

KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

MANAGEMENT COMMITTEE MEETING

HELD ON 4th FEBRUARY 2020

AT 5.45PM

IN THE ASSOCIATION'S OFFICE

Present: Elaine Shaw
John Barclay
Jane Atkins
Doreen Strain
Arlene Martin

In Attendance: John Docherty
Moyra McKenzie
Paul Immelman
Jacqueline Brown

1. APOLOGIES

Apologies were received from Robert Wards, Kirsteen McLerie, Caroline McManus and Margaret McGeachin

2. CORRESPONDENCE

- 2.1. Letter from Glasgow City Mission thanking the Association for the donation to their Christmas appeal.
- 2.2 Letter from Scottish Housing Regulator (SHR) advising that they will be looking at fraud in their role as Regulator of the sector.

3. MINUTES OF PREVIOUS MEETING HELD 26th NOVEMBER 2019

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

4. MATTERS ARISING

3.1 Item 6d – Common Allocation Policy (CAP), Paul informed the meeting that the original proposal to bring forward the CAP for approval and adoption has had to be postponed until the meeting due to take place on the 25th February 2020 in order to iron out a couple of issues within one of the partner RSL's. A full report on the consultation exercise should be available by the next scheduled meeting.

5. CHEQUE/PETTY CASH LIST NOVEMBER/DECEMBER 2019

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

6. MANAGEMENT ACCOUNTS – QUARTER 3

Moyra McKenzie presented the previously distributed Management Accounts for Quarter 3. The accounts provided a comparison between the expected and actual financial position of the Association to 31st December 2019.

The annual budget projected a surplus of £211k, actual results were £217k, giving a positive variance of £6k. Cash balances of £1.55m are largely in line with expectation. Loan balances are just over £922k and the pension deficit is £79k. Total net assets of the Association are now £4.77m.

7. DRAFT BUDGET 2020-21

Moyra McKenzie presented the draft budget as prepared for the purposes of the draft report. Certain assumptions have been included within the overall calculation.

The draft budget does not take account of changes to the pension scheme actuarial assumptions which will now feature annually, any changes in this regard will not be notified to the Association until after March 2021.

Moyra advised also of the draft annual budget projected surplus for the year of £332k for the year. This represents a 15% increase of £44k compared to 2019/20.

In the Statement of Financial Position (Balance Sheet) housing property component replacement costs of £182k are assumed. Other fixed asset purchases are projected at £5k. Gross rent arrears are projected at 6.5% (2020: 6%) and the cashflow statement estimates an increased level of cash by around £141k.

Moyra advised that the final budget will be presented to the Management Committee for approval at the March meeting to ensure accurate costs are included.

8. HOUSING MANAGEMENT REPORT – DECEMBER 2019

1. ARREARS	DECEMBER 2019	DECEMBER 2018	% CHANGE
Gross Rent Arrears	5.57%	5.63%	(0.06%)
CURRENT	3.74%	4.37%	(0.63%)
Former Tenant	0.77%	0.57%	+0.20%
Technical	1.07%	0.70%	+0.37%

2. ACCOUNT BANDING

	DECEMBER 2019	VALUE £'s
Prepaid	95	(£8,600.82)
NIL	41	£00.00
< £ 499.99	125	£ 18,649.95
£ 500 – 999.99	23	£ 17,400.29
£ 1,000 - £ 1,999.99	10	£ 13,224.24
>£ 2,000	2	£ 4,819.50
Former Tenant	13	£ 8,661.95
Current Arrears Cases	160	£ 54,093.98
Total Arrears Cases	173	£ 62,755.93
% Tenants in Arrears	54.1%	
No. Tenants > = 13 Weeks	11	
% Tenants >= 13 Weeks	3.7%	

Paul Immelman reported of the **37 cases over £500.00 and/or court action cases:-**

11 Sisted – 2 Default.

11 NOP (4 Default)

12 Pre-NPRP (10 Default, 1 UC)

3 cases on repayment arrangements

8a. COURT ACTION CASEWORK:-

CASE No.	CURRENT STATUS	ACTION TAKEN	ARREARS @ 31.12.19	COMMENTS
A048	SISTED	Arrangement	2,543.22	Payment arrangement being maintained
A017	SISTED	Arrangement	2,276.28	Payment arrangement being maintained
A091	SISTED	Arrangement	1,813.28	Payment arrangement being maintained
A006	SISTED	Arrangement	1,485.66	Payment arrangement being maintained
A016	SISTED	Arrangement	1,390.74	Payment arrangement being maintained
A022	SISTED	Arrangement	1,198.15	Payment arrangement being maintained
A001	SISTED	Arrangement	1,156.15	Payment arrangement being maintained
A024	SISTED	Arrangement	913.48	Payment arrangement being maintained
A004	SISTED	Default	870.28	<i>Defaulted on repayment arrangement – warning issued</i>
A009	SISTED	Arrangement	343.56	Payment arrangement being maintained
A042	SISTED	Default	396.81	HB Claim outstanding
				11

8b. Paul further advised there were **0** voids and **1** allocation during the months of December 2019,

Void rent loss was **£24.19**.

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

- Voids **15** (3 carried over from 2018-19)
- Let's **15**
- Cumulative Rent Loss **£2,215.20**.

There was a total of **158** 'live' & **2** suspended housing applications on file and **6** closed.

There was **0** anti-social cases during the month of December 2019.

Estate Management issues mostly regarding bulk & bins **22** incidents.

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

9. RENT CONSULTATION REPORT 2020-21

Paul presented a report on the rent review consultation which took place between 6th December 2019 and 6th January 2020. The consultation proposed an increase of either 1.5%, 2.0% or 2.5% (1.5% being the CPI rate of inflation at October 2019). There were a total of **10** respondents, of whom **6** chose **1.5%**, **3** chose **2.0%** and a further **1** chose **2.5%**.

Paul further informed the Management Committee that modelling of the rent charges for 2020/21 assumed a rent increase of 1.5% across all rents and service charges. Paul informed the members that the Association remains committed to charging rents at truly affordable levels, taking account of our tenants' ability to pay. By increasing the rent and service charges by the rate of inflation only, will ensure that our rents remain the lowest (for most house types) than the other RSL's operating within Drumchapel, but also remain within the bottom quartile of rents charged nationally. The Association will also continue to provide the services that tenants want i.e. planned improvements.

Following discussion, the Management Committee **approved** the proposal to increase all rent charges and service charges for mainstream tenants, sharing owners and supported accommodation by a **1.5%**, the exception being the management fee to sharing owners which will remain at £30 per annum per property.

Paul confirmed that annual rent and service charge letters and occupancy charge notices would be sent to all tenants, sharing owners and supported accommodation units by Friday 7 February 2020.

10. RENT POLICY REVIEW 2020

Paul spoke to the previously distributed draft Rent Policy. The policy was updated taking account of the introduction of Universal Credit (UC), removal of any SCORE information, the insertion of the use of the affordability tool developed by SFHA & Housemark. The adoption of the CPI rate of inflation rate annually at October for the purposes of rent consultation updating the rent charge and the inclusion of a table referencing rent charges by other RSL's within Drumchapel and set against the Scottish Average.

In addition as the rents are reviewed annually, the review date for the Rent Policy will be brought into line and produced for approval and adoption annually.

Following brief discussion the Management Committee approved the adoption of the Rent Policy for implementation.

11. ESTATE MANAGEMENT POLICY REVIEW 2020

Paul spoke to the previously distributed Estate Management Policy. Paul advised that the policy had been updated taking account of any legislative changes and good practice.

Following discussion, the Management Committee **approved** the policy for adoption.

12. ABSENCE MANAGEMENT REPORT – QUARTER 3

John presented the Absence Management Report to 31st December 2019 reporting of the possible days worked of **767**, total days worked was **757** resulting in a total of **10** days absence representing **1.3%** of days worked, consequently well under the target rate of 5%.

The Management Committee noted the report.

13. MAINTENANCE CONTRACTORS REPORT QUARTER 3

John presented the earlier distributed report on the contractors' performance to 31st December 2019. Overall performance by all contractors was within recognised target timescales with no other issues to report.

The Management Committee noted the performance report.

14. KITCHEN RENEWAL CONTRACT – TENANT SATISFACTION SURVEY REPORT

John spoke to the earlier distributed report on the tenant satisfaction survey following the installation of kitchens within the Achamore/Lochgoin area. A total of **9** survey returns were recorded. The respondents were happy with the workmen and workmanship although **3** respondents recorded only average for the choices on offer, **2** rated the quality of kitchen as average. One commented that the wall units were small. The overall satisfaction rate was either Excellent, very good or good (**6** of the respondents). More positive comments were made by telephone.

15. GOVERNANCE FRAMEWORK ACTION PLAN

This being a regular item on the agenda, John spoke to the report confirming the actions taken at this meeting in accordance with the items noted. The Management Committee noted and approved the Framework Action Plan of the meeting.

16. REPORTS FROM OTHER MEETINGS

- 16.1 John Docherty provided an update from the Drumcog Directors Meeting held on 30th January 2020.

17. A.O.C.B.

- 17.1 John informed the Management Committee that he intends to bring forward the capital spend on the kitchen renewal contract for Inchfad Ph4 from 2021/22 to the forthcoming year 20/21 due to there being very few major spend items this coming year compared to the following year. After discussion approval was given to bring this item forward to the financial year 20/21.

18. DATE OF NEXT MEETING

The next Management Committee meeting will be held on Tuesday, 25th February 2020 at **5.45pm** in Boardroom at Association's Offices.