

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION**

**MANAGEMENT COMMITTEE MEETING**

**HELD ON 31<sup>st</sup> AUGUST 2021**

**AT 5.45PM**

**IN THE ASSOCIATION'S OFFICE & via ZOOM**

Present: Elaine Shaw  
John Barclay  
Robert Wards

Via ZOOM Jane Atkins  
Kirsteen McLerie

In Attendance: Paul Immelman

**1. APOLOGIES**

John Docherty

**2. CORRESPONDENCE**

2.1. Letter from SHR confirming timescales for the returns now back to normal.

**3. MINUTES OF PREVIOUS MEETING HELD 27<sup>th</sup> JULY 2021**

The minutes of the previous meeting were approved on a proposal by Kirsteen McLerie, seconded by Jane Atkins.

**4. MATTERS ARISING**

No matters arising.

**5. CHEQUE AND PETTY CASH LIST AUGUST 2021**

The cheque and petty cash list for August 2021 was approved by Elaine Shaw and John Barclay.

## 6. HOUSING MANAGEMENT REPORT

ARREARS	JULY 2021	JULY 2020	% CHANGE
Gross Rent Arrears	3.81%	5.43%	(1.62%)
<b>CURRENT</b>	<b>3.56%</b>	<b>4.85%</b>	<b>(1.29%)</b>
Former Tenant	0.06%	0.42%	(0.36%)
Technical	0.19%	0.16%	0.03%

### 6.2 ACCOUNT BANDING

	JULY 2021	VALUE £'s
Prepaid	162	(£21,154.26)
NIL	47	£0.00
< £ 499.99	57	£11,094.71
£ 500 - 999.99	16	£11,284.90
£ 1,000 - £ 1,999.99	13	£17,318.01
>£ 2,000	1	£2,003.84
Former Tenant	2	£728.58
Current Arrears Cases	87	<b>£41,701.46</b>
Total Arrears Cases	89	<b>£42,430.04</b>
% Tenants in Arrears	30.1%	
No. Tenants > = 13 Weeks	14	
% Tenants >= 13 Weeks	4.7%	

Paul Immelman reported of the **32 cases over £500.00 and/or court action cases:** -

**2 Payment Decree,**

**7 Sisted – 1 default**

**4 NPRP – 2 UC Claim**

**6 pre-NPRP -6 defaults**

**12 cases on repayment arrangements – 0 Defaults**

**1 New UC claim**

### 6.3 COURT ACTION CASEWORK: -

CASE No.	CURRENT STATUS	ACTION TAKEN	ARREARS @ 31.07.21	COMMENTS
A016	SISTED	RE-CALL SIST	1,656.79	<b>Default payment recall for decree</b>
A002	PAYMENT DECREE	Arrangement	1,419.08	Maintaining repayment arrangement
A006	SISTED	Warning letter	1,251.60	<b>Default payment</b>
A017	SISTED	Arrangement	1,202.09	Maintaining repayment arrangement
A048	SISTED	Arrangement	1,111.57	Maintaining repayment arrangement
A004	SISTED	Arrangement	1,043.85	Maintaining repayment arrangement
A024	PAYMENT DECREE	Enforce Decree	953.94	<b>Default – enforce payment decree</b>
A077	SISTED	Arrangement	393.35	Maintaining repayment arrangement
A001	SISTED	Arrangement	34.17	Maintaining repayment arrangement

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### 6.4 ALLOCATION: -

Paul further informed that there were **0** voids and **0** allocations during the month of July 2021: -

- **Void rent loss** July 2021 - **£0.00**, Cumulative Rent Loss **£688.31**
- **Void re-lets** – July 2021 – **0**, Cumulative re-lets **3**
- **Housing List** - **167** on list, **0** suspended, **0** closed.

There were **0** anti-social cases recorded during the month of July 2021.

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

**7. ELECTION OF OFFICE BEARERS**

Chairperson, Elaine Shaw nominated and accepted  
Vice-Chair, John Barclay nominated and accepted  
Secretary, Kirsteen McLerie nominated and accepted  
Treasurer, Jane Atkins nominated and accepted.

**8. MAINTENANCE CONTRACTORS' PERFORMANCE REPORT -Q1**

Paul presented the earlier distributed report noting that all contractors had achieved the target timescales for completion of works. There were **57** emergency lines raised, average completion time **2hrs, 44mins**, **207** non-emergency lines raised, average response **2 days**, **25** 1-day qualifying jobs completed within **1 day**, **3** 7-day qualifying jobs completed average response time of **2 days**. **292** reactive jobs completed Right First Time.

The Management Committee noted the contents of the report demonstrating the satisfactory performance.

**9. PERFORMANCE MANAGEMENT REPORT – Q1**

Paul presented the previously distributed report and noted that all KPI's were achieved or exceeded, the only exception being that the average re-let time was out by 2 days, however Paul stated that this is an improvement on the previous quarter and will remain a key target to achieve going forward.

The Management Committee noted the contents of the report demonstrating the satisfactory performance.

**10. SFHA MODEL CODE OF CONDUCT FOR GOVERNING BODY MEMBERS.**

Paul presented the SFA Model Code of Conduct for Governing Body Members which is distributed to all Management Committee members following the AGM each year and requested all members sign the copies accepting the Code, all members present signed and handed the completed Code, members via zoom and not present to hand signed copies into the office at the earliest possible date following the meeting.

**11. GOVERNANCE FRAMEWORK ACTION PLAN UPDATE**

Paul read through the plan update for July 2021 which was thereafter agreed by the Management Committee.

## **12. ARC 2020/21 COMPARISON REPORT – BENCHMARK DRUMCOG RSL's**

Paul read through the earlier distributed report.

Of the **32** measures benchmarked: -

- **27** compared favourably against the average
- **5** were poorer than the average performance: -
  - KCHA ave. time to respond Emergency, **3.07hrs<sup>1</sup>**, **2.40hrs** DRUMCOG
  - KCHA % offer refusals, **9.09%<sup>2</sup>**, DRUMCOG **6.99%**
  - KCHA Med adapt completion, **27days**, DRUMCOG **22.8days**
  - KCHA ave. weekly rent increase 2021/22, **1.2%<sup>3</sup>**, DRUMCOG **0.48%**
  - KCHA % Former tenant arrears write off, **67.63%<sup>4</sup>**, DRUMCOG **35.76%**.

1 At Q1 timescales brought to DRUMCOG average

2 1 offer refusal from 11

3 KCHA rents remain amongst the lowest in the area with only a couple of house types charged more than one other RSL.

4 1 former tenant case accounted for 77% of the total written off within the year.

Following discussion, the Management Committee noted the report and the contents and summary explanation.

## **13. COLLECTING EQUALITY INFORMATION DRAFT SHR GUIDANCE FOR SCOTTISH SOCIAL LANDLORDS**

Paul spoke to the earlier distributed report on the SHR Draft Guidance on Equality and Diversity, outlining the key principles, explaining the Equality Monitoring Form, why the data is required and usage.

As it is a requirement that we obtain the data from all of our tenants, Paul advised that the work could not be carried out 'in-house' due to lack of resources and proposed the appointment of an external consultant to collect the information and report back to the Association. The specific timeframe is yet to be advised by the final Guidance from the SHR.

Following discussion, the Management Committee approved the appointment of an external consultant to carry out the work.

## **14. ADOPTION OF SFHA MODEL CHARITABLE RULES 2020**

At a Special General Meeting of the members of the Association held on 23 August 2021, the new model rules were presented and approved by the membership present for adoption.

Paul recommended the Management Committee approve the decision of the SGM to adopt the new rules. The approval of the Model rules was proposed by Elaine Shaw, seconded by John Barclay, there being no dissent, the recommendation was approved.

**15. A.O.C.B.**

**15.1 External Paintwork Contract Inchfad Phase 4**

Paul informed the Management Committee that the tenders documents were issued on 13 August 2021 with a return date of 3 September 2021. The tender opening will be held within the Association's offices at 12.30pm Friday 3 September 2021. In accordance with tender procedures 1 Committee member should be present, John Barclay agreed to attend.

**15.2 Kitchen Renewal Contract Inchfad Phase 4**

Paul informed the Management Committee that the contract commenced on 2 August 2021 and is progressing well with an expected completion date of 24th September 2021. Tenant satisfaction survey forms will be issued upon the completion of the contract. To date the contract is on schedule and should be completed on budget.

**16. DATE OF NEXT MEETING**

The next meeting will be held on **Tuesday 28 September 2021** at **5.45pm** within the Association's offices and via Zoom ©