MINUTES OF THE 515TH MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY 28TH APRIL 2021 AT 6.00PM, BY ZOOM VIDEO CONFERENCE.

PRESENT:	S. James	Chairperson
	[redacted]	
	Cllr. M. MacLaren	
	E. McDermott	
	A. McLaughlin	
	Y. Robbie	
	M. Symons	
	[redacted]	
IN ATTENDANCE:	J. McBride	Chief Executive
	L. Ferrie	Housing Manager
	O. McMillan	Maintenance Manager
	L. Ramsay	Finance & IT Manager
	G. Scott	Development Manager
	C. Green	Observer

---

1. (a) Apologies

S. James warmly welcomed [redacted] to his first WHA Management Committee meeting, attending as an observer.

Apologies were submitted in advance by J. Scott and on behalf of [redacted] and A. Ballantine in respect of special leave of absence in place under the Covid-19 special resolution in place since July 2020.

(b) Declarations of Interest

Following enquiry by the Chair there was only one declaration of interest.

Cllr MacLaren advised of a potential conflict of interest (in relation to her role in Renfrewshire Council) at agenda item 8 in relation to planning consent at Albert Road, Renfrew and would refrain from comment at that part of the meeting.

2. (a) Minutes of Management Committee Meeting : 31.03.21 (No.514)

The Minutes of the Management Committee meeting held on Wednesday, 31st March 2021 (No.514) were proposed correct on a motion proposed by M. Symons and seconded by S. James.

(b) Matters Arising

There were no matters arising.

3. Human Resources

Management Committee

J. McBride also welcomed [redacted] to the meeting and advised Committee that [redacted] would be in attendance as an observer in the hope that he would join the Committee in due course.

FLAIR Academy training had commenced online with Paisley HA and Committee were asked to contact G. Corry (Corporate Admin) if they required a reminder on any of the sessions that they had agreed to attend.

WHA Pay Scales 2021/22

L. Ramsay advised that following a further review of the EVH Pay scales for 2021/22, WHA spinal points 1 and 2 had been brought into line with "The real Living Wage" of £17,336 as follows:

WHA Grade 1 Spinal Point 1: From £16,747 to £17,336
WHA Grade 1 Spinal Point 2: From £17,031 to £17,336

A revised copy of the WHA pay scales (previously authorised at Committee Meeting No. 514 31.03.21) was presented and the amendments were approved on a motion proposed by M. Symons and seconded by [redacted].

Pensions Short Life Working Group

L. Ramsay presented the proposed remit of the Short Life Working Group (Pensions) explaining the requirement to have this in place along with a brief history of the work carried out to date.

The remit and membership of the group was agreed as presented on a motion proposed by M. Symons and second by E. McDermott.

3. Human Resources

Closure of Defined Benefit (DB) Pension Scheme 31st March 2021

L. Ramsay advised that the form of authority (as presented) had been submitted to TPT Retirement Solutions and that confirmation of closure has been received by TPT.

Publications

J. McBride highlighted publications received for information within the Committee papers as follows:

- Employers In Voluntary Housing (EVH) March 2021 bulletin.
- TPT Retirement: SHAPS Defined Benefit Scheme Quarterly Update Newsletter - April 2021.
- TPT Retirement: SHAPS Defined Contribution Scheme – Newsletter and report on 2020/21.

Recruitment

J. McBride confirmed that the successful candidate for the Benefits Adviser post (G4 35hrs p/w), [redacted], would commence employment with WHA on 17th May 2021.

Vacancies

It was noted that there was now only one vacancy (Community Regeneration post (F/T)) which continued to be held until further notice.

4. Housing Management: Quarter 4: 2020/21

L. Ferrie presented agenda item 4, which detailed service delivery performance, in the following areas within Housing Management:

- Anti-social behaviour complaints.
- Estate management complaints.
- Housing and transfer list.
- Void properties.
- Allocations and average days to let.
- Court actions.
- Rent arrears.

Committee discussed and noted the content of the report.

4. Housing Management: Quarter 4: 2020/21

L. Ferrie presented an update on three further items within the report:

Renfrewshire House Trends Monitoring Report

L. Ferrie highlighted the "Renfrewshire House Trends Monitoring Report" provided within the Committee papers advising that the report is produced annually by Renfrewshire Council's Communities, Housing and Planning Services team and that WHA contributes statistical information to the Council to support the production.

It was noted that the report was a useful reference document, providing an overview of statistical trends in relation to population, tenure, income, deprivation, fuel poverty, new build development, the housing market, affordable housing supply and homelessness in Renfrewshire.

Annual Lettings Plan 2021-22

L. Ferrie presented the Annual Lettings Plan for 2021-2022 for Committee's consideration advising that the plan provides details of WHA stock, allocations and terminations made in previous years, and sets targets for allocations for 2021-2022.

Following discussion, Committee approved the 2021-22 Lettings Plan on a motion proposed by E. McDermott and seconded by Cllr. MacLaren.

Additional Bad Debt Write off (Rent)

L. Ferrie advised that, following reconciliation of the write off approved at Management Committee Meeting No.514, a further £806.29 had been written off an account in relation to a lockdown transfer of a current tenant. The write off should have been included in the amount presented at the previous meeting, however, unfortunately had been excluded in error.

Committee approved the retrospective write off on a motion proposed by M. Symons and seconded by [redacted].

5. Chief Executive Report

J. McBride presented agenda item 10, the Chief Executive's report and updated the Committee as follows:

- Response to date on the Covid-19 pandemic highlighting that there were no gas services out-with the 12-month renewal date and the return to routine repairs and planned maintenance on 26th April 2021.
- Scottish Housing Regulator: informal meeting was held with J. McBride and [redacted] (Regulation Manager SHR) on 26th April 2021. The meeting went well and was useful to form a relationship with the SHR team that oversee WHA activities and performance.
- Scottish Government: Revised offer of grant of £84,000 (an additional £16,000) had been received and accepted for Stage 3 Medical Adaptations for 2021-22 via the HARP system. Committee endorsed acceptance of the grant on a motion proposed by M. Symons and seconded by Cllr. MacLaren.
- Glasgow & West of Scotland (GWSF) Forum: Note of meeting with SHR.

O. McMillan and L. Ferrie advised that in order to allow Committee time to fully review the content prior to signing off the 2021 ARC at the Management Committee meeting to be held on 26th May 2021, it was proposed to hold a Zoom session on Friday 21st May 2021.

Several Committee members confirmed their availability to attend, and it was agreed to send a Zoom invite with the date and time of the review session following the meeting.

6. Complaints Handling: Quarter 4 2020/21

L. Ferrie presented agenda item 6 for discussion, which detailed the service delivery complaints, received during quarter four of 2020/21 and recorded performance, in respect of acknowledging and resolving them within the prescribed timescales.

Committee discussed and noted the content of the complaints handling performance report.

7. Maintenance Quarter 4: 2020/21

O. McMillan presented agenda item 7, which detailed service delivery performance, in the following areas within property maintenance:

- Average repair completion times (by category).
- Repairs completed "Right first time".
- Satisfaction with the repairs service.
- Post inspection of repairs.

- Gas safety

It was noted that there had been 62 annual service timescale completion failures due to the pandemic. All gas services had now been caught up with and no services remained incomplete and outwith timeframe at the time of the report. A correction was made to the cumulative figure reported in Q3 (58) to 61, with only 1 service failure in Q4, totalling 62 for the year.

O. McMillan also presented an update on three other items:

Fire Regulation LD2 upgrade work:

It was noted that only 169 lettable properties were still to be upgraded and that BELAC would continue to attempt access now that covid restrictions had been lifted.

It has also been agreed with our gas maintenance contractor (James Frew) that any outstanding LD2 upgrade work would be picked up at the annual gas service visit.

Cllr. MacLaren suggested that factored owners could be advised of the possibility of using BELAC to upgrade their own smoke alarms. J. McBride advised that this had already been carried out via previous newsletter but it was a good suggestion to re-run the article on newsletter, website and social media now that restrictions had been lifted on access to properties.

I-FLAIR Maintenance Agreement 2020-24:

O. McMillan provided a brief update on the framework and advised that the contract would be signed by J. McBride and O. McMillan on or about 7th May 2021.

8. Development Quarter 4: 2020/21

G. Scott presented agenda item 8, which detailed grant received, expenditure incurred, and progress made against each of the projects within the Association's development programme as follows:

Milliken Road Kilbarchan 18 Units (Defects Liability Period)

The final project cost was noted as £2,907,235 with £1,320,154 of housing grant being provided by the Scottish Government and the balance being funded from reserves.

The development was recently awarded a "Secured by Design" Gold Award by Police Scotland (Presented within committee papers).

Albert Road, Renfrew 42 Units (Progressing)

G. Scott provided the following documents:

- Albert Road executed disposition (for land purchase).
- Albert Road Grant Settlement form (in respect of land purchase).

G. Scott summarised progress with the development since the previous report:

- Expenditure to date: £777,398.
- Grant receipt to date: £753,728.
- Formal planning and building warrants expected by 31st May 2021.
- McTaggart's had received verbal approval from Renfrewshire Council (RC) that planning approval has been granted and planning conditions had been issued with the written consent to follow soon after.
- Verbal confirmation had also been received from RC Building Control that stage 1 of the Building Warrant application had been approved.
- The land purchase transaction had settled on 7th April 2021.
- Estimated site start: June 2021.
- G. Scott was currently working on a final tender figure with McTaggart's to be submitted to the Scottish Government for approval and grant offer.
- It was anticipated that the final tender amount would be slightly higher than most recent estimate of £6.2M at December 2020 following amendments required by the planning process with RC.

A risk matrix was provided analysing and assessing key risks and mitigating factors at this stage in the Design and Build Project at Albert Road, Renfrew.

8. Development Quarter 4: 2020/21

North Road, Johnstone 25 Units (Future Planned)

Nothing further to report at this stage. Project remains within Renfrewshire Council Strategic Housing Investment Plan (SHIP).

Cartha Crescent, Paisley 25 Units (Future Planned)

Nothing further to report at this stage. Project also remains within the SHIP.

9. Finance: Quarter 4: 2020/21

L. Ramsay presented agenda item 9, the financial report for the fourth quarter period ended 31st March 2021, comprising the following:

- Statement of Comprehensive Income.
- Statement of Financial Position.
- Statement of Cash Flows.
- SHR KPI Ratio summary.
- Detailed Management Accounts Variance Analysis.
- Overhead Analysis.
- Cash and Bank Details.

It was noted that the figures presented were not final for the year-end as we awaited the actual pension disclosure results for 20/21 and supplier statement reconciliations to ensure all costs had been accounted for. A movement summary from the Q4 statements to the final Annual Accounts would be provided in due course.

The main headlines were reported as follows:

- The surplus for the year of £915k was £72k behind plan.
- Turnover of £8.3M was £21k ahead of plan.
- Operating costs of £6.8M were £94k ahead of plan mainly due to an underestimate of reactive (£149k) & cyclical maintenance costs (£80k) that would be carried out in the pandemic, partly offset by reduced direct costs and office overheads and lower depreciation and bad debt provision requirements.
- Interest payable and similar charges of £5k was £1k behind plan.
- Interest receivable of £16k was in line with plan.
- Staff costs and overheads of £2.1M were £103k behind plan due to reduced expenditure in office running costs and staff vacancies.

9. Finance: Quarter 4: 2020/21

- Cash balances had increased by £722k to £9.4M against the year-end plan of £8.2M. The higher balance was mainly due to the underspend in planned maintenance (£0.7m) and unplanned receipt of Albert Road grant (£0.7m) partly offset by additional development costs of £0.2m.
- There had only been £258k of planned maintenance expenditure on heating systems and kitchen replacements due to the pandemic restrictions.
- There had been £1.7M expenditure on the development programme in the year:
  - £926k Milliken Road, Kilbarchan
  - £745k Albert Road, Renfrew
  - £59k Capitalised development staff costs.

- Following a bad debt write off of £91k in the year, rental debtors had decreased by a net £50k since 1st April 2020 to close at £310k.
- The Clydesdale Bank loan had now been fully repaid leaving the Association with no loan debt.
- £316k of pension deficit payments due had been made in the period.
- All SHR Ratios gave a positive return.

Committee noted the content of the financial reports.

10. Business Plan: Quarter 4: 2020/21

J. McBride presented agenda Item 10, which detailed the year end position achieved against each of the objectives contained within the business plan.

Members of the Senior Management Team present updated Committee on the progress made against each of the objectives and any issues encountered in the year.

A number of items had been successfully achieved within the year and those that were continued forward into 2021/22 had been included within the revised business plan presented to Committee at Meeting No.514 on 31st March 2021.

Committee noted the content of the report and were pleased with year-end position against the overall business plan objectives.

11. WHA Shareholding Membership: 31st March 2021

J. McBride presented agenda item 11, providing an analysis of and movement in the shareholding membership at 31st March 2021. It was noted that there had been 14 cancellations in the year and that no new shares had been issued leaving a total shareholding membership of 89.

12. Any Other Business

There were no further items of business for Committee's consideration.

13. Date and Time of Next Meeting

S. James thanked everyone for their attendance and advised that the next meeting of Williamsburgh Housing Association would be the 516th Management Committee Meeting to be held over Zoom video conference on Wednesday, 26th May 2021 at 6.00pm.

CHAIRPERSON: **……**

DATE: **……**

*Log in details to be provided along with issue of Committee papers.