

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 6 November 2024 at 5.30 p.m.

Present: J Jamieson (Chair)
C Taylor
G Jackson
S Niven
K McIntyre
M McIntyre
P O'Connell (Remote)

In Attendance: C McKiernan, Director
S Tait, Depute Director/Head of Assets
M White, Head of Corporate Services
P McCann, Head of Housing Services
P Long, FMD (Item 5)
S McGuire, Lugo (Item 4)
H Bremner
A Coll

1. APOLOGIES

Apologies were received from R Smith and M Docherty.

2. DECLARATIONS OF INTEREST / DEFFERED ITEMS

There were no Declarations of Interest or deferred items.

3. MINUTES AND MATTERS ARISING

Management Committee Meeting 02/10/24

Matters Arising

Committee noted a couple of errors in relation to spelling and C McKiernan advised they would be amended.

The minutes were proposed by S Niven and seconded by G Jackson.

Audit Sub Committee 23/10/24

Matters Arising

There were no matters arising.

The minutes were approved by J Jamieson and seconded by C Taylor.

Wider Role Sub Committee 29/8/24

Matters Arising

There were no matters arising.

The minutes were approved by C Taylor and seconded by J Jamieson.

Action List

Committee noted the contents of the Action List.

4. COMMITTEE TRAINING – CYBER SECURITY

S McGuire was in attendance at the meeting to provide Committee with a training session on cyber security. Committee were very involved with the session and found it informative and useful. There was some discussion on cyber attacks and the impact they can have.

5. FINANCE REPORT

Management Accounts to 30 September 2024

P Long referred Committee to the Management Accounts to 30 September 2024 and advised these represented the second quarter of the year.

Statement of Comprehensive Income for the period to 30 September 2024

P Long advised that the Association had an operating surplus of £535,000 at 30 September. P Long explained that this is higher than the budgeted surplus of £372,000 and was due to lower maintenance costs.

Committee noted that net interest payments of £346,000 reduced the surplus down to £189,000 for the year to date compared to a budget surplus of £6,000.

P Long added that taking account of the variances and revised forecasts for the remainder of the year to the end of March 2025, the net surplus would sit at £288,000 compared to the budgeted surplus of £291,700 at March 202.

Statement of Financial Position

Committee noted that a total of £1.2M had been spent on the new development at Fauldhead Road. £83,000 has been spent on new component works up to 30 September 2024. With the net cost of housing assets sitting at £24m, the net cost of other fixed assets is £894,000.

P Long highlighted that cash balances at 30 September 2024 totalled £5.976m which is higher than the budgeted amount of £4.598m. P Long advised that this is due to a higher starting position at the start of the year along with a late site start date to the Fauldhead Road development.

P Long explained to Committee that with these variances and revised forecasts for the remainder of the year would suggest that the cash balances at March 2025 will be £2.649m compared to the budgeted amount of £2.215m.

Committee noted that long term creditors sit at £10.9m and include the Scottish Government loan of £340,000. P Long added that the pension fund valuation is reporting a deficit of £-177,000 and the deferred income sat at £15.7m.

It was noted that the Association's net assets sat at £3.141m at 30 September 2024.

It was noted that on Page 4 of the Management Accounts, note (a)(3) should read £123,000.

Covenants

P Long referred to the covenant analysis as at 30 September 2024 and confirmed that the Association is able to comply with all the financial covenants with the Royal Bank of Scotland.

It was noted on Page 9 that the revised interest cover covenant should read 165%, and on page 10 paragraph 4 should read, "net assets will be lower than the budget".

Committee approved the Management Accounts to 30 September 2024.

6. DIRECTOR'S & NOTIFIABLE EVENTS REPORT

Notifiable Events

C McKiernan advised that the Association has no outstanding notifiable events.

Governance

Assurance Statement

C McKiernan informed Committee that the Annual Assurance Statement has now been submitted to the Regulator following its approval at the previous Management Committee meeting.

Committee Appraisal

C McKiernan advised that the Association's 3 year contract with SHARE to conduct an annual Committee appraisal with members has now come to an end. C McKiernan asked Committee for their thoughts on the appraisal process going forward, whether to continue with SHARE conducting the appraisals or looking at other providers. Members noted that they felt that the

service from SHARE was robust and thorough and allowed for useful comparisons and trends over time. C McKiernan agreed to approach SHARE for a new proposal.

Committee Membership

C McKiernan informed Committee that Cllr S Murray has ceased to be a member of the Management Committee due to her missing the previous 4 meetings. C McKiernan has therefore formally approached East Dunbartonshire Council requesting a replacement be appointed. This is on the EDC agenda for their December meeting.

It was noted that Cllr Murray has applied to be a member of the Association as an individual shareholder.

C McKiernan referred to Committee's interest in expanding the Management Committee's ethnic diversity which was discussed at the previous meeting. She advised that she has reached out to 3 different organisations for some advice. Positive Action in Housing (PAIH), East Dunbartonshire Voluntary Action (EDVA) and Path Scotland. To date there has been no response from PAIH. C McKiernan is hoping to meet with a staff member from EDVA shortly. PATH Scotland have advised that this is a challenge across the board within the housing sector and something they are looking at the potential of providing assistance with. Their main purpose is addressing the underrepresentation of the BAME community in employment in housing.

It was noted that since approaching PATH they have asked if the Association would like to become a friend of PATH which requires an annual subscription of £500. The Association currently has a subscription with The Employers Network for Equality & Inclusion (ENEI) for £2000 per annum. C McKiernan advised that the Association is a better fit with PATH than it is with ENEI as it is more suited for bigger organisations and the UK context. Committee agreed that the Association should not renew its subscription with ENEI and instead become a friend of PATH.

HEALTH AND SAFETY

C McKiernan informed Committee that the Health and Safety Sub-Committee meeting had taken place prior to the Management Committee meeting.

INTERNAL AUDIT

It was noted that internal audits on Arrears Management and Allocations had taken place during October 2024, and that the results of these audits would be presented at the next Audit Sub-Committee meeting.

SHN PERFORMANCE ANALYSIS

C McKiernan advised that this had taken place on 23 October 2024. C McKiernan highlighted the continued high performance of the Association's services and functions and in particular the repair response times, with the Association sitting 7th of 163 organisations across Scotland in relation to emergency repair response times.

TENANT SATISFACTION SURVEY

Committee noted that this was still ongoing, and that Alan Kennedy from Knowledge Partnership would be in attendance at the December Management Committee meeting to present the results of the survey.

KITCHEN REPLACEMENT PROGRAMME

S Tait advised that CCG have now commenced the kitchen replacement programme and are currently in the second week of the contract. It was noted that the original tender for 69 properties had reduced to 62 following some omissions due to refusals from tenants and kitchens completed during void works. CCG have advised that they hope to have the contract completed by February or March of 2025. S Tait advised that the Property Services Officer, Charlene Dupree, who is overseeing the kitchen replacement programme has submitted her resignation to the Association. S Tait advised that a review of resources within the department will take place. In the short term, support from an external provider will be sought to provide Clerk of Work services or similar.

LOAN RESTRUCTURING

C McKiernan informed Committee that work on the Association's loan restructuring is ongoing and a report will hopefully be presented to Committee in December for consideration and approval.

STRATEGIC PLANNING

C McKiernan advised that preparations for the new strategic plan that will run from April 2026 will need to begin shortly. As agreed at a previous meeting the Association will use an external consultant to support and facilitate this work. C McKiernan has suggested a day in the spring of 2025 and then again later in the year for both staff and Committee members to meet together to work on this new strategic plan. Committee approved the outline approach to the strategic planning process and headline content of the strategy days. It was agreed that a Friday is probably the best day to maximise attendance across both groups. Committee members were asked to put forward any additional suggestions they may have for these proposed meetings.

STAFFING

C McKiernan informed Committee that the Association's Housing Assistant Kelly Wallace is due to go on a period of maternity leave from February 2025. Committee agreed that the Association advertise for a fixed term replacement for Kelly for a minimum of 9 months.

CHRISTMAS & NEW YEAR

C McKiernan informed Committee that the public holidays fall on 25, 26 and 27 December 2024 and 1, 2 and 3 January 2025. Committee agreed that, as in previous years, staff are granted a day's leave on 31 December, and use a

day of their own leave for 30 December. It was agreed that the office would close at 12.30pm on Tuesday 24 December and would re-open at 9am on Monday 6 January 2025.

M White advised Committee that the Committee and Staff Christmas lunch will take place on Friday 6 December 2024.

Committee noted the contents of the Director's report and approved the recommendations included with the report.

(ii) Hillhead Locality Area Profile

C McKiernan provided Committee with a report on the Hillhead area profile produced by EDC. This report breaks down various statistics of those who stay in the area such as age, gender, ethnicity etc. There was some discussion around the SIMD data contained within the report. M McIntyre noted that some universities offered schemes to support access from certain areas, including the G66 2xx postcode. It was agreed that the Association would look into this alongside encouraging take up of the Chairs Fund, which supports young people with additional educational costs.

Committee noted the contents of the report.

7. DEVELOPMENT REPORT

Fauldhead Road Progress Report

S Tait provided an update to Committee on the new development at Fauldhead Road. S Tait advised that there has been no change to the finances of the development. With regards to the build progress, everything is on schedule per the current programme. Kit erection has commenced at block 5 which is the block of flats. At blocks 1,2 and 3 foundations and underbuilds have now been completed with slab pours scheduled in November. Block 4 the foundation and underbuilds works are progressing. S Tait advised that although not in the Association's boundary, he continues to highlight concerns around the SUDs pond and how accessible the area is. The architect is currently reviewing this and it may be that hedging from another area of the development is relocated to reduce accessibility to the pond - this should be cost neutral. S Tait added that handover of the units will be phased, with the final block likely to be completed August/September 2025. With regards to site signage, this should be completed in the next few weeks.

Committee noted the contents of the development report

8. QUARTERLY PERFORMANCE REPORT

Property Services

S Tait presented the Property Services performance report for Q2. The Association completed 100% of emergency repairs on time and 99.66% of non-

emergency repairs on time. The average time it took to complete emergency repairs was 1.11 hours and 2.13 days for non-emergency repairs.

S Tait advised following the previous management committee meeting it was agreed that the Tenant and Resident Safety – Compliance and Performance table would be included as part of the quarterly performance data as an appendix.

All 824 properties with gas appliances have a valid cp-12 certificate, however 1 address was one day overdue the anniversary date (as previously advised to Committee and submitted to SHR as a Notifiable Event). There are currently 12 properties with a capped gas supply.

S Tait advised that the Association was allocated £1,287 from the Scottish Government for the outstanding retention following the completion of the Major adaptation.

S Tait informed Committee that the Association has been allocated £27,880 for general adaptations from Scottish Government for 2024/25. This is a significant reduction in funding compared to previous years, last year the funding allocation was £45,000. Of the £27,880 that the Association has received for general adaptations approximately £21,000 of this has already been committed to date.

The Association received 19 repairs satisfaction survey returns in Q2 with 100% satisfaction recorded.

Housing Management

P McCann presented the Housing Management performance report for Q2. The Association let 16 properties in Q2 with a total of 39% of lets for the year to date going to EDC compared to the target of 45%. The Committee noted the average re-let time is 30 days.

It was noted that there was 1 refusal in Q1 which was not reported last quarter.

The Committee noted that arrears have fallen from 2.15% in Q1 to 2.05% at the end of Q2. Former tenant arrears currently sit at £93,404.43 compared to £97,709.51 at the end of Q1.

There were 9 Anti-social complaints in Q2, all of these were completed in the appropriate time frames.

A total of £80,146.09 of extra income for Hillhead tenants has been generated by the Association's welfare rights team in Q2.

Finance and Corporate Services

M White presented Committee with an update on complaints received in Q2.

Committee noted a total of 13 stage 1 complaints and 2 stage 2 complaints were received in this period. M White highlighted that the 2 stage 2 complaints were ones which had been escalated from stage 1. Committee noted the reasons for the upheld complaints and appropriate action taken.

Committee noted no Freedom of Information Requests or Subject Access Requests had been received in Q2.

It was noted that 1 minor data breach had occurred in this period relating to some information being provided to the wrong tenant. M White confirmed this had been reported to the Association's Data Protection Officer who advised there was no requirement to report the breach to the Information Commissioner. Committee noted this breach had been recorded on the Association's Breach Register.

Committee noted the contents of the Q2 performance report

(i) Tenant & Resident Safety Compliance & Performance

S Tait presented Committee with the Tenant and Resident Safety Compliance and Performance table. This table detailed all tenant safety measurements the Association must follow and confirmed compliance in each area. This includes - Gas Safety, Electrical Safety, Asbestos, Water Quality, Fire Safety, and Damp and Mould.

Committee noted the contents of this report.

9. CORPORATE SERVICES & HR REPORTS

(i) Committee Code of Conduct

M White referred Committee to the revised SFHA Model Code of Conduct which had been updated following a review process with input from SFHA members and the Scottish Housing Regulator.

Committee approved the Code of Conduct and agreed to sign this.

(ii) Protocol for Dealing with an Alleged Breach of Code of Conduct

Committee noted part of the guidance which had been updated included the protocol for dealing with an alleged breach of the code of conduct. This was also approved and agreed that this Protocol would be used in the case of any alleged breach.

(iii) Scheme of Delegation

M White highlighted that the protocol for dealing with a breach of the code of conduct made reference to a Scheme of Delegation which the Association did not currently formally have in place. Committee noted that this had now been developed and agreed this was useful to see where responsibilities lie throughout Management Committee, Sub Committees and the Management Team. Committee approved the Scheme of Delegation.

(iv) Staff Code of Conduct

It was noted that the SFHA Model Code of Conduct for staff had also been through a consultation process and had been updated. Committee approved the revised Staff Code of Conduct and noted that M White would now obtain signatures from staff and thereafter on an annual basis.

(v) Authorised Signatories

Committee noted that, as previously agreed, a review of the Association's authorised signatories would be carried out on an annual basis. The current signatories were noted and Committee approved the recommendation to add Mandy McIntyre and Paula McCann to the signatories for RBS.

10. ANY OTHER BUSINESS

(i) Membership Application

Committee approved the membership application received from Susan Murray.

(ii) Co-options

Committee formally approved the co-option of Helen Bremner and Allan Coll to the Management Committee and thanked them for their attendance.

11. DATE OF NEXT MEETING

Wednesday 4 December 2024 at 5.30 p.m.

Minutes prepared by M White, Head of Corporate Services

Chairperson's Signature:

Date:

Copies of the above reports are available on request.