

## HILLHEAD HOUSING ASSOCIATION 2000

### Minutes of the Management Committee Meeting held on Wednesday 2 May 2018 at 6.30 pm in the Association's offices at 2 Meiklehill Road

**Present:** C Taylor (Chairperson) L Scott  
S Niven Cllr S MacDonald  
Cllr S Murray D Wilson

**In Attendance:** S Macintyre, Director  
M White, Corporate Services Manager  
S Tait, Property Services Manager  
G Sherriff, Development Agent  
P Long, FMD Financial Services

#### 1. APOLOGIES

Apologies were received from Cllr Jamieson, C McKay-McCann and R Smith.

#### 2. DECLARATIONS OF INTEREST AND DEFERRED ITEMS

There were no declarations of interest or deferred items.

#### 3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

##### Management Committee Meeting held on 4 April 2018

##### Page 3: Item 4, Director's Report - Scottish Federation of Housing Associations

S Macintyre advised that he had yet to arrange a meeting with Sally Thomas, Chief Executive Officer.

##### Page 5: Director's Report - Our Power

S Macintyre advised that the Association's membership application had been submitted, and that an invitation had been received to attend Our Power's Annual General Meeting on 20 June. It was noted that C Taylor and S Tait would attend this.

It was further noted that no official start date had been confirmed for Our Power.

The minutes were approved by L Scott and seconded by S Niven.

##### Audit Committee Meeting held on 18 April 2018

The minutes were approved by S Niven and seconded by L Scott.

#### **4. DIRECTOR'S REPORT**

##### **1. Scottish Housing Regulator - Regulation Plan 18/19**

Committee noted that confirmation of the Association's low level of engagement had been received and referred to the attached letter from the Regulator.

##### **2. Committee Strategy Day**

Committee noted that following discussion at the April meeting of the Management Committee meeting, the strategy day would be arranged for September/October this year, with the main focus being the next Business Planning period 2020 to 2025.

S Macintyre agreed to seek out information on potential consultants with business planning experience who could facilitate the days and assist in the development of a 5 year plan.

Committee further agreed that a brief be prepared for the procurement and appointment of suitably qualified consultants to carry out a business planning review. It was noted that this task had been included in this year's list of Business Objectives, and that a more detailed report would be presented at the next Management Committee meeting.

##### **3. People and Communities Fund – Applications for funding to March 2019 Tenancy Support Service**

S Macintyre highlighted that the Scottish Government had confirmed this week that the Association's joint application for funding had been successful and that 50% grant support for the Tenancy Support Service. It was noted that as the grant had not been included within the current year's budget, this would represent a positive variance in the Management Accounts.

##### **4. Health & Safety**

It was noted that the next Health & Safety Sub Committee meeting would take place on 23 May at 2pm. S Macintyre agreed to liaise with C Douglas regarding this.

##### **5. Data Breach**

Committee noted the recent data breach and the circumstances which led to it. It was noted that M White had carried out an investigation of the matter, following it being reported via the complaints procedure from the local MP on behalf of a tenant.

It was noted that following legal advice being sought, the breach had been deemed to be minor and therefore not notifiable to the Information Commissioner's Officer or the data subjects concerned.

M White confirmed that she had responded to the MP with details of the investigation, and it was further noted that she was currently liaising with the IT Consultant to look at ways to avoid further such errors.

## **6. EVH - CHAS Wall Unveiling**

It was noted that S Macintyre and C Taylor would be attending this event.

### **4i) INTERNAL MANAGEMENT PLAN 2018/19**

S Macintyre referred to the draft final set of Business Objectives and highlighted that the points made at the last Management Committee meeting had been incorporated.

Committee subsequently approved the business objectives for 2018/19 and noted that progress would be reported as normal throughout the year.

### **4ii) ANNUAL COMPLIANCE CHECKLIST REPORT**

S Macintyre referred to the above report which had recently been presented to the Audit Sub Committee for information. He highlighted that the Audit Committee had suggested the report be presented annually in advance with quarterly updates.

It was further noted that staff would complete the checklist on a monthly basis in order to minimise and avoid any risk of non compliance.

Committee subsequently approved the report.

### **4iii) FRAUD DECLARATION REPORT**

S Macintyre referred Committee to the completed fraud return for 2017/18 and the content was duly noted.

### **4iv) FRAUD POLICY REVIEW**

Committee referred to the above policy and noted that it was currently due for review. S Macintyre confirmed that no amendments were proposed at this time, and that staff continued to be vigilant to any attempts at fraud across the whole business.

Committee subsequently approved the Fraud Policy.

## **5. PROPERTY SERVICES REPORTS**

### **i) Maintenance Report**

S Tait referred Committee to the previously distributed report.

#### **Reactive Repairs Contract**

Committee noted the performance results for Quarter 4 in relation to the reactive repairs contract, and S Tait highlighted that the contractor Rodgers & Johnston continued to perform well with regards to completion times. S Tait also advised that approximately 50% of emergency repairs were a result of out of hours call outs.

Committee noted that the number of reactive repairs carried out during 2017/18 was higher than the previous 2 years. S Tait advised that some analysis had been carried out which indicated this may be a result of more repairs now being required in earlier newbuild and planned maintenance phases due to wear and tear. He advised that he would continue to analyse the repairs figures for any other trends.

Committee noted that void expenditure had reduced in 2017/18, and S Tait referred to the voids spreadsheet which continued to be monitored by the Property Services Team.

#### Gas Services Maintenance Contract

S Tait referred Committee to the performance figures in relation to the above contract and advised that although 2 emergency repairs had not been completed on time, 1 was only minutes over the target completion time and the other was during the recent extreme weather conditions.

Committee noted the recent drop in performance from the gas contractor in relation to routine repairs and the recent staffing restructure within the contractor's organisation which may have contributed to this. S Tait confirmed that this had been addressed and that the situation was now improving. He agreed to continue to monitor the situation.

Committee noted the information relating to external gas audits, repairs right first time, reactive repairs completed and pre and post inspections carried out during the year.

#### Landscape Maintenance Contract

S Tait referred to the information regarding the above contract, and it was noted that the contractor, Priory Bridge, were currently on site. He also advised of a recent anti social incident within the Association's stock against the gardeners. It was noted that the Association had informed the Police of this.

#### Cyclical Works

Committee noted the information relating to above works. S Tait highlighted the smoke alarm testing and advised that new legislation would be coming in regarding heat detectors.

#### Stage 3 Medical Adaptations

S Tait referred to the information regarding adaptations carried out throughout the year, and advised that an application for £85,000 had been submitted to Scottish Government for 2018/19.

#### Insurance Claims

Committee noted the information relating to insurance claims and S Tait highlighted that the claims for the 2 house fires were now settled, however 4 other liability claims were currently ongoing.

Committee noted the information regarding tenant satisfaction survey results and repairs appointments kept.

### Phase 11 Refurbishment Works

S Tait highlighted that all works had been completed to a satisfactory standard and that the Architect had issued the "Making Good Defects Certificate". It was noted that the final certificate would be issued imminently, allowing release of final retentions.

### Remedial Works – Phase 6 Windows

Committee noted the details regarding the defective windows within this phase, and S Tait highlighted the various negotiations which had taken place in order to seek resolution.

He confirmed that Janex will now undertake a robust surveying programme, ensuring all windows in need of replacement are identified; following which a further programme would be arranged to ensure all windows requiring to be replaced at any address would be carried out over one visit.

### Scottish Housing Quality Standards

Committee noted the information relating to stock meeting the above standards. S Tait highlighted that, as a further heating system was now in place in one of the properties, the Association's compliance in relation to the Scottish average was now 100% of the stock.

### EESSH

Committee noted the information regarding properties now known to comply with EESSH. It was noted that EESSH (2) was approaching, and S Tait advised he was attending a session on this facilitated by Scottish Housing Network later this month.

### Maintenance Services

Committee noted the services currently being provided to Linthouse Housing Association and agreed that these continue to be monitored to avoid any impact on service provision to the Association's own stakeholders.

## **ii) Development Report and Wider Role Report**

G Sherriff presented the previously distributed report.

### **1. Grant Planning Target (GPT) - 2017/18**

Committee noted the grant received during 2017/18 for Braes O'Yetts was £66,066.

G Sherriff confirmed that she and S Macintyre had attended the programming meeting with Scottish Government and EDC the previous week, and a grant planning target had been outlined, resulting in £830,000 for 2018/19 and a balance

of £1.065M the following year. Receipt of the final, agreed GPT is now awaited from Scottish Government.

G Sherriff advised that other sites in the SHIP had been raised at the meeting, where no Registered Social Landlord had been identified, including:

- Meadowburn, Bishopbriggs – 10 units
- Fauldhead, Chryston Road – 23 for social rent and 15 for mid-market rent
- Robroy Football Club – 9 shared equity units
- St Agatha's Primary School – 3 shared equity units
- Lenzie Primary – no information on unit numbers available at meeting

There followed some discussion on these sites, as well as housing need and tenure.

It was noted that a further meeting was due to take place in the next few weeks, when all sites in the SHIP would be listed, and G Sherriff confirmed that in the meantime she and S Macintyre had asked for further information on the sites and tenure. Committee confirmed that they were happy for further discussion to take place with EDC on these sites, for further consideration in the future.

There also followed some discussion on the site at the bottom of Redbrae Road, and S Macintyre confirmed he had raised this at the programming meeting in relation to the potential for acquisition by the Association. It was noted that this development could contain 8 units; 6 of which appeared to be wind and watertight, albeit, the private developer has stopped progressing with the works some months ago. Any updates obtained on the development will be passed back to committee in the future for consideration.

## 2. Braes O'Yetts

G Sherriff confirmed that the contract with Barratt Scotland in relation to the above site had now been concluded in the sum of £3,792,002. It was noted that this compared to an approved cost of £3,796,829 by Scottish Government.

Committee referred to the summary of the main points affecting the contract.

G Sherriff highlighted that this was a Golden Brick Contract which would be developed in 3 phases, with the first 2 phases estimated to be completed during 2019. She confirmed the whole development would comprise 122 units, 30 of which would be developed for the Association; 22 for rent and 8 for shared equity.

It was noted that NHBC would be provided due to it being a Golden Brick Contract, and that it was a condition of contract that the Association would enter in to a Deed of Conditions with Barratts which would contain details of what was permitted and what was not. G Sherriff advised that the Deed would include a number of "real burdens."

G Sherriff advised that while the Association had only seen a draft Deed of Conditions, BTO had confirmed it was not unusual to sign the contract beforehand. Committee noted that a factor would be appointed; therefore a floating charge and landscape maintenance would apply. G Sherriff advised that once the final Deed

of Conditions was received, she would liaise with Housing Management as well as referring to the Committee, due to the floating charge being applied up front.

G Sherriff advised that Collateral Warranties had been provided by both Engineers, and it was agreed they be signed by Office Bearers at the end of tonight's meeting.

G Sherriff informed Committee that the day before the contract was signed, it became known that Barratts had applied for planning permission to build a further 2 units where the Association's units are to be located. It was noted that this point had been raised with Scottish Government at the programming meeting and that subject to planning permission being granted, Scottish Government responded favourably to the possibility of the Association acquiring these 2 units. G Sherriff agreed to keep Committee updated on progress in this regard.

G Sherriff referred to the thematic study by the Regulator previously referred to by S Macintyre in relation to discussions on the regulation plan. She explained this was basically a guide to 10 positive practice principles in terms of new build developments. Committee noted that G Sherriff was currently going through this and drafting a paper based on the principles and what the Association is doing to meet them in relation to this project. G Sherriff highlighted some input would be required from FMD in relation to business planning and identification of Private Finance etc. She agreed to forward information to FMD in this respect.

### 3. Estate Based Regeneration Strategy

Committee noted that both firms of Architects had now surveyed all properties within their respective phases and that a design team meeting had taken place the previous week.

G Sherriff advised that a Cost Plan was likely to be available mid June and once costs were known she would liaise with FMD.

G Sherriff highlighted the issues with Feu Plans currently in existence for some 4 in a block properties, particularly in regard to legal access to parts of ground. She advised that direct consultation would take place with individual owners and those residents who had already carried out their own improvements.

There followed discussion on the proposed works within the project. It was noted that it was proposed to carry out a pilot of a row of properties on Meiklehill Road in the first instance and that a phasing programme had been agreed dealing with the gardens in worst condition first. G Sherriff advised that once costs are confirmed, the work would go out to tender.

### 4. Wider Role Projects

#### Community Garden

G Sherriff highlighted the recent activities at the garden and confirmed that it was continuing to operate well with the Association continuing to be heavily involved to ensure the long term sustainability of the project.

It was noted however that recent meetings of the Garden Sub Committee had not been quorate, and Committee agreed this would require to be addressed in the

longer term, perhaps with a view to forming a Wider Role Committee incorporating all such activities.

### Community Litter Pick

Committee noted the recent litter pick had been a success, and that a further canal and land based litter pick would be arranged for August 2018.

### Planting – Entrance to Waverley Crescent

G Sherriff advised that unfortunately the volunteer for this project had failed to attend the site, and therefore quotes would be obtained from Priory Bridge for this work, as well as some proposals for this particular area of ground.

### Cycle Project

Committee noted the information regarding the above project, and G Sherriff advised that Sustrans had postponed their announcement regarding funding decisions until 8 May. Committee noted that obtaining the “Licences to Occupy” were ongoing. G Sherriff added that as yet, no response had been received from EDC regarding this issue. Cllr Murray agreed to chase this up.

### Customer Care Working Group

It was noted that M Savage had provided a recent presentation to the group on current wider role projects.

### Arts Root Fund

S Macintyre advised that following a title search undertaken by Scottish Waterways Trust, a portion of ground had been identified at the Swing Bridge where a sign could be erected without requiring special consents.

### Canal Swing Bridge

It was noted that the Association would be arranging a day to celebrate the bridge’s birthday in August 2018 as part of the Kirkintilloch Canal Festival. Cllr Murray agreed to look into the possibility of the Council waiving road closure costs to enable the bridge painting by volunteers which would be jointly supported by the Association and the Scottish Waterways Trust.

### East Dunbartonshire Council Food Strategy

It was noted that L Scott and I Cowie had attended the recent engagement event. S Macintyre confirmed that the Association would continue to participate in this.

### Work Experience - Local Schools

G Sherriff highlighted that, as part of the environmental works, both Architects had offered a one week work placement to pupils in Kirkintilloch High School. It was also noted that the Association had offered a one week work placement for a pupil from this school who may be considering a career in housing.

G Sherriff advised that the Association was waiting to hear back from the High School in this regard.

## 6. HOUSING MANAGEMENT REPORT

### i) Eviction Case No. 117

Committee noted the details regarding the above case and some discussion followed on the amount of arrears as well as the lack of willingness from the tenants to engage with the Association's staff in order to make some form or arrangement.

S Macintyre highlighted that a letter informing them of a Decree for Eviction being granted had prompted a payment, however no contact with staff to establish an agreement for the remaining arrears.

Following some discussion, Committee gave approval to evict should the tenants not keep to an acceptable repayment plan.

Committee also agreed that in future, tenants' ages should not be displayed on these reports.

## 7. FINANCE REPORT

### i) Management Accounts to 31 March 2018

P Long presented the Management Accounts to 31 March 2018.

#### Statement of Comprehensive Income for the period to 31 March 2018

P Long highlighted the actual turnover to date of £3,942,341 which showed a positive variance of £62,530 against the estimated figure. He also indicated that operating costs were a good deal less than budgeted and highlighted these brought an overall operating surplus of over £1.3M. Committee further noted the gain on right to buy sales in the amount of £237,573.

Committee also noted the figures in relation to interest receipts and payments.

P Long highlighted the net surplus of £899.146 and explained some of this under spend was due to timing.

#### Income & Expenditure from Lettings to 31 March 2018

Committee noted the details of income and expenditure and P Long confirmed that most items were close to budget. He referred Committee to the comments on these areas of income and expenditure.

#### Other Non Operating Income & Expenditure

Committee noted the information on right to buy sales, as well as interest payments and receipts.

### Statement of Financial Position as at 31 March 2018

Committee noted the figures in relation to noncurrent and current assets, and P Long highlighted the working capital balance of £963,172.

P Long referred to the liabilities still showing the Strathclyde Pension Scheme liability but advised this would come off the accounts once the exit agreement is finalised with the Council.

Committee noted the total net reserves of £25,556.

P Long referred to the comments on the statement of financial position and highlighted the debtors analysis, advising that the insurance figure related to the recent house fires. It was noted that these claims had now been settled and money received by the Association.

P Long referred to the details regarding rent arrears and Committee noted the analysis and split for universal credit figures.

### Cashflow Statement to 31 March 2018

Committee noted the figures relating to cashflow, and P Long highlighted cash generated as being £1,381,592. He also referred to the total of investing activities standing at £58,136 and indicated much of this was as a result of house sales.

### Management Expenses to 31 March 2018

P Long referred to the management expenses and highlighted the variances and the reasons for these. Committee noted the positive variance in relation to major repairs and P Long highlighted this was largely due to no money being spent yet on the environmental project.

The increased insurance premiums as a result of the house fires were also noted.

### Ratio Analysis

Committee referred to the ratio analysis as at 31 March 2018. P Long highlighted the gearing percentages and explained these looked at loans compared to reserves. He highlighted that, as only a small amount of reserves were positive and large loans were place, the percentage figures looked out of the ordinary.

### Covenant Analysis

P Long referred to the covenant analysis as at 31 March 2018 and highlighted the revised covenants had been put in place following the recent review of the Association's loan agreement with the Royal Bank of Scotland. He confirmed that the Association is able to comply will all covenants.

**8. ANY OTHER BUSINESS**

S Macintyre advised that Alexander Sloan had re-issued their letter of engagement and Committee agreed for him to sign this on behalf of the Association.

**9. DATE OF NEXT MEETING**

S Macintyre advised that a special meeting of the Management Committee would be convened for 23 May 2018 at 5.30pm in order to discuss progress made in relation to the General Data Protection Regulations and to approve relevant policies in this respect.

It was noted that the next ordinary meeting of the Management Committee would take place on 6 June 2018 and would be Housing Management focussed.

Minuted by: M White, Corporate Services Manager  
8 May 2018

Chairperson's Signature: .....

Date: .....