

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 7 May 2025 at 5.30 p.m.

Present: J Jamieson (Chairperson)
K McIntyre
S Niven
M McIntyre
P O'Connell
C Taylor
A Coll
H Bremner
G Jackson
Provost G Renwick
Cllr C Smith

In Attendance: C McKiernan, Director
S Tait, Depute Director/Head of Assets
P McCann, Head of Housing Services
P Long, FMD
C Beckley, RGDP Item 4

J Jamieson began the meeting by introducing Provost Gillian Renwick and Councillor Calum Smith, who have been appointed as new Management Committee members by East Dunbartonshire Council.

1. APOLOGIES

Apologies were received from M Docherty and R Smith

2. DECLARATIONS OF INTEREST / DEFFERED ITEMS

There were no declarations of interest.

3. MINUTES AND MATTERS ARISING

Management Committee Meeting 02/04/25

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

Matters Arising

There were no matters arising.

Audit Sub-Committee 23/04/25

The minutes were proposed by S Niven and seconded by K McIntyre.

Matters Arising

There were no matters arising.

Wider Role & Regeneration Sub-Committee 24/04/2025

The minutes were proposed by K McIntyre and seconded by C Taylor.

Action List

Committee noted the contents of the Action List from 2 April 2025.

4. Data Protection Update

Claire Beckley of RGDP presented Committee with a Data Protection update. The presentation provided Committee with some general Data Protection training along with some information on how the Association complies with Data Protection. Committee were asked to note the contents of the presentation and ask any questions they may have.

5. Finance Reports

(i) Management Accounts to 31 March 2025

P Long presented Committee with the Management Accounts up to 31 March 2025.

Statement of Comprehensive Income

The Committee noted that the Association has made an operating surplus of £1.227m for the period to 31 March 2025. This is higher than the budgeted surplus of £1.079m which is mainly due to lower planned maintenance costs offset by higher management costs.

Net interest payments of £670,000 reduce the surplus to £557,000 for the year to date compared to a budgeted surplus of £291,700.

P Long advised the Committee that it is expected that there will be a net surplus of £495,000 at 31 March 2025.

Statement of Financial Position

The Committee noted that housing capital expenditure in the year amounts to £3.921m and that the net cost of housing assets at March 2025 is £26.566m. New component costs have come in at £451,000. The net cost of other fixed assets is £875,000.

Cash balances at March 2025 total £5.984m which is higher than the budgeted amount of £2.214m. P Long highlighted this is due to grant income and loan income being paid in full and costs are less than expected at this stage.

Long Term Creditors currently sit at £13.444m and this includes the new loan amount received and the Scottish Government loan of £340,000. The pension valuation is -£177,000 and the value of Deferred Income sits at £15.531m.

P Long advised therefore that the Association's net Assets at March 2025 amounted to £3.509m.

Covenants

P long advised the Committee that the Association can comply with all financial covenants as stipulated in the loan agreement with the Royal Bank of Scotland.

Committee approved the Management Accounts for the period up to 31 March 2025.

(ii) 5 Year Projections

P Long presented the Five-Year Financial Projections from 2024/25 to 2029/30 for approval by Committee and submission to the SHR. P Long advised that the starting point for this year's return is the annual budget to 31 March 2025 (year 0) followed by the annual budget for this year 2025/26 (year 1).

Following discussion amongst Committee and noting the contents of the report, Committee approved the 5 year forecast.

6. Directors Report and Notifiable events

(i) Directors Report

Scottish Housing Regulator (SHR)

C McKiernan informed Committee that there were no new notifiable events to report.

C McKiernan advised that staff are currently working on the Annual Return on the Charter which must be submitted to SHR by 31 May. Scotland's Housing Network will conduct a desktop validation service on the draft submission. C McKiernan requested that Committee give delegated authority for Office Bearers to approve the submission, this was granted. It was further agreed that the Office Bearer's meeting would take place on Wednesday 21 May 2025 at 5.30 p.m.

Governance

C McKiernan echoed the Chair's welcome to the 2 new Committee members from East Dunbartonshire Council. However, it was noted that EDC has asked the Association to consider the ongoing requirement within the Rules to have 2 EDC appointees. Committee were advised that a change to the Association's Rules would be required should the Association change the number of EDC appointees. There was considerable discussion on the positive benefits of having EDC appointees on the Management Committee and the good working relationships between the two bodies. Following discussion amongst members it was agreed that C McKiernan go back to EDC and express the strong desire of the Association to continue to have EDC appointees.

Committee Training

C McKiernan reminded Committee that the SHARE E-learning portal is available for Committee to take part in some training courses.

Committee Appraisals

C McKiernan confirmed the process for this year's Committee Appraisals. Olwyn Gaffney of SHARE will attend the Management Committee meeting in June to present Committee with the questionnaire that she intends to use. Olwyn will then arrange one to ones following the completion of the questionnaires.

Assurance

C McKiernan highlighted the work being done by the Audit Sub Committee to review the evidence framework that demonstrates compliance with the Regulatory Standards and underpins the submission of the Annual Assurance Statement (AAS). Committee were reassured by the thoroughness of this exercise and confirmed that they were happy to see the full evidence matrix in October, with a view to agreeing the content of this year's AAS. Committee also agreed to the proposal that the AAS process be conducted via self-assessment for 2025 and 2026, with a full independent external review in 2027.

Strategic planning

C McKiernan advised that report of the strategic planning day on 14 March 2025 had been included in the papers.

(ii) Staff Survey

C McKiernan presented Committee with the results of the recent staff survey. The survey was issued to staff in March and participation was anonymous. C McKiernan advised that only 50% of staff replied to the survey however staff that did answer were broadly positive and it was evident they took pride working in the community. C McKiernan added that a number of staff had proposed the option to buy annual leave. Management Committee approved that senior staff investigate this further and report back at a later date.

(iii) Annual Risk Management

C McKiernan presented Committee with the annual Risk Management Report. Committee were asked to read over and note the contents of the report before approving. Committee approved the annual Risk Management Report and the Risk Register.

7. PROPERTY SERVICES REPORTS

Fauldhead Road Development Update

S Tait presented Committee with an update on the Fauldhead Road development. There have been no changes to the finances at this time. S Tait advised that he is hopeful that the 3 terraced blocks will be available for handover in June 2025 subject to planning approval of temporary road access arrangements. S Tait advised that the other 2 blocks will still have a scheduled handover of August 2025. Treatments to the suds pond is due to take place in the coming month with it being looked at again following the completion of these works. S Tait confirmed that the Association is pleased with the progress onsite.

8. Annual Report on Equalities Returns

C McKiernan presented Committee with the Annual Report on Equalities returns and asked Committee to note its content. Committee were advised that all staff, Committee members and existing tenants were issued with an Equalities form in April 2022. It had been agreed that this exercise be carried out every 3 years and as such forms had recently been reissued to those groups. Collecting equalities data from new housing applicants, new tenants and job applicants is an ongoing exercise.

Committee noted the contents of the Annual Report on Equalities returns.

Equalities Action Plan

C McKiernan presented Committee with the Equalities Action Plan and highlighted a number of updates and outstanding actions. Committee approved the proposal that the reporting frequency to Management Committee on the Equalities Action Plan be amended to 6 monthly.

9. Q4 Performance Report

Property Services

The Association completed 97.46% of emergency repairs on time and 97.71% of non-emergency repairs on time in Quarter 4. The average time it took to complete emergency repairs was 1.28 hours and 3.12 days for non-emergency repairs.

S Tait advised that all money has been spent on general adaptations from the grant of £27,880. The Association has applied for an adaptation grant for 2025/26 however is yet to hear back.

The Association received 16 repairs satisfaction surveys in Q4 with 15 of the 16 saying they were satisfied and 1 saying they were very dissatisfied with the repairs service provided. S Tait noted that any expressions of dissatisfaction of this nature were followed up with individual tenants.

Housing Management

P McCann advised Committee that a total of 7 properties were let in Q4. At the end of Q4 35% of lets have gone to EDC, this is lower than the target of 45%. EDC have been allocated another temporary accommodation property. The

Association has exceeded the transfer to Hillhead tenants percentage, however, there are factors such as medical needs and overcrowding that have resulted in this.

The average re-let time for the quarter is 36.71 days and 33.4 days for the year to date. The average days to re-let figure continues to increase despite a reduction in re-lets. This is due to many properties continuing to require significant void works.

In Q4 the refusal rate was 41.7%, this equals a total of 5 refusals from 12 offers.

Current tenant arrears at the end of Q4 were 1.95% (£88,689.68) this is down from 2.24% (£104,277.13) in Q4 of 2023-24. Former tenant arrears at the end of March 2025 were 0.94%

In Q4 a total of 6 anti-social behaviour complaints were received with 100% of these complaints being resolved in the correct timeframes.

A total of £157,528.76 has been received for Hillhead tenants by the Welfare Rights team in Q4. Committee commended the significant Client Financial Gains achieved by the team during 2024/25 and noted the benefits this brought to the community as a whole.

Finance and Corporate Services

C McKiernan advised that there were 8 complaints received in Q4 with all complaints being responded to in the correct timeframes.

Committee noted that there was no Freedom of Information request received in Q4.

There were no subject access requests or data breaches in the quarter.

Committee noted the contents of this report and asked that their thanks be passed to all staff involved for such strong performance across the Association's activities.

Tenant & Resident Safety Compliance & Performance

S Tait presented Committee with the Tenant and Resident Safety Compliance and Performance report.

Committee noted the contents of this report.

10. AOCB

K McIntyre reminded all present that the Hillhead Community Gala Day will take place on Friday 27 June for any Committee members who are interested in helping or just looking to attend.

G Jackson noted that he had arranged for C McKiernan & S Tait to meet with a representative regarding zero carbon heating systems for residential properties. The purpose of the meeting was purely educational and was for senior staff to gain a greater understanding of the range of products available and the factors to be considered around retrofit.

11. DATE OF NEXT MEETING

Wednesday 4 June 2025 at 5.30 p.m.

Minutes prepared by K Tait, Finance & Corporate Services Assistant
Chairperson's Signature:

Date: 13/05/2025

Copies of the above reports are available on request.