

MINUTES OF THE 523RD MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 26TH JANUARY 2022 AT 6.00 PM BY MS TEAMS VIDEO CONFERENCE.

PRESENT:	S. James M. Symons C. Green Y. Robbie T. Thomson A. McLaughlin J. Scott E. McDermott	Chairperson
IN ATTENDANCE:	L. Ferrie O. McMillan L. Ramsay G. Scott	Interim Chief Executive Maintenance Manager Finance & IT Manager Development Manager

1. (a) Apologies

Apologies were submitted on behalf of [REDACTED] (Committee member).

(b) Declarations of Interest

L. Ferrie reported that G. Scott, L. Ramsay, O. McMillan and herself would leave the meeting whilst Committee discuss the Grievance that had been received (Human Resources Report No.3).

2. (a) Minutes of Management Committee Meeting: 26.01.22 (No.522)

The minutes of the Management Committee meeting held on Wednesday, 26th January 2022 (No.522) were proposed correct, on a motion proposed by M. Symons and seconded by E. McDermott.

(b) Matters Arising

SHARE Membership

L. Ramsay advised that the annual membership of circa £6k would be greater than the differential between the member and non-member costs. A recommendation was made to note the increased costs between taken training courses and report back to Committee on ad hoc basis.

(b) Matters Arising Contd.

Discussion took place regarding our previous use of SHARE, including the membership fee and the cost of training courses attended. It was established that there was still an appetite for re-joining SHARE and, therefore, agreed on a motion proposed by M. Symons and seconded by S. James, that L. Ferrie would contact SHARE to enquire about any incentives that may be available.

3. Human Resources

L. Ferrie presented agenda item 3, Human Resources and advised that it would be spoken to by G. Scott, O. McMillan and herself:

General

- A request to return corporate governance paperwork issued to G. Corry.

Staffing & Recruitment

Estates and Development Assistant (Grade 4, 35 hrs p/w)

G. Scott advised that the above post has now been filled after a successful recruitment process, [REDACTED] will start with Williamsburgh Housing Association on Tuesday, 1st March 2022.

Committee noted the content of this report.

Community Regeneration Co-Ordinator (Grade 4, 35 hrs p/w)

G. Scotti advised that after readvertising this post, the position has now been filled, [REDACTED] will be joining the Association on Monday, 31st January 2022.

Committee noted the content of this report.

Community Regeneration Officer (17 ½ hrs p/w)

Vacancy continues to be held for reassessment.

Committee noted the content of this report.

Data Protection and Information Officer

L. Ferrie advised that we have had no success to date in filling this temporary vacancy. She further advised that we were trying yet another different recruitment channel. L. Ferrie suggested that should there still be no interest following the latest attempt, that the position be put on hold and discussed with the new Chief Executive.

3. Human Resources Contd.

Committee noted the content of this report.

Maintenance Assistant (Grade 4, 35 hrs p/w): Update

O. McMillan presented report requesting that Committee considered making a one-off payment to Estate Team Supervisor, J. Hayes, in recognition of his assistance during the long-term absence of Maintenance Assistant, [REDACTED].

O. McMillan advised that, it is suggested that J. Hayes be paid the Grade 3, spinal point 12, which is between his current grade and that of the post concerned. It was felt that, although Jamie provided a great assistance to the Maintenance Officer during this time, it was not that of the full role of a Maintenance Assistant.

The cost for the one-off payment is as follows:

£1,267	Additional Net Cost
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£175	13.8% NI
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£252	19.9% Pension
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£1,694	Total Cost
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The Management Team supported the proposal outlined above.

The request was approved, on a motion proposed by M. Symons and seconded by J. Scott.

Customer Service Assistant (Grade 3 14 hrs p/w)

O. McMillan advised that the Association received notice of [REDACTED] resignation on 14th December 2021. [REDACTED] worked within the Customer Services Team on a Thursday and Friday.

He further advised that, it was decided to advertise the post internally, seeking expressions of interest from existing staff. Existing Customer Services Assistant, K. Sweeney, was the only member of staff to register an interest. Given her experience in already doing this job and that the additional hours married in with her existing working days (Monday-Wednesday), the position was offered to and accepted by K. Sweeney.

This was noted and approved, on a motion proposed by J. Scott and seconded by S. James.

3. Human Resources Contd.

Housing Officer (Grade 5, 24 hrs p/w)

L. Ferrie advised that the above vacancy has arisen due to long standing staff member, [REDACTED], submitting her resignation. She further advised that we would take this opportunity to review the role and working hours before advertising the post.

Committee noted the content of this report.

Chief Executive Officer (Grade 8, 35 hrs p/w)

L. Ferrie advised that Management Committee members and staff have been advised that, following the recruitment process for our new Chief Executive Officer, [REDACTED], [REDACTED], has been appointed and takes up his position on Monday, 7th March 2022.

Committee noted the content of this report.

Grievance

All members of the Senior Management Team left the meeting for this discussion to take place.

Minute provided by M. Symons.

M. Symons provided details of the Grievance received to the Management Committee, and also advised what action was being taken. M. Symons will provide a further update at the next Management Committee meeting.

This was acknowledged by all Committee members in attendance.

4. Rent Review 2022-23

L. Ferrie presented the report advising that we had received 18 responses to our Feedback questionnaire. Of the 18 responses, she advised that 16 were positive. The negative comment received was concerned that, although inflation has risen, their salary has not.

4. Rent Review 2022-23 Contd.

L. Ferrie advised of comments made regarding the increase.

- I think it's fair to increase by 3%. I pay low rent for such good conditions compared to my friends in other parts of the city.
- Inflation has risen but salaries have not.
- Increase is excellent.
- Good value for money. WHA always has tenants' best interest at heart.

Service Charges

L. Ferrie confirmed that, as advised at the Management Committee meeting on 15th December 2021, service charge costs are derived from the service provider actual costs and any increase received from the service providers are passed on to tenants/owners. L. Ferrie advised that, due to the poor response this year, different methods of communication would be explored for future proposed increases.

Following consideration of the feedback and comments received, Committee approved the 3% rent increase, effective from 28th March 2022, on a motion proposed by C. Green and seconded by T. Thomson.

5. Chief Executive Report

COVID-19 Update

L. Ferrie presented agenda item 5, the Chief Executive report and updated the Committee on the following matters:

- Covid-19 service update.

L. Ferrie highlighted that between June 2021 and December 2021, 6 staff members had tested positive for COVID-19, resulting in various days of sick leave. However, service provision had continued.

L. Ferrie also advised Committee that we were hoping to begin our return to office working using our Hybrid model on a phased basis, week beginning 14th February 2022, with a full implementation week beginning 21st February 2022.

Notifiable Events

L. Ferrie advised Committee of the following notifiable events:

- NE in respect of resignation of Chief Executive remains open until [REDACTED] is in post.
- NE in respect of Grievance received has been opened.

5. Chief Executive Report Contd.

Equalities Data Collection

L. Ferrie advised that work was underway, in house, to collect the equalities data required by the Scottish Housing Regulator. She also advised that we are confident that this will be achieved within timescale – 31st March 2022.

Glasgow and West of Scotland Housing Forum (GWSF)

L. Ferrie highlighted the December 2021 GWSF report to Committee.

Office Refurbishment

L. Ramsay advised that works are almost complete and the latest capital investment costings are as follows:

<u>Projected Capital spend details:</u>	Fcast £000's	App'd £000's	
Server Room (inc Air Cond.)	£22	£22	
Air Cond. - main office	£17	£16	
Air Cond. - other areas	£15	£15	
Carpets	£12	£12	
Video Conferencing - est.	£10	£10	Awaiting 3 quotes
Suspended Ceiling	£9	£9	
Lighting - main office	£3	£3	
Lighting - other	£4	£4	
Heating works	£2	£0	
Misc (furniture/IT equip) est	£8	£9	
	£102	£100	

Costs charged to the Income & Expenditure account (Painting, minor repairs, rebranding etc.) are offset by savings against budget in salaries and general overheads.

Publications

L. Ferrie advised that all publications received from the Scottish Housing Regulator since the last Committee meeting have been issued to all Committee members, via email. Particular attention should be given to the following information already provided:

- [REDACTED] appointed as Director of Regulation.

5. Chief Executive Report Contd.

Other Correspondence

L. Ramsay provided update as follows:

Committee noted the letter from The Pensions Regulator confirming that our “Automatic enrolment duties” were completed in December 2021.

Committee noted the content of the “Important update about SHAPS deficit contributions from the Employer Committee” letter dated 15/12/21. This states that the current pension deficit payments would likely continue past 30th September 2022 to 31st March 2023, however, this will be confirmed to employers by 31st March 2022. The results of the actuarial valuation, at 30th September 2021, would be made available during the summer of 2022, timetable of expected dates to be issue by end of January 2022.

6. Complaints Handling - Quarter 3: 2021/22

L. Ferrie presented the Complaints Handling report which gave details of the service delivery complaints received during the period September – December 2021 (Quarter 3: 2021-22), together with details of all complaints received year to date. During the quarter we received 8 complaints: 4 “Stage 1” and 4 “Stage 2” (x3 Complaints had timescale extensions applied).

Committee noted the content of the report and the actions taken.

7. Housing Management Quarter 3: 2021/22

L. Ferrie presented agenda item 7, 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 performance, particularly in relation to the valuable gains secured for tenants by our Benefits Advisor and Tenancy Support Assistant. J. Scott asked that the Committee’s appreciation of this be passed on to both.

L. Ferrie added that there was concern about the impact on rent arrears of increasing energy prices and will continue to monitor the situation.

8. Development Quarter 3: 2021/2022

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:

Albert Road, Renfrew 42 Units: McTaggart Construction Site start – 16/08/21 (Progressing well)

The following document was also presented as an appendix to the report:

- Community Benefits update from McTaggart Construction group.

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

- Expenditure to date: £2,642,964.
- Grant received to date: £2,619,293.
- Construction work is progressing well.
- Initial drainage and service work has been completed.
- Road through the site has been established.
- Four timber kits have been constructed.
- It was anticipated that the full Scottish Government grant allocation of £3.3M will be exhausted in 2021/22 as planned.
- Community benefits are now being delivered by the contractor.
- A risk matrix was provided analysing and assessing the key risks and mitigating factors at this stage in the project.

G. Scott presented a number of progress photographs to show Committee how the site is progressing.

8. Development Quarter 3: 2021/2022 Contd.

North Road, Johnstone

Estimated 31 Units (Future Planned)

- Expenditure to date: £22,303.
- Estimated site start April 2023.
- A number of meetings have now taken place with McTaggart Construction to discuss potential unit numbers, house mix and site layout.
- Previous estimate of 25 units had now been increased to 31 units.
- Initial pre-application discussions have taken place with Renfrewshire Council's Planning and Roads department and outputs taken on board in design planning stage.
- G. Scott reported to Committee that an issue has arisen from the Structural Engineer's pre-development enquiry to Scottish Water. Scottish Water have stated that they will not give consent for the surface water from the new properties to drain into the existing combined sewer at North Road, as there are alternative solutions for dealing with surface water at this location. The Structural Engineer has looked at a number of alternative solutions for dealing with surface water, each of which would be costly and complex.

J. Scott asked why Scottish Water would take this stance and what the implications for the project maybe as a result. G. Scott replied that Scottish Water's policy is that there should be no detriment to their current system (no additional water to be added) and all surface water from new developments should go to a water course wherever possible, at North Road this is feasibly possible although it could be technically challenging and expensive. G. Scott went on to explain that each alternative solution would need to be investigated fully and if technically possible would then be costed, the outcome of this would feed into price negotiations with the landowner, Renfrewshire Council, as not being able to connect into the combined sewer can be argued as an abnormal site development cost and the purchase price could be adjusted to reflect this.

G. Scott noted that the final solution to this issue would take some time to resolve and Committee will be updated on progress. The project is included in Renfrewshire Council's Strategic Housing Investment Plan (SHIP) scheduled to draw grant in 2023/24.

8. Development Quarter 3: 2021/2022 Contd.

Cartha Crescent, Paisley Estimated 25 Units (Future Planned)

- Expenditure to date: £26,682.
- The project is included within Renfrewshire Council's Strategic Housing Investment Plan (SHIP).
- Nothing further to report at this stage.

Increase in Scottish Government Subsidy

G. Scott updated Committee that the Scottish Government has announced an increase in subsidy for the building of new homes for affordable rent, the rate has risen from £72,000 to £78,000 (based on a three person property). This new rate can rise with the addition of some energy saving measures.

The newly revised subsidy will not have an impact on the Association's current development at Albert Road, Renfrew as the grant has been accepted before the changes were implemented.

The uplift will benefit our future projects at North Road, Johnstone and Cartha Crescent, Paisley. The enhanced grant is welcome as construction costs for both material and labour continue to rise steeply.

9. Finance Quarter 3: 2021/2022

L. Ramsay presented agenda item 9, the financial report for the third quarter of 2021-22 period ended 31st December 2021, comprising the following:

- Statement of Comprehensive Income
- Statement of Financial Position
- Statement of Cashflows
- Detailed Income/Expenditure
- Bank Accounts and Balances
- Key Performance Indicator Ratios

The key financial performance highlights were reported as follows:

- Turnover at £6.2m to date is in line with budget.
- Operating Costs at £4.8m to date are £168k lower than budget – mainly timing of cyclical spend & savings in salaries & overheads. Full year forecast shows cost savings of £0.1m.
- Surplus at Q3 of £1.5m is £167k better than budget – full year forecast is £161k better than full year budget.

9. Finance Quarter 3: 2021/2022 Contd.

- Capitalised planned maintenance programme has had £181k of costs to date. Full Year spend was budgeted at £1.5m however latest forecast is for spend to be £0.5m with the Windows programme on hold due to increased prices and further delays in Kitchens programme.
- Development: £1.6m to date on Albert Road. Full year costs are projected to be £3.2m against budget of £4.8m with the balance of costs will now to be incurred next year. Grants receivable of £2.6m are in line with plan.
- Cash inflow of £1.7m in the 9 months to Dec 21. This is expected to reduce by £0.3m in the next 3 months with closing cash at March 22 forecast to be £10.8m which is higher than budget levels of £8.1m. This is due to delays in both the development and planned maintenance programmes.
- All Ratios are satisfactory.

It was highlighted to committee that the Albert Road Development grant will be exhausted by March 2022 with £3.3m of W.H.A. cash to be paid out during 22/23.

10. Maintenance Quarter 3: 2021/2022

O. McMillan presented agenda item 10, 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 (Summary information).
- Full quality satisfaction survey carried out by "Research Resource" on satisfaction with repairs (Q3 2021/22).
- Satisfaction surveys carried out in-house via CX communication.
- Post inspection of repairs.
- Gas safety checks/services. (No timescale failures to report).

Committee were satisfied with performance reported and noted the content of the report. O. McMillan informed Committee that the Association were experiencing some serious issues with James Frew's new operating system, which was introduced in December 2021. It was noted that we were working closely with them to overcome the issues, which included accessing their portal to obtain information on servicing and repairs. It was hoped that a new client portal would be available in early March 2022. In the meantime, staff are liaising daily with Frew's staff to obtain the information we require.

O. McMillan also presented an update on the following items:

10. Maintenance Quarter 3: 2021/2022 Contd.

Fire Regulation LD2 upgrade work:

At the time of the meeting, it was noted that approximately 60 lettable properties were still to be upgraded and that our gas maintenance contractor (James Frew) would now pick up the work at the annual gas service visit.

Planned/Cyclical maintenance procurement

Kitchens

- The delayed 2020/21 programme was now completed.
- Now procuring 87 kitchens for 2021/22 plus a further 40 kitchens planned for the 2022/23 programme as one contract, spanning two financial years. Although the contract is expected to be awarded in 2021/22, no cost are likely to be incurred until 2022/23.

Bathrooms

- The 2020/21 programme was delayed due to material supply chain difficulties, however, these have been overcome and work is well under way. It is expected that most of this work will be completed by March 2022.
- Now moving to procure 190 bathrooms via the framework for the combined programmes for 2021/22 and 2022/23.

Planned/Cyclical maintenance procurement

Boilers

- Now procuring 30 boilers for 2021/22 programme, plus a further 60 boilers planned for the 2022/23 programme as one contract, spanning two financial years.

Windows

It was confirmed that, following the extraordinary high tender return for the window replacement contract, in October 2021, the contract procurement would be suspended. The market conditions would continue to be reviewed until conditions are more conducive to delivering value for money.

10. Maintenance Quarter 3: 2021/2022 Contd.

Cyclical Maintenance

Currently procuring:

- Five Year Cyclical Painting programme: Delay in issuing tender due to changes in paint specification. Tender expected to be issued late January and returning at the end of February 2022.
- 3 Year Communal Ventilation System Maintenance – ongoing, dates to be confirmed.

11. Business Plan Quarter 3: 2021/2022

L. Ferrie presented agenda Item 11, which detailed the quarter end position achieved against each of the objectives contained within the business plan.

L. Ferrie gave a brief update the progress made against the items within the objectives that had not been discussed earlier in the meeting.

Committee noted the content of the report.

12. Any Other Business

Outside Representative

L. Ferrie advised that we had received a request from Renfrewshire Council to indicate whether we would still require a Representative, going forward. It was confirmed, on a motion proposed by M. Symons and seconded by E. McDermott that a Representative was still required. L. Ferrie will advise Renfrewshire Council accordingly.

Policy Review Schedule

J. Scott requested that a policy review schedule be included in the next Business Plan report. L. Ferrie advised that this would be done.

13. **Date and Time of Next Meeting**

S. James thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association would be held on Wednesday, 23rd February 2022 at 6.00pm via Teams.

CHAIRPERSON:

DATE: