

MINUTES OF MANAGEMENT COMMITTEE MEETING  
TUESDAY 25<sup>TH</sup> JULY 2023



Present:

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

In Attendance:

[REDACTED]  
[REDACTED]  
[REDACTED]

1. **APOLOGIES**

[REDACTED]

2. **DECLARATION OF INTEREST**

No declaration of interest.

3. **MINUTES OF PREVIOUS MEETING HELD 28TH JUNE 2023**

The minutes of the previous meeting were approved on a proposal by [REDACTED],  
seconded by [REDACTED]

4. **MATTERS ARISING**

No matters arising.

5. **CORRESPONDENCE**

No correspondence to report in July 2023

6. **NOTES FROM OTHER MEETINGS**

There were no reports from other meetings for disclosure during the month of  
July 2023

7. **CASH BALANCE AND PETTY CASH LIST – JUNE 2023**

The cheque and petty cash list for June 2023 was approved and signed by [REDACTED]  
[REDACTED]

8. **Q1 MANAGEMENT ACCOUNTS TO JUNE 2023**

[REDACTED] present the Q1 Management Accounts (April-June 2023) to MC.

The annual budget for 23/24 projected a surplus for the 3 months of around £69k.  
Based on results to date, per the management accounts, the actual results

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indicate a surplus of £95k. There is therefore a positive variance to date of around £26k.

The variance comprises higher net rents (£2k), lower management costs (£7k), lower overall repair costs (£18k), lower bad debts (£3k), lower service charges (£3k) and lower interest income (£2k). Stage 3 activity is around £5k below budget-although income sums shall increase when relevant claims are made. Other comments are noted within the management accounts document.

Changes to fixed assets relates mainly to spend on the windows/doors contract less depreciation in the period to date.

The debtor and creditor balances are normal business transactions. Cash balances at the period end total £1.83m. Loan balances are nil and the pension deficit at the period end totals £27k.

The total net assets of the Association are now £6.2m.

MC reviewed and noted the Association Q1 Management Accounts (April-June 2023)

## 9. Q1 HOUSING MANAGEMENT REPORT

██████████ presented to MC the Housing Management Report (April-June 2023).

██████████ advised that MC that the variance in rent arrears from June 2022 to June 2023 is **-18,549.05**.

In the Q1 there has been **4** Voids with the total void loss being **£708.31**

**3** properties have been offered and re-let and currently **628** applications are on the waiting list.

RENT CHARGES / PAYMENTS / ARREARS			
MONTH	JUNE 2022	JUNE 2023	VARIANCE
BALANCE B/F	52,381.10	17,123.97	35,257.13
GROSS RENT	100,555.85	105,625.42	- 5,069.57
VOID LOSS	- 412.52	- 401.98	- 10.54
AMOUNT DUE IN MONTH	152,524.43	122,347.41	30,177.02
PAYMENTS RECEIVED	133,027.32	108,292.48	24,734.84
WRITE OFF	-	-	-
ADJUSTMENTS	- 3,906.17	- 4,264.92	358.75
PAYMENTS TO ACCOUNTS	129,121.15	104,027.56	25,093.59
END OF PERIOD BALANCE	23,403.28	18,319.85	5,083.43
NET RENT COLLECTED (excludes write off)	<b>128.41%</b>	<b>98.49%</b>	0.30
ANNUAL CHARGE	1,206,670.20	1,267,477.20	- 60,807.00
GROSS ARREARS	<b>44,041.35</b>	<b>37,612.24</b>	- 6,429.11
TECHNICAL ARREARS	2,249.97	13,661.38	11,411.41
CURRENT TENANT ARREARS	<b>38,207.48</b>	<b>19,658.43</b>	<b>- 18,549.05</b>
FORMER TENANT ARREARS	<b>3,583.90</b>	<b>4,274.43</b>	690.53
GROSS ARREARS AS %	3.65%	2.97%	-0.68%

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TECHNICAL ARREARS AS %		0.19%	1.08%	0.89%
CURRENT TENANT ARREARS AS %		3.17%	1.55%	-1.62%
FORMER TENANT ARREARS AS %		0.30%	0.34%	0.04%
<b>CURRENT TENANT ARREARS</b>				
Prepaid	152		157	5
		(20,538.07)	(19,101.32)	1,436.76
£0.00	40		56	16
£0.01 - £499.99	76		62	14
ARREARS		15,278.49	13,112.52	2,165.97
£500.00 - £999.99	19		12	7
ARREARS		13,843.98	8,586.96	5,257.02
£1000.00 - £1999.99	9		9	-
ARREARS		11,334.98	11,620.53	- 285.55
£2000.00 -	0		0	-
ARREARS		-	-	-
<b>TOTAL</b>	104		83	21
ARREARS		40,457.45	33,320.01	7,137.44
<b>FORMER TENANT ARREARS</b>				
	4		10	6
		3,583.90	4,292.23	708.33
<b>GROSS ARREARS</b>	108		93	- 15
		4,041.35	37,612.24	- 6,429.11

### COURT ACTION CASEWORK

	Q1 - 2023	YEAR END 2023 - 2024
Eviction	0	
Decree	1	
Re-call Sist	0	
Sisted	2	
Court Date Set/Awaited	0	
NPRP	0	
Pre-NPRP	13	
Agreement	5	
Other/Clear	3	
<b>TOTAL</b>	<b>24</b>	

VOID	Q1 VOIDS	Q1 VOID RENT LOSS	VOIDS 2023-2024	VOID RENT LOSS 2023 - 2024
Internal Transfer	1	160.42	1	160.42
Absconded				
Deceased	1	351.49	1	351.49
Eviction				
House Purchase				
Out of Area/Other RSL	2	196.30	2	196.30
No Forwarding Add				
End - no reason				
<b>TOTAL</b>	<b>4</b>	<b>708.21</b>	<b>4</b>	<b>£ 708.31</b>

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## ALLOCATION

OFFERS	Q1 - 2023	2023 – 2024
Offers made	3	3
Refusals	0	0
Lets	3	3
Acceptance Rate %	100%	100%
<b>SOURCE OF LETS</b>		
Direct Waiting List	1	1
Internal Transfer	1	1
Section 5	1	1
Other- Mutual Exchange		
<b>HOUSEHOLD</b>		
Single Person	1	1
Single Parent	2	2
Couple No Child		
Couple + Children		
Other		
<b>ETHNICITY</b>		
White	2	2
Black		
Asian		
Mixed		
Other	1	1
<b>GENDER</b>		
Male	1	1
Female	2	2
Joint		
<b>DISABLED</b>		
<b>On List</b>	<b>628</b>	
Applications – CLOSED/CANCELLED	0	
Applications - SUSPENDED	1	
Applications - awaiting further information	6	

MC reviewed and noted the Q1 Housing Management Report (April-June 2023)

### 10. Q1 MAINTENANCE CONTRACTORS' PERFORMANCE REPORT

█ presented to MC the Contractors' Performance Report (April-June 2023).

There were a total of 263 orders carried out during the period,

- 9 emergency response works
- 213 non-emergency works
- (194 completed Right 1st Time)
- 24 1 day qualifying works'
- 4 7 day qualifying works
- 11 void works
- 2 Specialist

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Average time to completion:-

- Emergency: **1:55hrs**
- Non-emergency: **2 days**
- Voids: **2 days**

Average cost of jobs:-

- Emergency: **£66.46**
- Non-emergency: **£172.13**
- ALL Day to Day: **£168.32**
- Voids: **£2,412.82**

Day to day maintenance spend Q1 was **£42,080.45**

Void work spend Q1 was **£7,073.16**

Total maintenance spend for Q1 was **£49,153.61**

Average maintenance spend per job; **£188.33**

All jobs were completed first time, and all completed within target timescales

MC reviewed and noted the Q1 Maintenance Contractors' Performance Report (April-June 2023)

## 11. Q1 GAS SAFETY REPORT

██████████ presented to MC the Gas Safety Report (April-June 2023).

Month	No. Service Visits	Completed	Not completed	Sub-total	% Completed
April 2023	46	46	0	46	100%
May 2023	40	40	0	40	100%
June 2023	23	23	0	23	100%
<b>TOTAL Q1</b>	<b>109</b>	<b>109</b>	<b>0</b>	<b>109</b>	<b>100%</b>
<b>CUMULATIVE 2023 - 2024</b>	<b>109</b>	<b>109</b>	<b>0</b>	<b>109</b>	<b>100%</b>

The service visits cover 292 properties, being the office, 279 mainstream tenancies, 10 sharing owners (1 sharing owner is not within the scheme) and the two supported accommodation units.

MC reviewed and noted 100% compliance in the Q1 Gas Safety Report (April-June 2023)

## 12. Q1 FOI/EIR & DPO REPORT

██████████ presented to MC the FOI/EIR & DPO (April-June 2023).

Freedom of Information (FOI)/ Environmental Impact Report (EIR)

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MC will be aware that the Association are deemed public bodies in relation to Freedom of Information (FOI) and Data Protection legislation. We have appointed RGDP as our Data Protection Officer, they are registered as such with the Information Commissioner.

The Association are required to provide statistical information to the Information Commissioner on a quarterly basis and therefore we will report on this activity to MC quarterly in line with our agreed reporting timescales.

The report to the Information Commissioner has 100 data points in relation to FOI and EIR, of which we reported:-

S1(1) Number of FPI requests received: **1**

S1(1) The number of requests for which information was provided in full: **1**

The FOI request was received from UNISON and referred to:-

“For the time period from 1st April 2022 to 31st March 2023:-

- *Total number of violent incidents on your staff broken down by job title/category of worker.*
- *A breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour.*
- *How many violent incidents have been reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences) Regulations, with a breakdown by job title/category of worker”*

Our response to all 3 was ‘**zero**’.

There was a ‘**0**’ report for the other 98 data sets.

## Data Protection Report

The Association also has a duty to report on any breaches of data protection legislation as well as any data subject access requests received and actioned. There were no breaches of Data Protection, nor any data subject access requests during the Q1 period of 2023-24.

MC can be assured that we continue to fulfil our obligations in this regard

MC reviewed and noted the Q1 FOI/EIR & DPO Report (April-June 2023)

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**13. Q1 ABSENCE MANAGEMENT REPORT**

█████ presented to MC the Absence Management Report (April-June 2023).

The table below is the reported sickness absences for the period 1st April 20223 to 30th June 2023. As noted, the absence level has not exceeded the 5% maximum target.

	APRIL	MAY	JUNE	Q1
SICK DAYS	4	11*	1	16
WORKDAYS	90	95	110	295
% OF WORK DAYS	4%	12%*	1%	5%

MC reviewed and noted the Absence Management Report (April-June 2023)

**14. Q1 HEALTH AND SAFETY REPORT**

█████ presented to MC the Health and Safety Report (April-June 2023).

Health & Safety will become a standard agenda item reported each quarter and will note any issue(s) which ought to be addressed by the Association in fulfilment of it's obligations as an employer and as an RSL, in line with suggested guidance from the SHR.

A H&S walk through report was conducted on Thursday 20<sup>th</sup> July 2023 at which the following was noted:-

<b>Location</b>	KCHA Office	<b>Date</b>	20.07.23
<b>Inspection Team</b>	████████████████████████████████████████		
<b>Date of next inspection</b>	20.07.23		

No.	Checklist for Workplace Audits (Walk-through inspection)	Yes	No
1	Are there any slip, trip or fall hazards such as frayed carpets/trailing leads/wet floors or unprotected changes of floor level?		✘
2	Does the premises have a current Fire Risk Assessment?	✓	
3	Are fire extinguishers visible and accessible?	✓	
4	Does the emergency lighting work?	N/A	
5	Have fire extinguishers been checked? (Note last inspection date)	✓	
6	Are appropriate fire or smoke detectors in place, relevant to type of fire and circumstances?	✓	

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7	Are all fire doors closed or only kept open on automatic systems?		x
8	Are the names and locations of fire marshals and first aiders displayed and known to staff?	✓	
9	Are there sufficient numbers of first aid boxes?	✓	
10	Do first aid boxes contain the correct contents?	✓	
11	Is there a schedule for regularly checking content of first aid boxes?		x
12	Is the HSE official poster 'Health & Safety Law – <i>What you need to know</i> ' displayed? (ISBN 97807 1766 3149)	✓	
13	Is the Employers' Liability Insurance certificate displayed or available online?		x
14	Are eating facilities clean and adequate for number of staff present?	✓	
15	Are toilet facilities clean and adequate for number of staff present?	✓	
16	Are washing facilities clean and adequate for number of staff present?	✓	
17	Are changing facilities clean and adequate for number of staff present?		x
18	Is the general working environment clean?	✓	
19	Is the general working environment at an appropriate temperature?	✓	
20	Is the general working environment adequately lit?	✓	
21	Is the general working environment adequately ventilated?	✓	
22	Is the working environment free from excessive noise and vibration?	✓	
23	Are substances hazardous to health stored and used in accordance with current COSHH assessments?	✓	
24	Are stores safely stacked?	✓	
25	Are pedestrian and vehicle routes free from obstruction?	✓	
26	Are floors even and well maintained?	✓	
27	Are there effective procedures to deal with spillages?	✓	
28	Is waste stored appropriately and not allowed to accumulate?	✓	
29	Are checks and proper testing being carried out on electrical appliances?	✓	
30	Are company vehicles subject to routine (daily/weekly) inspections?	N/A	
31	Are company vehicles regularly serviced by a competent Association?	N/A	
32	Are employees wearing the correct personal protective clothing/equipment?	✓	
33	Are the correct manual handling techniques actually in use?	✓	
34	Are the workstations of DSE users correctly laid out?	✓	

- i. Item No.1 - flooring faults repaired in two rooms, no further hazard.
- ii. Item Nos. 4, 30 & 31 Do not apply, No. 4 luminescent signage, Nos. 30 & 31 refer to company vehicles, there are no company vehicles.



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- iii. Item No. 7 - No automatic system in place, manual opening and closing
- iv. Item No. 11 - No current schedule in place, to be actioned
- v. Item No. 13 - Employers' Liability insurance certificate available on request
- vi. Item No. 17 - There are no designated changing facilities due to the size and layout of the office.

No issues in relation to Health & Safety have been raised either by staff members or members of the public visiting the offices during the 1<sup>st</sup> Quarter of 2023.

It should be noted that Health & Safety reports will be made available on a quarterly basis by testing various aspects of Health & Safety Policy.

MC reviewed and noted the Health and Safety Report (April-June 2023).

## 15. Q1 TENANT AND RESIDENT SAFETY REPORT

█ presented to MC the Tenant and Resident Safety Report (April-June 2023).

MC will be aware that issues in relation to tenant & resident safety is and will remain a key topic for the SHR somewhat in response to the heavily reported cases in England on issues such as damp/mould and the Grenfell tower fire, in both cases residents died.

The Association as a Registered Social Landlord (RSL) has a duty to preserve the safety of all its tenants and residents and where necessary put in place measures to mitigate any real, or perceived, threat to that safety by the occupation of our homes.

The SHR wish to be assured that the governing board/management committee members are aware of their obligations in this regard. Henceforth, there will be a report produced quarterly on measures taken or programmed to ensure the safety of all out tenants and residents occupying KCHA properties. Examples of which are:-

- a. E.I.C.R.  
Electrical Installation Condition Report, otherwise referred to as 5 year electrical inspections are carried out, on time and any defects notified are addressed. We have a rolling programme of safety visits annually. In this financial year, 2023/24, there are two development sites to be inspected, they are Achamore/Lochgoin and Inchfad 2 the inspections should be completed mid-August 2023.
- b. GAS SAFETY  
Gas safety visits are carried out annually to all properties at which all gas appliances are checked to ensure they are safe and CO detectors are also



checked. The number of gas safety visits carried out to date are noted within the Q1 Gas Safety Report earlier.

c. FIRE SAFETY

Integrated smoke, heat and fire detectors have been fitted in all properties. The detectors are checked annually at the gas safety check.

d. LEGIONELLA

There are a number of properties that have common water tanks in the loft areas which are checked by a suitably qualified engineer on an annual basis.

e. ROOF ANCHORS

Although not strictly speaking a tenant and residents safety issue, these are checked every year to ensure they are safe to use for any person using them when accessing the roof area.

f. DAMP /MOULD

We do not currently have a specific programme for inspection; however we will be able to identify any issues at the proposed annual home visits. We have until now been reactive rather than proactive in our approach to this subject, relying on a report being made by the tenant.

This is not meant to be an exhaustive list; however the Management Committee can be assured that any aspect which may affect the health and welfare of our tenants and residents is addressed either reactively or proactively in full recognition of our duty of care.

Management Committee will receive quarterly reports or more frequent if required.

MC reviewed and noted the Q1 Tenant and Resident Safety Report (April-June 2023) and were assured that all legal and regulatory requirements are met by the Association.

## **16. HUMAN RESOURCES – UPGRADE PROPOSAL**

████ put forward the proposal to MC that the Association approves the change to the staffing structure by the re-creation of the position of Senior Housing Officer by conferring the position on the current Housing Officer post holder.

The Housing Officer would move from EVH Grade 7 to EVH Grade 8 (PA28 – PA31

The principle reasoning being that since the promotion of the Housing Manager to that of Director and the decision not to employ a replacement has meant that

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there are gaps in the structure which have of necessity been filled by the Director.

The Director has directed a great deal of time and energy in managing the day to day operation of the housing management function within the Association as well as the strategic direction of the Association.

This proposal would in effect bridge the gap between the post holder and the Director, giving the Association a more balanced and effective structure.

This would be more in line with similar small RSL's and more in line with our structure when the writer joined the Association originally.

The current Housing Officer has the skills, knowledge, and experience to fulfil the position of Senior Housing Officer.

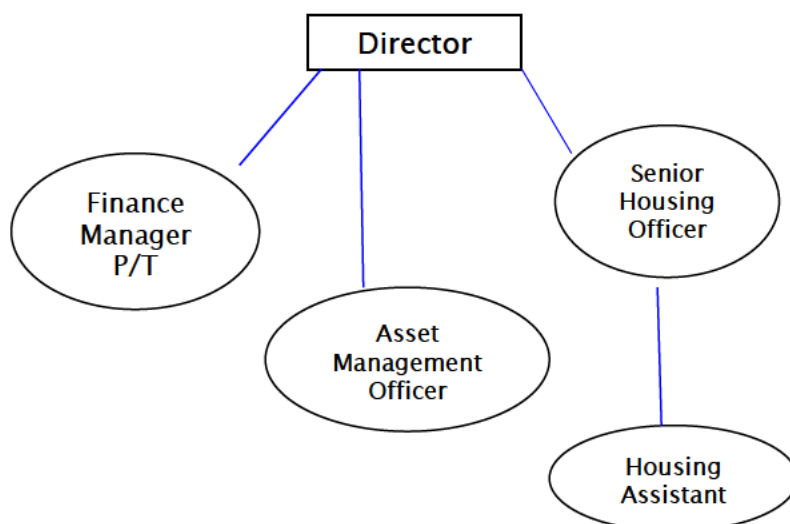
The current Housing Officer has shown initiative in 'wider role' activities in particular in relation to the application and administration of the SFHA/SG winter heating and cost of living payments to tenants of the Association having distributed £25k in payments over the course of the last six months.

The current Housing Officer has represented the Association at external fora and seminars as would be the case for a senior member of staff.

The Housing Officer has been with the Association for more than 8 years and during this time has grown and developed and is a great asset to the Association and in the writer's view she will continue to advance the Association's core raison d'etre of improving standards and inspiring change.

The proposal is in line with the EVH Grading guidelines.

The proposed re-structure would be:-



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MC reviewed and approved the proposal the re-creation of the position of Senior Housing Officer by conferring the position on the current Housing Officer post holder.

██████ advised MC that the position of Senior Housing Officer will be effective as of the 1st of August.

## **17. WINDOW & DOOR REPLACEMENT – LADYLOAN 1**

██████ informed MC that glass for the remaining defects would be ready for Thursday 3<sup>rd</sup> August to complete the outstanding Jobs.

Currently there are 9 properties left with defects. If the contractor, Sovereign Windows, fails to complete the Jobs by the date given, then this will be escalated further to the managing director.

The contract has gone significantly over the proposed completion date and the problems with defects have taken too long to resolve due to the lack of communication from the contractor. To avoid this happening again the Association intends to research future contractors for quality as well as competitive pricing.

## **18. GOVERNANCE ACTION PLAN JULY 2023**

MC have confirmed that all reports and actions were complete or given outcomes.

MC approved the Governance Action plan July 2023

## **19. A.O.C.B**

19.1 ██████ I advised MC that the AGM will be held at the Association's office and via Zoom on Monday 7<sup>th</sup> August at 6pm.

19.2 The next Governing Board Training will be held on the Monday 21<sup>st</sup> August at 6pm.

## **20. DATE OF NEXT MEETING**

The next meeting will be an Operation Meeting to be held on **Tuesday 29th August 2023** at **5.45pm** within the Association's offices and via Zoom.