

MINUTES OF THE 530TH MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 27TH JULY 2022 AT 6.00PM (HYBRID).

PRESENT:	S. James A. Ballantine J. Scott E. McDermott Cllr. M. MacLaren J. Kerr Y. Robbie M. Symons	Chairperson
IN ATTENDANCE:	J. Grant L. Ferrie L. Ramsay O. McMillan G. Scott ██████████	CEO Head of Housing Head of Finance & Corporate Services Maintenance Manager Development Manager Azets
OBSERVER:	D. Eadie C. Henry	

1. (a) Apologies

Apologies were received from C. Green and T. Thomson (Committee members).

(b) Declarations of Interest

There were no declarations of interest.

2. (a) Minutes of Management Committee Meeting: 29.06.22 (No.529)

The minutes of the Management Committee meeting held on Wednesday, 29th June 2022 (No.529) were proposed correct, on a motion proposed by E. McDermott and seconded by J. Scott.

(b) Matters Arising

There were no matters arising.

3. Annual Accounts 2021/22

██████████ (Azets) presented the annual accounts for W.H.A. and W.P.S. and the audit management report. ██████ noted the results of the external audit were positive. One non-material adjustment was identified, relating to bad debt calculation. ██████ highlighted one recommendation, relating to testing completed on Title Deeds of which, while assurance was provided regarding ownership, it was not possible to identify specific Title Deeds for some properties owned by the Association.

A member asked whether it was a risk that Title Deeds were not available for some properties. G. Scott advised that it was not common practice to automatically create Title Deeds and that existing Title Deeds are held by W.H.A.'s legal representatives. Normal practice is for Title Deeds to be drawn up only if they are required for a specific purpose, for example, if the property was to be sold.

A member asked about the adjustment relating to Bad Debt. ██████████ advised that this was a non-material issue, relating to professional opinion and that ██████ was happy to share the methodology for its calculation.

The Committee thanked ██████ ██████████ for ██████ presentation and the recommendations were approved, proposed by S. James, seconded by M. Symons.

4. Policy Review Programme

L. Ramsay outlined the new Social Media Policy, highlighting the opportunity to increase the use of social media, while ensuring all staff and Committee members were clear on the risks of misuse and the controls in place.

The policy was approved, proposed by M. MacLaren, seconded by J. Scott.

O. McMillan outlined the revised Maintenance Policy, explaining its purpose to ensure good quality and safe homes.

The Policy was approved, proposed by J. Scott, seconded by S. James.

O. McMillan outlined the Health and Safety Control Manual/Policy, explaining its comprehensive nature and updates since the last review.

The policy was approved, proposed by J. Scott, seconded by M. Symons.

O. McMillan outlined the compliance policy, explaining its coverage of key tenant safety obligations and that further reviews for risk specific policies on gas, electrical, fire, asbestos and legionella safety would be provided, at a future meeting.

4. Policy Review Programme Contd.

The Policy was approved, proposed by M. Symons, seconded by E. McDermott.

5. Business Plan Progress Q1

J. Grant presented the report, highlighting good progress made overall against the business plan objectives. He highlighted a few objectives where progress was slower than originally anticipated and advised that the traffic light system used to measure progress would be revised for future reports.

The Committee noted this report.

6. Housing Management Report Q1

L. Ferrie presented the report, highlighting good progress against service delivery with all KPI's meeting or exceeding targets for housing management services.

A member asked for clarification on the time taken for antisocial behaviour complaints to be resolved that involve court action. L. Ferrie advised that these are progressed in line with legal advice but can take longer as we work with the Community Safety Partnership who have certain requirements that need to be met before legal action is progressed.

A member asked whether we have any long-term empty homes. L. Ferrie advised that we have some properties which are harder to let, due to size and location and that incentives such as carpets, are offered, if necessary.

A member asked whether the number of applications received had increased due to the new build programme. L. Ferrie advised that there had been a large increase in applications which has presented challenges to the team but which is being worked through.

The Committee noted this report.

7. Service Complaints Report Q1

L. Ferrie presented the report, highlighting good performance, with all complaints resolved.

The Committee noted this report.

8. Maintenance Report Q1

O. McMillan presented the report, highlighting good performance overall and continued recovery from the C-19 Pandemic.

A member asked why the void repair performance had reduced below target. O. McMillan advised that the void standard had been increased to include more decoration and this was adding time to the repairs.

A member asked why the repairs satisfaction and the satisfaction with the neighbourhood had slightly reduced. O. McMillan advised that some further work was needed to understand why, but that neighbourhood satisfaction can relate to other factors out with our control, for example paths and lighting, which are managed by Renfrewshire Council.

The Committee noted this report.

9. Development Report Q1

G. Scott presented the report, highlighting good progress with the new build programme. He advised that the forward programme had been adjusted to prioritise Cartha Crescent over North Road. This was due to Scottish Water requiring additional assessment of drainage options at North road. The Scottish Government and Renfrewshire Council support the adjustment and it does not introduce any new budget pressures. He further advised that the specification for new homes would be increased for the Cartha development, with additional requirements for sprinkler systems and solar panels. Discussions are proceeding with the Scottish Government regarding impacts on grant rates.

A member asked if the programme could be switched back if circumstances changed to a more favourable position with Scottish Water. G. Scott advised this was possible but currently did not look likely.

The Committee noted the report.

10. Finance Report Q1

L. Ramsay presented the report, noting a good performance with expenditure slightly below budget. Savings had been achieved on staffing and cyclical maintenance, with a slight increase in void repair costs. Overall surplus is higher than budgeted, as a result.

A member asked about competitiveness of interest rates for funds on deposit. L. Ramsay advised that rates varied, as we were spreading risk.

The Committee noted the report.

11. IT Annual Report

L. Ramsay presented the report, noting significant work achieved over the year, including important compliance with cyber-security to support data protection improvements.

A member noted that the report was accessible and welcomed the efforts made to reduce jargon and use plain English.

The Committee noted the report.

12. HR Report

J. Grant presented the report, noting successful recruitment to the new HR and Corporate Services post. He noted recruitment would be starting for the Head of Property Services and that Committee members were invited to join the recruitment panel. S. James and M. Symons agreed to sit on the panel.

J. Grant advised that the vacant Regeneration post was not expected to be required this year. A motion was raised to remove the post in these circumstances, proposed by M. Symons, seconded by S. James.

The Committee noted the report.

13. CEO Report

J. Grant presented the report, highlighting that new guidance had been published by the SHR, relating to reviews of compliance with regulated standards of governance and finance, and that the SMT would incorporate any changes required into current assurance processes.

The Committee noted the report.

14. AOB

L. Ramsay advised that tenders for the external audit contract would be available for Committee to witness from 15th August 2022. S. James and M. Symons agreed to attend.

15. 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, 31st August 2022.**

CHAIRPERSON:

DATE: