

CLOCH HOUSING ASSOCIATION LIMITED

**Cloch Housing Association
Meeting of the Housing and Property Services Sub-Committee
held on Tuesday 15 November 2022 at 6:00pm
at the office and on MS Teams (Hybrid)**

MINUTES

Members (present via MS Teams)	David Brown, Kelly Ferns, Hristina Tarpanova (observing)
Members (present in the office)	Eileen Tamburrini, Eleanor Robertson
Officers (present in office)	Alana Durning, Chief Executive Officer Paul McColgan, Head of Property Services Anne Jamieson, Assistant Housing Officer (minutes)
Officers (present via Teams)	Louise Carlin, Head of Housing Services

1. No Apologies and Declarations of Interest**

2. Election of Sub-Committee Chair.

2.1 Election of Housing and Property Services Sub Committee Chair proposed by and seconded by the Sub-Committee. The Chair, Eileen Tamburrini, accepted.

3. Minutes of Housing & Property Services Sub-Committee 9 August 2022*

3.1 There were no new matters arising. Nothing commercially sensitive or identifiable for redaction. A Sub-Committee member referred again to section 11.1 of the minutes asking for a more detailed summary page. This was to highlight the key points contained within the report and including a reference to link this to the relevant section of the full report.

4. Matters Arising/Outstanding Actions**

4.1 No matters arising or outstanding actions.

5. Sequestrated Monies Write-off*

5.1 The HoHS asked the Sub-Committee to consider a write-off amount of £825.12. They advised that the tenant is bankrupt; therefore, the Association cannot pursue the arrears. Approved and seconded by Sub-Committee members.

6.0 Mid-Year Write Offs**

- 6.1 The HoHS confirmed that an extensive exercise is being conducted with former tenant credit balances on rent accounts. It was noted that the team still has some work to do with these cases therefore the former credit balances will be considered for write-off at the February 2023 Sub-Committee meeting.

Sub-Committee members asked how the Association pursues former tenant arrears (FTA) and if using a debt recovery agency was this effective. The HoHS will review effectiveness / value for money and report back.

The HoHS discussed the former tenant arrears and £1,581.44 was approved for write-off and seconded by the Sub-Committee members.

7. Entitlements, Payments, and Benefits Report – Allocation of Property*

- 7.1 The HoHS advised this allocation was previously approved digitally by all Sub-Committee members. In summary, an offer of accommodation was made to the sister of a former employee, through a Section 5 referral. Approval was sought because the former employee left less than 12 months ago. Approved and seconded by Sub-Committee members.

8. Glasgow & West of Scotland Forum (GWSF) – Proposal to increase Fees*

- 8.1 The proposed annual subscription fee increase was discussed. The CEO and members could see the rationale behind the need to increase the fees, however thought the 50% increase was excessive. The CEO and members discussed the positive work the GWSF have been doing in raising awareness regarding rent cap/freeze. The CEO will reach out to other RSL's for discussions/advice, with a view to a collective approach to the GWSF, requesting a gradual stepped increase to the fee cost. The CEO will feedback to the Board on the outcome. The HoPS also commented that the flow of information from the GWSF on issues affecting RSL's was also helpful. Members welcomed this comment.
- 8.2 The Sub-Committee members agreed with the approach and suggested we note discussion now, but the final decision should go to the Board for approval.

9. Head of Housing Services Report**

- 9.1 It was noted that non-technical arrears were currently at 1.17 %, which is down from the previous month. The Sub-Committee discussed delays with Discretionary Housing Payments (DHP) and the impact on arrears. The Sub-Committee asked for figures regarding what was due and the reasons why money is being paid late. The HoHS advised there is no pattern to payment receipts and timescale.
- 9.2 Void days were noted as currently standing at 48 days versus the target of 40, with allocations being impacted by contractor delays.

- 9.3 Estate Management – the Housing Team are working through a backlog that was created due to no visits being conducted during Covid. The team is carrying out process mapping with a view to streamlining the process and creating more time and additional resources for other duties. New tenants have been added to the garden tidy scheme, which is at full capacity. The Sub-Committee asked for more details of anti-social behaviour cases, which may benefit from the additional resources.
- 9.4 The Wellpark project is almost complete, with 8 flats due back from the contractor to complete the project, 7 of which are expected before Christmas.
- 9.5 The Cloch+ is project is continuing with 3 furnished flats tenanted and a further 3 identified. The furniture contractor has been changed resulting in better quality goods. It was noted that the Cloch+ project staff vacancy has not been filled yet, however one day resource is being provided by a part time member of staff. Two tenancies have failed, and the reasons why will be reviewed. It was acknowledged that the project is still at very early stages, and Cloch is learning from each property we furnish.
- 9.6 The HoHS confirmed that the team continue to work closely with Inverclyde Council's Refugee Team and will support when properties are needed. However, requests for referrals have stopped for now.

Resolution

The Sub-Committee noted the report.

10. Head of Property services Report**

- 10.1 The HoPS advised costs and availability of contractors is causing issues with reactive repairs, void repairs and cyclical work. T C Young are providing contractual, and procurement advise. The HoPS report was discussed at length and various measures regarding safeguarding the delivery of the services as well as future procurement options were noted, which may include the development of a dynamic purchasing system (DPS).
- 10.2 It was highlighted that void performance continues to be poor, which is a result of contractor management and resource issues. To address this, future procurement opportunities were under review, which may include developing a small contractor framework. It was noted that in the short term, to help improve performance, Cloch is utilising local contractors to assist with the workload.
- 10.3 Planned maintenance was discussed and it was noted that the contractor L&D had entered into administration earlier in the year and that the lack of contractors who would be able to cope with the level of work was an issue.
- 10.4 Carrying out the work for the tenants who had previously been informed that works were planned but had been delayed due to the insolvency of L&D was now a priority and options to complete the work were being considered. The CEO discussed not proceeding with the EverWarm tender, and the financial and risk implications, had the contract been awarded.
- 10.5 The HoPS confirmed that LD2 work was now 100% complete. Electrical testing was 89% complete and expected to be 100% complete by end of the financial year.

- 10.6 The Sub-Committee passed on thanks to the HoPS, and their staff, for the details in the report submitted and for all their hard work during difficult times.

Resolution

The Sub-Committee noted the report.

11. AOCB

- 11.1 The Sub-Committee asked if the Association has an emergency plan prepared, in the event of a major incident. The HoPS referred to the Business Continuity Plan and advised that any major incident relating to the properties would be escalate to the Property Services team by the contractor involved.

12. Meeting Reflection and Feedback

Further context was required for some items contained within the Housing Services report.

Reminder that the major of items should be highlighted and summarised in an executive summary, where applicable, going forward.

13. Date of Next Meeting

14th February 2022. The meeting closed 7:20 pm.