

**MINUTES OF THE 527<sup>TH</sup> MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 27<sup>TH</sup> APRIL 2022 AT 6.00PM (HYBRID).**

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<b>PRESENT:</b>	S. James M. Symons C. Green T. Thomson A. Ballantine	Chairperson
<b>IN ATTENDANCE:</b>	J. Grant L. McDonald L. Ramsay O. McMillan G. Scott	CEO Senior Housing Officer Finance & IT Manager Maintenance Manager Development Manager
<b>OBSERVER:</b>	██████████	

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**1. (a) Apologies**

Apologies were received from A. McLaughlin, J. Scott, E. McDermott, J. Kerr and Cllr. M. MacLaren (Committee members).

**(b) Declarations of Interest**

L. McDonald, L. Ramsay, G. Scott and O. McMillan reported that they would leave the meeting whilst Committee ██████████  
██████████

**2. (a) Minutes of Management Committee Meeting: 30.03.22 (No.525)**

The minutes of the Management Committee meeting held on Wednesday, 30<sup>th</sup> March 2022 (No.525) were proposed correct, on a motion proposed by M. Symons and seconded by T. Thomson.

**(b) Matters Arising**

There were no matters arising.

**(c) Minutes of Management Committee Meeting: 21.04.22 (No.526)**

The minutes of the Management Committee meeting held on Thursday, 21<sup>st</sup> April 2022 (No.526) were proposed correct, on a motion proposed by T. Thomson and seconded by M. Symons.

#### **(d) Matters Arising**

There were no matters arising.

### **3. Annual Lettings Plan**

L. McDonald presented the report which outlined the proposed annual letting targets for 2022/23 and the performance achieved in 2021/22. It was explained that while staff aim to achieve the letting quotas, this is not always possible due to the mismatch between available stock and customer needs.

A member asked about the realism of the homelessness target which is set at 50% of total annual lettings. J. Grant advised this target was agreed with Renfrewshire Council several years ago and that staff plan to discuss the possibility of amending the target for next year.

The Annual Lettings Plan was approved, proposed by M. Symons, seconded by A. Ballantine.

### **4. Human Resources**

[REDACTED]

J. Grant outlined the proposed pay increase of 4.1% for all staff for 2022/23. This was noted as being in line with EVH recommendation, which the Committee had previously followed, but higher than had been assumed in the budget. J. Grant also advised that the Committee did have the option of an alternative pay increase if it wished.

The Committee advised that the overall good performance of the Association and the challenging year experienced by staff warranted the 4.1% increase. The pay award at 4.1% was approved, proposed by T. Thomson, seconded by A. Ballantine.

The Committee noted the update on vacancies and recruitment.

### **5. Business Plan Q4**

J. Grant presented the report showing year-end performance against the Business Plan strategic objectives. This highlighted positive progress with the development programme, tenant safety investment on smoke detectors, launch of the new website, refurbishment of the office and reducing the policy review backlog. He also advised that the objectives for 2022-25 would be covered in detail at the planning event on 29<sup>th</sup> April 2022.

The Committee noted the report and thanked the staff team for their work.

## **6. Housing Management Report**

L. McDonald presented the year-end housing management service performance report. This highlighted overall improving performance, including reduced arrears, anti-social behaviour and time taken to relet void properties.

The Committee noted the report.

## **7. Service Complaints Report**

L. McDonald presented the annual service complaints report. This highlighted an increase in the number of complaints received from contractors, in particular the grounds maintenance service. G. Scott advised that remedial action has already been taken with daily performance monitoring and scheduled site inspections by our new Estates and Development Assistant. This has seen an improvement in service delivery and is expected to reduce complaints in 2022/23.

The Committee noted the report.

## **8. Maintenance Report**

O. McMillan presented the year-end maintenance service performance report. This highlighted the context of major disruption to repairs and planned maintenance, with resultant lower tenant satisfaction, because of the C-19 pandemic. Despite this situation, the installation of new smoke detectors continued with only a small number outstanding at the February target date due to no-access issues from isolating tenants. Performance improvements were delivered in emergency repairs completion and gas safety inspections. Catch-up work on delayed projects will be delivered in 2022/23.

The Committee noted the report.

## **9. Development Report**

G. Scott presented the update year-end report on the development programme and community regeneration activities. This highlighted good progress at Albert Road, with first handovers expected in the late summer. It also advised that preparatory work for North Road, Johnstone and Cartha Crescent, Paisley, are continuing generally in line with expectations.

The Committee approved the expenditure required to continue with the Cartha Crescent project, proposed by S. James, seconded by M. Symons.

## 10. Finance Report

L. Ramsay presented the year-end financial performance. This highlighted a good performance against expectations, with a slightly reduced overall operating cost and slightly increased operating surplus. The higher-than-expected closing cash position of £11.5m was due to delayed spending on planned maintenance and the development programme. While this is a positive position, risks and mitigation have been identified for future uncertainties in costs for investment projects to achieve Scottish Government Climate Change targets.

The Committee noted the report.

## 11. Policy Review Programme

J. Grant presented an overview of the status of policies and progress with the rolling review process. The Committee were advised that the backlog of reviews is reducing. While many policies remain overdue for a review, the higher risk policies have been reviewed and will continue to be prioritised in the review process. The policy review programme will be a priority in the new Business Plan objectives.

The Committee were also advised that increased tenant and staff consultation for relevant policy reviews is planned to be introduced in 2022/23, alongside Equality Impact Assessments.

The Committee noted the report.

## 12. CEO Report

J. Grant provided an update on Covid-19 related matters, [REDACTED], and the good interim results of the externally commissioned cyber-security testing. An update was also provided on the [REDACTED] and membership numbers at the year-end.

## 13. Any Other Business

L. Ramsay, L. McDonald, O. McMillan and G. Scott left the meeting for this item.

[REDACTED]  
[REDACTED]  
[REDACTED]

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

S. James thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association's Management Committee would be held on Wednesday, 25<sup>th</sup> May 2022.

**CHAIRPERSON:** .....

**DATE:** .....