

MINUTES OF THE 1ST OPERATIONS AND PERFORMANCE SUB COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 19TH OCTOBER 2022 AT 6.00PM (HYBRID).

PRESENT:

██████████ Convenor
D. Eadie
S. James
E. McDermott
M. Symons
T. Thomson

IN ATTENDANCE:

L. Ferrie Head of Housing Services
L. Reynolds Head of Property Services
S. Miller Community Regeneration
Co-ordinator
(Agenda item 3)

1. (a) Apologies

Apologies were received from J. Kerr (Committee member).

(b) Declarations of Interest

There were no declarations of interest.

2. Remit of the Operations and Performance Sub Committee

As it was the first meeting of the Operations and Performance Sub Committee, L. Ferrie reminded everyone of the role of the Sub Committee, as stated in the Remit document.

3. Community Regeneration Report

S. Miller presented the report highlighting that our Community flat will be used by a local book club once per month and that Renfrewshire Council will also be using it as a base for their consultation exercise, in relation to properties that they own in the area. S. Miller also advised that we will be distributing Charity Shop Gift cards up to the value of £50, as part of the pilot project being run by them and Renfrewshire Council.

Committee noted the content of the report and ██████████ expressed ██████ view that it showed the value of having a dedicated Community Regeneration Officer.

4. Property Assets Report

This report was presented by L. Reynolds, highlighting our performance, in relation to ARC indicators for the provision of our maintenance services. In addition, L. Reynolds provided details of progress with the implementation of the Planned and Cyclical Maintenance programme and areas of compliance.

Committee noted the content of the report including areas of compliance, feedback from repairs satisfaction surveys for quarter 2 and the status of planned/cyclical works. Committee also confirmed their liking of the new score card style report. A member requested the addition of a column with year to date information, in line with the report presented by Housing Services.

5. Housing Services Report

L. Ferrie presented the report drawing Committee's attention to the performance of the Housing Services team, in relation to both ARC indicators and other key performance indicators, advising that there were no areas of significant performance concern.

Committee noted the content of the report and also confirmed their liking of the new score card style report.

6. Policy Reviews

This report was presented by L. Ferrie, advising that it included a revised Child Protection Policy and a new policy, in relation to Assignations, Sub-Letting, Joint Tenant and Mutual Exchanges.

L. Ferrie advised that the Child Protection Policy is in line with the Scottish Government's 'National Guidance for Child Protection in Scotland' which provides a national framework in which all agencies, organisations and services work together, to safeguard and promote the welfare of children.

In discussing the Assignations, Sub-Letting, Joint Tenant and Mutual Exchanges policy, L. Ferrie advised that the main content was derived from the content of the Scottish Secure Tenancy Agreement, with some additional procedures stated.

A member of the Committee asked if our insurance covered properties that were sub-let. L. Ferrie advised that she would seek clarification and report further at the next meeting.

Both policies were approved, proposed by M. Symons and seconded by T. Thomson.

7. Priority Debt Plan

L. Ferrie presented the Priority Debt Plan, advising that it demonstrated our commitment to preventing tenancy debt occurring, providing advice and assistance when it does to maximise the tenants' income and reduce any rent owed to the Association.

Committee noted the content of the Plan.

8. Any Other Business

L. Ferrie advised that there were no other items of business for the Committee's consideration.

9. Date and Time of Next Meeting

██████████ thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association's Operations and Performance Sub Committee would be held on **Wednesday, 18th January 2023.**

CONVENOR:

DATE: