

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 5 May 2021 at 5pm via Zoom

Present: C Taylor
L Scott
Cllr J Jamieson
M Docherty
W Hassan

Cllr S MacDonald
R Smith (joined the meeting at item 5)

In Attendance: S Macintyre, Director
C McKiernan, Housing Manager / Depute Director
S Tait, Head of Development & Property Services
P Long, FMD Financial Services
L Tait, Finance Assistant

1. APOLOGIES

There were received S Niven, G Jackson, Cllr S Murray & D Wilson

2. DECLARATIONS OF INTEREST AND MEMBERSHIP OF SUB COMMITTEE

There were no declarations of interest

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

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C Taylor asked if there was any update that could be given to Committee regarding the new CALA Homes update. S Macintyre advised that S Tait would provide an update during the maintenance report later in the meeting.

The minutes were approved by L Scott and seconded by Cllr J Jamieson.

4(i) DIRECTOR'S REPORT

Scottish Housing Regulator

The monthly return to the regulator for March was submitted by 9 April 2021. The Regulator has advised from April the returns will be collected quarterly meaning the next return is not due back until July.

Arrears

S Macintyre informed Committee that the Associations arrears levels were sitting at £124,153 at the end of March compared to a higher figure of £141,180 at the end of February

Voids

S Macintyre highlighted the length of time it is taking for the Association to re-let properties is concerning and although void levels in March were back to a more normal level the length of time taken to re-let these properties sat at 38 days compared to 28 in the previous quarter.

Regulatory returns

The ARC return is due to be submitted by 31 May 2021. S Macintyre advised that due to this return being due before the date of the next meeting it is recommended Committee give delegated authority to the office bearers to approve the return of the arc.

Committee approved this.

Cyber Security/IT Support

S Macintyre advised that the Associations IT modernisation is going to plan with all staff now working on office 365 and all Data storage now stored in a cloud based server.

Scotland Housing Network

The Associations membership for SHN is due for renewal at a cost of £1400 Committee were asked to give their approval for the Association to renew the membership for another year.

Committee subsequently approved this.

Finance Services – FMD Re-Appointment

S Macintyre advised that the Associations current agreement is due to run out in June with FMD. S Macintyre added that given FMD's extensive and specialist knowledge with the Associations financial set up that Committee approves FMD be re-appointed for a further 2-3 years.

Committee approved this.

Audit Committee

S Macintyre advised that the next audit Committee meeting has been re-arranged for Wednesday 12 May at 4.30pm.

Committee Member Recruitment

Committee noted that that an advert was placed on the Scottish Housing News digital channels, SFHA and on the Associations own website and social channels. So far

there have been 3 expressions of interest with the recruitment period running until May 14 2021.

Staffing – Gail Fitzpatrick

S Macintyre informed Committee of Gail Fitzpatrick's retirement. Gail Submitted her formal notice earlier in the year and will have her last working day with the Association on Friday June 25 2021.

4(ii) Internal Management Report

S Macintyre presented Committee with the review of Q4 for the Associations business objectives for the year 2020/21 and asked them to note the contents of the report.

S Macintyre advised that some of the objectives had been impacted by Covid more than others and that this was a contributing factor to why some objectives were not achievable.

Committee noted the contents of this report.

5. Finance Report

P Long of FMD Financial Services was in attendance at the meeting today to go over the Associations Management Accounts to 31 March 2021.

Statement of Comprehensive Income for the period to 31 March 2021

P Long advised that the Association had a turnover of £4.3M which was close to what the Association budgeted. However the Associations expenditure was £2.9M which is a great deal less than what the Association budgeted. This is mainly down to covid restrictions affecting the way the Association spends its money.

Income & Expenditure from Lettings to 31 March 2021

P Long referred to the rental income and advised this was close to what the Association had in the budget with a total income of £3,796,943.

Void losses were high due to lockdown again with a total void loss of £33,842.

P Long highlighted that all other areas of the Associations expenditure such as maintenance costs had a large underspend.

Statement of Financial Position as at 31 March 2021

P Long highlighted the figures relating to the current and non-current assets, P Long highlighted that the Association has currently spent just over £33m on housing costs over the years with the total depreciation of these properties totalling just over £8.1M.

P Long advised that the Association had a cash balance of £2.6M which is a lot more than the Association budgeted.

Committee noted that the net Assets of the Association totalled just over £1.65M.

Covenant Analysis

P Long referred to the covenant analysis as at 31 March 2021 and confirmed that the association is able to comply with all financial covenants with the Royal Bank of Scotland.

The Committee approved the Management Accounts to 31 March 2021 and noted that there would be a year end adjustment which would be the subject of a future finance report.

5.2 Transition from LIBOR

Committee were presented with a report from FMD regarding the proposed transition from LIBOR (London Inter Bank Overnight Rate) as it is being replaced with a new means of determining the level of interest rate that is payable on the Associations Facility B Loan with RBS.

The report distributed to Committee explains what this could mean for the Association however P Long advised that FMD would be talking to the bank and coming back to the Committee explaining what system we will be using in the near future.

6. Quarter 4 Performance Report

Property Services

S Tait presented Committee with the property services Q4 performance up to 31 March 2021. S Tait highlighted that the Association completed 99.23% of all emergency repairs on time for the year to 31 March 2021 with non-emergency repairs completed on time sitting at 97.04% for the same period.

S Tait informed Committee that there were 54 gas services that were recorded as late throughout the year 2020/21. 48 of these are confirmed as due to covid-19 shielding or self-isolation. The other 6 were due to the tenants not making contact with the Association in the early stages of the first lockdown.

S Tait Advised that a joint procurement exercise with Abrohill HA is ongoing seeking expressions of interests to carry out electrical periodic inspections. This contract will run for 5 years and will include all of the Associations stock.

S Tait gave an update on the Major Adaptation that was reported at the previous Management Committee meeting. S Tait advised that an architect is due out to the property within the next week and will be able to provide the detailed survey the architect's draws up at the next meeting. With regards to G Jacksons suggestion at the previous meeting where the Association could install a pre-fabricated extension to install at the property, S Tait explained that after having a discussion with the architect it was advised that this method would not really be feasible and was recommended that the Association look at a more traditional build of extension.

S Tait also provided Committee with an update on the major repair works needed at 9 Redbrae Place. Committee noted that the Association is looking to meet with other engineers and architects to see if there are any alternative options to the repair of this

property. S Tait advised that once these alternative options have been looked at he will provide Committee with an update at the next meeting.

S Tait updated Committee on the CALA Homes development. S Tait advised that the Association has asked McTaggart construction to contact CALA Homes about developing the Associations property's in the development. S Tait advised that McTaggarts are currently working on a CALA Homes sight at Broomhill in Kirkintilloch and that the Associations project would work the same way. S Tait added that he and S Macintyre would be going to visit the site at Broomhill later in the month.

Housing Management

C McKiernan provided Committee with the Housing Management Q4 performance report. Committee noted that there were 9 properties re-let in Q4 bringing the total for re-lets in the year 2020-21 to 39. As previously reported re-let times had risen to 38 Days in Q4 this was mainly due to the stricter lockdown emplaced on 26 December 2020. There was 1 refusal in Q4.

C McKiernan advised that current tenant arrears sat at 3.27% OR £124,153 at the end of Q4 compared to 3.72% OR £141,180 at the end of Q3.

Committee noted that were 19 Anti-Social behaviour complaints received in Q4 with 16 of these being resolved within the target timescale. Of the remaining 3 complaints 2 are still in hand as they were reported in the later days of March. 1 Complaint however has been found to be a bit more challenging to resolve however work is still ongoing to do so. C McKiernan added that all complaints from previous quarters have been resolved bringing the total number of complaints for the year to 48.

C McKiernan provided Committee with a brief update on the performance of the welfare rights service of the year. Committee noted that the welfare rights team earned a total of £497,921.31 for tenants in the year 2020-21 this ranges from helping tenants earn Universal credit, council Tax reductions and more.

Complaints

M White updated Committee with an update on complaints received by the Association. Committee noted that the Association received 11 stage 1 complaints in Q4 with 5 of those stage 1 complaints being upheld. The Association also received 4 stage 2 complaints with 3 of them being upheld. All of these complaints were responded within the appropriate timescales.

M White advised that the Association received no Freedom of Information requests in Q4. However there was one subject access request submitted to the Association in this period. This request was completed in the appropriate time and was sent electronically however the requester has since come back asking for the information to be provided in hard copy. The Association has since advised the requester that due to the sheer amount of time this would take up due to the amount of data there is the Association will be charging a fee and will provide the information will be provided when the fee has been paid.

7. A.O.C.B

No other Business

8. DATE OF NEXT MEETING

Wednesday 5 May 2021

Minutes prepared by; K. Tait, Corporate Services Assistant
13/05/21

Chairperson's Signature:

Date:

Copies of the above reports are available on request.