

KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

MANAGEMENT COMMITTEE MEETING

TO BE HELD ON 26th NOVEMBER 2019

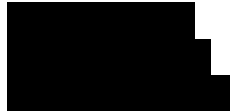
AT 5.45PM

IN THE ASSOCIATION'S OFFICE

Present:



In Attendance:



1. APOLOGIES

Apologies were received from [REDACTED] and [REDACTED]

2. CORRESPONDENCE

- 2.1. Letter from Children with Cancer seeking donation for Centres in Manchester and London. Committee took the decision not to donate as no events planned in Scotland.
- 2.2 Letter from Glasgow City Mission seeking donation for winter night shelter, after discussion the Management Committee agreed to donate £100.

3. MINUTES OF PREVIOUS MEETING HELD 26th OCTOBER 2019

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

4. MATTERS ARISING

No matters arising.

5. CHEQUE/PETTY CASH LIST OCTOBER 2019

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

6. HOUSING MANAGEMENT REPORT – OCTOBER 2019

1. ARREARS	OCTOBER 2019	OCTOBER 2018	% CHANGE
Gross Rent Arrears	4.57%	4.41%	+ 0.16%
CURRENT	3.25%	3.88%	-0.63%
Former Tenant	0.49%	0.34%	+ 0.15%
Technical	0.82%	0.18%	+ 0.64%

2. ACCOUNT BANDING

	OCTOBER 2019	VALUE £'s
Prepaid	146	- £ 13,047.79
NIL	52	£00.00
< £ 499.99	81	£ 12,099.94
£ 500 - 999.99	18	£ 13,068.30
£ 1,000 - £ 1,999.99	10	£ 13,260.32
>£ 2,000	3	£ 7,505.92
Former Tenant	11	£ 5,494.40
Current Arrears Cases	112	£ 45,934.48
Total Arrears Cases	123	£ 51,428.88
% Tenants in Arrears	37.8%	
No. Tenants > = 13 Weeks	13	
% Tenants >= 13 Weeks	4.3%	

Paul Immelman reported of the **35 cases over £500.00 and/or court action cases:-**
12 Sisted – 2 Default (*1 UC payment awaited*).

1 Court date awaited

7 NPRP

3 Pre-NPRP

9 cases on repayment arrangements (*5 Defaulted*)

2 UC/HB claim

1 Clear

6a. COURT ACTION CASEWORK:-

CASE No.	CURRENT STATUS	ACTION TAKEN	ARREARS @ 31.10.19	COMMENTS
A048	SISTED	Arrangement	2,619.32	Payment arrangement being maintained
A017	SISTED	Arrangement	2,339.84	Payment arrangement being maintained
A091	SISTED	Arrangement	1,914.82	Payment arrangement being maintained
A006	SISTED	Arrangement	1,530.38	Payment arrangement being maintained
A016	SISTED	Arrangement	1,462.38	Payment arrangement being maintained
A022	SISTED	Arrangement	1,284.53	Payment arrangement being maintained
A001	SISTED	Arrangement	1,212.83	Payment arrangement being maintained
A024	SISTED	Default	967.96	Re-call sist
A004	SISTED	Default	901.66	<i>Defaulted on repayment arrangement - warning issued</i>
A009	SISTED	Arrangement	433.31	Payment arrangement being maintained
A042	SISTED	Arrangement	248.83	Payment arrangement being maintained
A034	SISTED	Arrangement	-10.91	CLEAR

13

6b. Paul further advised there were **3 voids** and **1 allocation** during the months of October 2019, Void rent loss was **£287.45**.

Year to date (*1st April 2019 to 31st March 2020*)-

- Voids **13** (*3 carried over from 2018-19*)
- Let's **11**

- Cumulative Rent Loss **£1,848.19**.

There was a total of **169** 'live' & **2** suspended housing applications on file and **8** closed. There was **0** anti-social cases during the month of October 2019. Estate Management issues mostly regarding bulk & gardens **34** incidents.

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

6d. COMMON ALLOCATION POLICY REVIEW & CONSULTATION 2019

Paul provided a briefing statement which confirmed that the Common Allocation Policy (CAP) review has completed the initial stages and is now ready for consultation. The consultation process involves consulting with all existing tenants, all housing applicants and other interested bodies. The Consultation period will be from 6th December 2019 to 3rd January 2020.

A consultation questionnaire has been devised by the CAP group and will be sent to all tenants and applicants either by post or email and a survey monkey questionnaire will be placed on the Association's website as well as the questionnaire, the full reviewed policy will be available on our site and can be made available in hard copy or other formats.

Following the conclusion of the consultation period, a report on the consultation will be completed and brought before the Management Committee meeting scheduled for 28 January 2020 at which approval and adoption of the policy will be sought.

7. ARREARS MANAGEMENT POLICY REVIEW

Paul spoke to the previously distributed Arrears Management Policy, taking the Management Committee through the aims and objectives of the policy, updating the existing policy in terms of legislative and best practice changes. Paul re-iterated that it remains a focus for the Association to manage arrears effectively and to seek continual improvement in the overall levels of rent arrears.

The current target is not to exceed **5%** gross, **4%** current tenant non-technical arrears by the end of the current financial year. Paul further updated the committee on the effect that the introduction of Universal Credit (UC) is having on the arrears performance and noted that most other RSL's have been experiencing similar issues with 'missed' or 'late' payments.

Following discussion, the Management Committee approved the Arrears Management Policy for adoption by the Association without amendment.

8. RENT CONSULTATION PROPOSAL 2020-21

Paul spoke to the earlier distributed report and sought permission to offer a selection of possible rent and service charge increases for the forthcoming financial year 2020/21 in the consultation. The selection proposed were **1.5%**, **2.0%** or **2.5%**. The proposals are based on the rate of inflation at October 2019 of **CPI at 1.5%**. The rent consultation will take place between 6th December 2019 and 6th January 2020. The consultation will be included within the December Newsletter and will be posted online on the Association's website.

The Association is mindful of the wider economic conditions and will seek to limit any increase, subject to the consultation response, to the lowest level possible whilst ensuring that we continue to adequately resource the services to tenants, residents and prospective tenants alike.

Following discussion, the Management Committee agreed to consult on the aforementioned possible increase percentages.

9. GAS SAFETY MANAGEMENT REPORT – Q3

John Docherty presented the previously distributed report and confirmed that all gas safety inspections for Q3 (due by 31st December 2019) have been completed ahead of schedule and that the Association remains on target to have completed 100% of all inspections due for the year 2019/20.

The Management Committee noted and approved the report.

10. GOVERNANCE FRAMEWORK ACTION PLAN

John presented the Governance Framework Action Plan for November 2019. Management Committee noted the report and accepted and approved the outcomes.

11. LEGIONELLA POLICY

John presented a Legionella Policy for approval and adoption noting that recent test had been carried out within the supported accommodation units and a number of other locations and found all free of legionella.

Following discussion, the Management Committee approved the Legionella Policy for adoption.

12. MODEL ENTITLEMENTS, PAYMENTS & BENEFITS POLICY

John presented the updated policy, taking account of any changes to the existing policy, there being no change to the existing policy, the Management Committee approved the adoption of the Model Entitlements, Payments & Benefits Policy 2019.

13. TENANT SATISFACTION PSURVEY REPORT

Paul presented the main report findings from the survey results carried out between August and September 2019.

In relation to the Annual Report on the Charter (ARC) reporting to the Scottish Housing Regulator (SHR), the survey found overall.

- Satisfaction with overall service - **97%**
- Satisfaction with being kept informed about services and decisions - **96%**
- Satisfaction with opportunities to participate- **100%**
- Satisfaction with quality of home- **97%**
- Satisfaction with repair service- **98%**
- Satisfaction with the Association’s management of the neighbourhood **97%**

- Rent as value for money (very good or fairly good) **98%**

There were 160 tenants surveyed (61% of all tenants).

Some positive comments:-

- Always helpful
- Any complaints, they deal with them promptly
- They are helpful on the phone
- Came out fast to repair our shower
- Repairs are always fast

Some negative comments:-

- Kitchen is poor
- Bathroom needs upgrading
- Windows need upgraded
- Rents are too high

Respondents were also asked which services would they like to be available online:-

- Arrange a repair – 16%
- View rent account statement – 67%
- View information about charges – 55%
- View your tenancy agreement – 29%
- Book appointments (not repairs) – 29%
- View letters and other forms of communication – 26%

Paul advised the Management Committee that following on from the survey an Action Plan will be drawn up where actions are identified requiring service improvement to be brought forward at the next scheduled Management Committee meeting due for 28 January 2020.

14. HEALTH & SAFETY AUDIT REPORT & ACTION PLAN

John spoke to the earlier distributed Health & Safety Action Plan following the external Health & Safety audit. Overall the audit was positive with only a small number of minor recommendations made. John confirmed the few items outstanding from the audit have now been completed with only one item to be carried out in Q4. Management Committee noted the report and the improvement in the Action.

15. CHRISTMAS AND NEW YEAR HOLIDAY ARRANGEMENTS

John confirmed with the Management Committee that the public holidays are Wed 25th, Thurs 26th & Fri 27th December 2019 and Wed 1st, Thurs 2nd & Fri 3rd January 2020. John requested permission to close the office to public from 12.30pm Tuesday 24th December 2019 until 9.30am Monday 6th January 2020. Any staff member taking Monday 30th & Tues (am) 31st December 2019 from annual leave entitlement.

After discussion, the Management Committee approved the closure.

16. REPORTS FROM OTHER MEETINGS

There were no reports provided under this agenda item.

17. **A.O.C.B.**

There being no further business, the meeting was concluded.

18. **DATE OF NEXT MEETING**

The next Management Committee meeting will be held on Tuesday, 28th January 2020 at **5.45pm** in Boardroom at Association's Offices.