4. MATTERS ARISING

No matters arising.

5. CHEQUE AND PETTY CASH LIST MARCH 2021

The cheque and petty cash list for March 2021 was approved by Elaine Shaw and John Barclay.

6. MANAGEMENT ACCOUNTS TO 31 MARCH 2021

Moyra presented the earlier distributed report on the Management Accounts to 31 March 2021.-

➤ **Statement of Comprehensive Income**

Projection of surplus £324k exceeded, actual £408k

- Lower Management costs (£25k)
- Lower reactive repairs (£41k)
- Lower bad debts (£15k)
- Lower voids (£6k)
- Over budget, planned maintenance £24k – smoke alarms and boiler replacement

Actuarial assumptions will be available in May 2021 this and any further adjustments will be incorporated into the final accounts later this year.

➤ **Statement of Financial Position**

Budget spend assumption was £181,800 on kitchen replacements Inchfad 4 postponed until 2021/22

- Cash balance £1.692m, £49k below budget assumption due in part to early debt repayments of £380k.
- Loan balances slightly under £435k
- Pension deficit was £9k, may be adjusted in May as above

➤ **Ratios**

All ratios improved upon budget assumptions with the exception being higher pension costs and planned maintenance in the year.

7. TREASURY MANAGEMENT REPORT

Moyra spoke to the earlier distributed Treasury Management Report prepared by Fettes McDonald of FMD. The report was presented in detail:-

- Secured stock and stock valuation data
- Loan information
- Asset cover
- Secured and unsecured stock
- Future proposed borrowings
- Projected cash flow position
- Covenant compliance
- Interest earnings from surplus funds
- Compliance with policy
- Treasury strategy for the next 12 months

8. HOUSING MANAGEMENT REPORT

ARREARS	MARCH 2021	MARCH 2020	% CHANGE
Gross Rent Arrears	4.07%	6.77%	(2.70%)
CURRENT	3.80%	4.31%	(0.51%)
Former Tenant	0.08%	0.97%	(0.89%)
Technical	0.19%	1.49%	(1.30%)

8.2 ACCOUNT BANDING

	MARCH 2021	VALUE £'s
Prepaid	167	(£ 17,532.03)
NIL	46	£ 0.00)
< £ 499.99	46	£ 9,365.56
£ 500 - 999.99	20	£ 14,012.05
£ 1,000 - £ 1,999.99	16	£ 20,252.91
>£ 2,000	1	£ 2,065.93
Former Tenant	4	£ 870.89
Current Arrears Cases	83	£ 45,696.45
Total Arrears Cases	87	£ 46,567.34
% Tenants in Arrears	28%	
No. Tenants > = 13 Weeks	15	
% Tenants >= 13 Weeks	5.0%	

Paul Immelman reported of the **41** cases over £500.00 and/or court action cases:-
3 Payment Decree,
8 Sisted – 1 Default
2 NPRP
16 Pre-NPRP -4 Default, 2 HB Claim
11 cases on repayment arrangements – 1 Default, 1 UC Claim
1 New HB Claim

8.3 COURT ACTION CASEWORK:-

CASE No.	CURRENT STATUS	ACTION TAKEN	ARREARS @ 31.03.21	COMMENTS
A002	DECREE	Default	1,893.84	Late UC Payment
A017	SISTED	Arrangement	1,362.20	Payment arrangement being maintained
A006	SISTED	Arrangement	1,268.36	Payment arrangement being maintained
A016	SISTED	Default	1,215.71	Warning letter issued
A004	SISTED	Arrangement	1,167.14	Payment arrangement being maintained
A048	SISTED	Arrangement	1,165.77	Payment arrangement being maintained
A024	DECREE	Arrangement	687.77	Payment arrangement being maintained
A077	SISTED	Arrangement	560.59	Payment arrangement being maintained
A001	SISTED	Arrangement	230.37	Payment arrangement being maintained
A091	SISTED	CLEAR	0.00	CLEAR
A034	SISTED	CLEAR	0.00	CLEAR/DECEASED
A042	DECREE	CLEAR	-70.59	CLEAR
A009	SISTED	CLEAR	-20.29	CLEAR
				13

8.4 ALLOCATION:-

Paul further informed that there were **2** voids and **1** allocation during the month of March 2021:-

- **Void rent loss** March 2021 - **£370.62**
Cumulative Rent Loss **£3,542.23**
- **Void re-lets** – March 2021 - **1**
Cumulative re-lets **10** (2x W/L, 3x S5, 5x Trans)

- **Housing List - 159** on list
 - 0** suspended
 - 1** closed.

There were **0** anti-social cases during the month of March 2021.

After discussion, committee approved the Housing Management Report, noting performance.

9. RIGHT TO COMPENSATION POLICY REVIEW

Paul presented the earlier distributed policy. There being no amendments to the existing policy, it was approved by Kirsteen McLerie, seconded by Elaine Shaw.

10. ABSENCE MANAGEMENT REPORT – 2020/21

John presented the Absence Management Report for 2020/21. The report quarter by quarter report evidenced that full attendance was achieved throughout the reporting year with Nil absences.

The Management Committee noted the report and contents contained therein.

11. MAINTENANCE CONTRACTORS REPORT – Q4

John presented the Maintenance Contractors Report for Q4 (January – March 2021) noting the satisfactory performance:-

- **90** Emergency jobs, average response **3hrs 03mins**
- **95** Non-emergency jobs, average response **2 days**
- **24** Qualifying repairs, completed within **1 day**
- **209** total reactive repairs/jobs
- **209** completed right first time
- **12** void jobs, average response **2 days**

The annual report on the contractors performance will be presented in June 2021.

The Management Committee noted the report and contents contained therein.

12. GDPR POLICY REVIEW

John presented the earlier distributed GDPR Policy noting that there are no changes to the current policy. Management Committee accepted and agreed the re-adoption of the GDPR Policy.

13. INTERNAL AUDIT REPORT 2021

John presented the earlier distributed report from the Internal Auditors, Quinn Internal Audit and Business Support Services.

➤ **Key Findings and Action Plans**

- KCHA were able to demonstrate a well governed approach to the pandemic
- KCHA can evidence good engagement and a strong level of support for staff in response to adjusted working practices
- KCHA took reasonable steps to mitigate the impact of the pandemic on the business plan, including financial management.
- **An area for improvement to be considered by KCHA is to formalise the business continuity procedures into a written business continuity framework document.**

John summarised the main findings of the report adding that a draft policy will be completed and presented to the Management Committee for consideration at the meeting to be held on 29th June 2021.

The report was approved by the Management Committee.

14. GOVERNANCE FRAMEWORK ACTION PLAN UPDATE

John presented the Governance Framework Action Plan 2021/22

The framework highlights what and when reports will be presented to the Management Committee over this period however other *ad hoc* reports may be presented over this period also. The Plan will be a standard agenda item for each Management Committee meeting.

The updated framework plan was agreed by the Management Committee.

15. A.O.C.B.

15.1 Common Housing Application

Paul informed the Management Committee that KCHA, Pineview and Cernach HA are progressing with a common online application form in partnership with their web designers, Kiswebs. This being the next logical step following the adoption last year of the Common Housing Allocation Policy.

A working template has been agreed with the other RSL's with a timeline of going 'live' early June 2021. The indicative costs for the design and development is in the region of £6k, split equally amongst the partners, therefore approximate costs for KCHA of £2k + VAT with an annual fee of £333 + VAT for hosting and maintaining. These costs have been assumed in the budget for 2021/22.

15.2 Shared Owner 25% Share Purchase

Paul provided an update on the decision taken at the Management Committee meeting of 25 February 2020 to offer to purchase the 25% share of one of the shared ownership properties.

The Valuation Agency (*formerly the District Valuer*) Valuation Report for the property in question had been received giving a market valuation of **£110k**, with the 25% share being **£27.5k**. The figure is slightly higher than the estimated valuation of £100k.

Now that the valuation has been completed authorisation was sought to proceed within the terms previously agreed that deducted from the valuation will be the costs associated with the installation of windows and doors, installation of new kitchen and smoke detectors. The estimate for the works to be deducted is **£8,950** thereby arriving at a proposed offer to purchase at **£18,550**

The Management Committee approved the proposal. Paul will progress the purchase by engaging the Association's solicitors, TC Young, to formalise the offer to the sharing owner's solicitors.

15.3 **Welfare Benefits Advice Service**

Paul informed the Management Committee that the current providers, CAB Drumchapel, intimated in January 2021 that they wished to enter into a new agreement with each of the remaining DRUMCOG RSL's (*Pineview HA, Drumchapel HC and KCHA*).

The current contract dating from January 2009 had not been re-negotiated or updated and there are now only 3 of the original 5 RSL's currently procuring the service.

The new proposed agreement rates the service at **£43 per hour**, billed monthly the cost to the Association would be **£752.50**, or **£9,030** per annum which is more than 110% of the current charge. In mitigation CAB Drumchapel have stated that there had not been an increase for a number of years and that the proposed cost more accurately reflects the actual costs of providing the service.

With a view to seeking best value for money KCHA, Pineview HA and Drumchapel HC are in discussion about sourcing the service from other interested provider(s) and to test 'the market' for value for money, in the meantime the Association will, month to month, pay the proposed cost with a view to discussing a better fee structure with CAB, failing which we will look favourably upon entering into an arrangement with another provider.

Paul informed the Management Committee that he will report progress on this matter at the next scheduled meeting.

The Management Committee agreed that a welfare benefits service is needed, and suggested approach be made to Drumchapel Money Advice Centre (DMAC), Paul advised that the partners would consider the agency as well as other provider(s) and report back.

15.4 **Internal Audit Programme 2021/22**

John suggested the Internal Auditors look at the Association's compliance with Regulatory Standards for the year ahead, following discussion, the Management Committee agreed this should be the focus of the internal audit for the year 2021/22.

16. **DATE OF NEXT MEETING**

The next Management Committee meeting will be held on **Tuesday, 18th May 2021** at **5.45pm** in Boardroom at Association's Offices & via Zoom.