

KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

MANAGEMENT COMMITTEE MEETING

TO BE HELD ON 30th JULY 2019

AT 5.45PM

IN THE ASSOCIATION'S OFFICE

Present: Elaine Shaw
John Barclay
Doreen Strain
Caroline McManus
Arlene Morton

In Attendance: John Docherty
Moyra McKenzie
Paul Immelman
Jacqueline Brown

1. APOLOGIES

Apologies were received from Kirsteen McLerie and Jane Atkins.

2. CORRESPONDENCE

- 2.1. Invite received to attend SFHA Governance Conference 6th & 7th September 2019 @ Radisson Blue Hotel. No one able to attend due to other commitments.

3. MINUTES OF PREVIOUS MEETING HELD 26th JUNE 2019

The minutes of the previous meeting were approved on a proposal by Elaine Shaw, seconded by John Barclay.

4. MATTERS ARISING

There were no matters arising from the previous minutes.

5. FINANCIAL STATEMENTS FOR YEAR TO 31 MARCH 2019

- **REPORT ON ANNUAL ACCOUNTS**
- **MANAGEMENT LETTER**
- **REPRESENTATION LETTER**

Finance Manager presented the Financial Statements for the year ending 31st March 2019 as prepared by Armstrongs, Registered Auditors Chartered Accountants.

The report noted that there were no comments to make concerning significant qualitative aspects of the Association's accounting practices and financial reporting.

The Auditors did not encounter any significant difficulties during the audit and there are no significant findings from the audit to draw to your attention.

Management Letter/Response

Moyra McKenzie presented the Management Letter highlighting that no issues arose during the Audit that required to be notified.

Moyra McKenzie also presented draft letter in response to the Management Letter which was approved by Committee and signed by the Chairperson.

Moyra McKenzie informed the Management Committee that the Association will be seeking to appoint new auditors after the AGM as Armstrongs are no longer providing services to the housing association sector.

6. MANAGEMENT ACCOUNTS QUARTER 1

Moyra McKenzie presented the Management Accounts Q1 to 30th June 2019 for committee consideration and approval. The accounts were presented on a page by page basis highlighting full reasons for any variances which existed. Following discussion, the accounts were approved by committee.

7. CHEQUE/PETTY CASH LIST JUNE 2019

Moyra McKenzie presented the cheque and petty cash lists for June 2019 for committee approval. The cheque and petty cash list were approved and signed by Elaine Shaw and John Barclay.

8. SHAPS DEFINED BENEFIT ACCOUNTING CHANGES

John Docherty read out a report on the Scottish Housing Association Pension Scheme (SHAPS) which had been prepared by Fettes McDonald of FMD outlining the changes to the accounting mechanism and advising that the Association's deficit has increased to £89,398, (*up from the figure at 31 March 2018 of £51,195*). The SHAPS is managed by TPT Retirement Solutions. The change in the accounting mechanism is from defined benefit scheme to defined contribution scheme.

The new accounting measure takes into account;

- Association's staff membership (including age, sex and years to retirement)
- Salary growth
- Inflation

The assets of the scheme are then apportioned to each employer based on the proportion of each member's liability to the total cumulative liability of the whole scheme.

9. HOUSING MANAGEMENT REPORT – JUNE 2019

1. Arrears

	JUNE 2019	JUNE 2018	% CHANGE
Gross Rent Arrears	6.21%	7.29%	- 1.08%
CURRENT	4.03%	4.82%	- 0.79%
Former Tenant	0.13%	0.32%	- 0.19%
Technical	2.05%	2.15%	- 0.10%

2. ACCOUNT BANDING

	JUNE 2019	VALUE £'s
Prepaid	66	- £ 4,972.71
NIL	42	£ 0.00
< £ 499.99	152	£ 26,638.71
£ 500 – 999.99	18	£ 13,641.14
£ 1,000 - £ 1,999.99	14	£ 18,846.78
>£ 2,000	4	£ 9,266.49
Former Tenant	6	£ 1,511.31
Current Arrears Cases	188	£ 68,393.12
Total Arrears Cases	194	£ 69,904.43
% Tenants in Arrears	63.5%	
No. Tenants > = 13 Weeks	19	
% Tenants >= 13 Weeks	6.3%	

Paul Immelman reported of the **43 cases over £500.00 and/or court action cases:-**

12 Sisted – 1 Default.

11 NPRP

13 Pre-NPRP

3 cases are maintaining their repayment arrangements

2 Defaulted repayment arrangements

1 HB claim

1 UC claim

9a. COURT ACTION CASEWORK:-

CASE No.	CURRENT STATUS	ACTION TAKEN	ARREARS @ 30.06.19	COMMENTS
A048	SISTED	UC	2,439.75	UC APA Applied for
A091	SISTED	Arrangement	2,117.90	Payment arrangement being maintained
A017	SISTED	Arrangement	2,066.74	Payment arrangement being maintained
A016	SISTED	Arrangement	1,955.36	Payment arrangement being maintained
A006	SISTED	Arrangement	1,931.58	Payment arrangement being maintained
A001	SISTED	Arrangement	1,508.19	Payment arrangement being maintained
A022	SISTED	Arrangement	1,265.47	Payment arrangement being maintained
A004	SISTED	Default	1,154.42	Default repayment arrangement- Warning Issued
A024	SISTED	Default	996.92	Default repayment arrangement- Warning Issued
A009	SISTED	Arrangement	615.87	Payment arrangement being maintained
A042	SISTED	Arrangement	419.07	Payment arrangement being maintained
A034	SISTED	Arrangement	255.21	Payment arrangement being maintained
				12

9b. Paul further advised there were **0** voids and **2** allocations during the months of June 2019, Void rent loss was **£577.45**.

Year to date (1st April 2019 to 31st March 2020)-

- Voids **8**, (3 carried over from 2018-19)
- Let's **6**

- Cumulative Rent Loss **£2,529.44**

There was a total of **170** 'live' completed housing applications on file.
 There was **1** anti-social case during the month of June 2019.
 Estate Management issues mostly regarding bulk & gardens **29** incidents.

After discussion, committee approved the Housing Management Report, noting performance.

10. TENANT SATISFACTION SURVEY 2019

Paul Immelman spoke to the previously distributed report on the Tenant Satisfaction Survey 2019.

Paul informed the Management Committee that the Association were invited to participate in a joint survey by Pineview Housing Association and Drumchapel Housing Co-operative. Tenders were requested from interested parties via the SFHA and Scottish Housing News websites. Six notes of interest were received from which 2 returned tender documents by the due date of 10 June 2019. One of the returned tenders was returned with the wrong contract information, therefore the remaining tender was accepted.

Knowledge Partnership (KP) were the successful bidder. The overall contract sum is £, the Association's apportionment being £.

The survey will be carried out over the months of August and September 2019, mostly face to face and will take place during the week, evenings and weekends. KP will seek to survey approx.. 55% of KCHA tenants and aim to have a draft report by week ending 20 September 2019 and a final report week ending 27 September 2019.

Committee noted the report, accepted and agreed the expenditure.

11. COMMON ALLOCATION POLICY (CAP) REVIEW 2019

Paul Immelman spoke to the earlier distributed report advising the Management Committee that although the Common Allocation Policy (CAP) with Cernach, Kendoon and Pineview Housing Associations was not initially due for review until 2020, changes in legislation affecting the CAP as well as the current suspension of the Glasgow Housing Register (GHR) necessitated that the review be brought forward to this year. In recognition of the resource implications for each RSL, it was agreed to appoint an external consultant to review and reshape the CAP. To this end, Dr Stewart Montgomery of Montgomery Housing and Equality Services (MHES) was appointed by the partners at a global cost of £, split equally among the RSL partners, therefore the cost to the Association being £.

The review will look to incorporate current legislation, guidance and equality issues into the CAP and update or remove reference to the GHR. MHES aim to provide a draft report on 15 August 2019. Following the review, the CAP will be presented to the Management Committee and thereafter the consultation on the CAP will be carried out in accordance with the legislation and guidance requirements.

Committee noted the report, accepted and agreed the expenditure.

12. GOVERNANCE FRAMEWORK ACTION PLAN

The Governance Framework action plan document was approved at the meeting held on 23rd April, 2019 and it was agreed that the plan would be used as a working document and will be a standard agenda item at all meetings held during the year. This will allow members to sign off plan outcomes on a monthly basis.

John presented reports, actions and outcomes for June and July and after discussion, committee noted and approved the outcomes.

Committee noted and approved the report.

13. MAINTENANCE CONTRACTORS PERFORMANCE REPORT – Q1

John Docherty presented the annual Maintenance Contractor Performance Report which highlighted contractor performance, including average response times to complete repairs, average repair costs and quality control issues. Management Committee approved the report, noting satisfactory contractor performance

14. ABSENCE MANAGEMENT POLICY – Q1

John Docherty presented the Absence management report for Q1 for committee consideration and approval.

He advised that the purpose of the report is to outline the number of days lost due to staff sickness from 1st April – 30th June 2019.

Possible number of days which could have been worked was 249 days and time lost due to sickness was **3 days (1.2%)**. Target is to restrict absence to < 5% of possible days worked. After discussion, committee approved the report, noting the performance and the reason for absence.

15. EXTERNAL PAINTERWORK CONTRACT – RESIDENT SATISFACTION SURVEY REPORT

John Docherty spoke to the earlier distributed report highlighting that although 125 surveys were distributed only 20 were received, representing a rate of 16%.

The survey results were broadly positive although,

- 1 respondent rated the quality of work as 'Poor'.
- 2 respondents answered 'No' to 'Did the contractor leave the property in a satisfactory condition'.
- 1 respondent answered 'No' to 'Did the contractor remove all the materials from site at the end of each working day'.
- 2 respondents answered 'No' to 'Did the contractor exercise proper care to ensure that there was no damage to your property when works were ongoing'.
- 2 respondents answered 'No' to 'Would you be happy for the Association to use the contractor again for any future planned painting contracts;.

John noted that the Association did not receive any reported complaints during the contract period and requested the Management Committee note and approve the report. The report was duly noted and approved.

16. A.G.M. ARRANGEMENTS – AUGUST 2019

John Docherty confirmed the arrangements for our AGM will be held within the Association's boardroom on Monday 12 August 2019 @ 6pm. He advised that our auditors do not wish to be considered for reappointment as auditors for 2019 – 2020 as they are downsizing and will not be in a position to undertake RSL audits. John Docherty advised that this would be reported at the AGM and a brief for the procurement of external audit services for 2019 – 2020 would be prepared and presented for consideration at the management committee meeting to be held on 27th August, 2019

17. CYCLICAL MAINTENANCE/PLANNED RENEWALS UPDATE

(i) Kitchen Renewal Contract- Achamore/Lochgoin

- Surveys completed 4 April 2019
- 13 expressions of interest
- 6 contractors invited to tender
 - City Building Glasgow
 - Mears
 - Novus
 - Belac Group Ltd.
 - MCN Scotland Ltd
 - CCG Scotland Ltd

- Tender issue date; 24 June 2019
- Tender return date; 9 August 2019
- Contractor appointment date, 12 August 2019
- Site start; week 2/3 September 2019

(ii) Upgrade to smoke alarms to comply with fire safety legislation

- Detailed specification has been drafted (interlinked smoke alarms, heat detectors and CO (Carbon monoxide) alarms.)
- Quick quote enquiry published on PCS website; 28 June 2019
- Tender documents to be issued
- Tender return date; 2 August 2019
- Contractor appointment; 9 August 2019
- 2 year programme to be agreed; works commence; August 2019
- Year 1 will consist of Inchfad Phases (1), (2), (3) & (4) and Lochgoin Rehab (37 – 45 Lochgoin Avenue)

The Management Committee noted the report and Caroline McManus volunteered to be present at the Kitchen renewal contract tender opening at the Association's offices on 9 August 2019 @ 12 noon and the Upgrade of the smoke alarms tender opening on 2nd August 2019 @ 12 noon.

18. REPORTS FROM OTHER MEETINGS

There were no reports.

19. A.O.C.B.

19.1. John Docherty distributed the DRUMCOG Training Calendar for September 2019 to June 2021 for committee information.

20. DATE & TIME OF NEXT MEETING

The next Management Committee meeting will be held on Tuesday, 27th August 2019 at **5.45pm** in Boardroom at Association's Offices.