

CLOCH HOUSING ASSOCIATION LIMITED

Meeting of the Housing and Property Services Sub-Committee held on Tuesday 27th of August 2019 at 6:15pm at Cloch Housing Association 19 Bogle Street, Greenock.

MINUTE

Present: Heather Thomson (Chair) Eleanor Robertson
 Brian Corrigan Karen Wilson
 Eileen Tamburrini

Attending: Andy Thomson (Housing Services Manager)
 Paul McColgan (Property Services Manager)
 Nicola Findlay (Senior Housing Officer)
 Lynne Stewart (Housing Assistant, Minute Taker)

ITEM	DETAILS	ACTION
1.0	Apologies, Declarations of Interest, Gifts and Hospitality	
1.1	There were no declarations of interest.	
1.2	Apologies : None.	
2.0	The Minutes Of Housing and Property Services Sub-Committee Tuesday 28th of May 2019	
2.1	The minutes were reviewed by the members present. A sub-committee member asked about the HMO's referred to at 6.1 in relation to Legionella checks; The Housing Services Manager (HSM) clarified it was not just HMO's that are checked but all supported stock get risk assessment done.	
2.2	Resolution: The Minutes of the meeting were proposed and seconded and unanimously approved by the sub-committee.	
3.0	Matters Arising/Outstanding Actions	
3.1	There were no matters arising.	
3.2	The HSM discussed the outstanding actions from the previous meeting, these were: <ul style="list-style-type: none"> The HSM advised that if something is changed in the previous minute they would just go back to the previous minute and amend. They will not 	

3.3	<p>be re-issued to the sub-committee and any changes will be noted in the outstanding actions in terms of what has been amended; once approved they will be published for FOI purposes from mid-November.</p> <ul style="list-style-type: none"> • The Property Services Manager (PSM) advised all properties with water storage at our HMO and supported properties have had water hygiene risk assessments carried out. • The HSM advised that the Lettings Plan has been approved and has been circulated to ICHR, Homeless etc. • The Customer Engagement Action Plan has been approved by the Committee and is a working document and will be re-visited in 2020. <p>Resolution: The sub-committee noted the content of the report</p>	
4.0	<p>Property Managers Report</p> <p>4.1 The PSM presented the Property Managers Report.</p> <p>4.2 A sub-committee member asked about progress with IFlair. PSM advised that they are in the position where a PIN notice has been issued and this has been advertised on the Public Contract Scotland Website. PSM advised that he and the IT team have developed their own web page. Contractors can see the link for this on the twitter feed, Facebook and SFHA. The first meet the buyer event is next Thursday 7th September 2019. To date there are 70 notes of interest from contractors.</p> <p>4.3 HSM noted that North Star, who undertook work for the rent restructure and also done work for River Clyde Homes and Inverclyde Council for development and displacement, were successful in bidding for the Asset Management Strategy project and this work was ongoing.</p> <p>4.4 A sub-committee member asked if MPS could advise why the voids were an issue as they were performing well. PSM advised there was a change in staffing but this has now been resolved and performance has now gradually improved.</p> <p>4.5 Resolution: The Sub-Committee noted the content of the report.</p>	
5.0	<p>Housing Managers Report</p> <p>5.1 The HSM presented the Housing Manager's report and detailed the key points of the report:</p> <ul style="list-style-type: none"> • Technical arrears have increased to 1.21% as we are waiting on DHP from Housing Benefit and some Universal Credit payments. • Relet times 44.5 days. HSM advised that the void report details some of the issues that has experience with some of the voids, some properties are being enhanced with carpets and decoration. <p>5.2 A sub-committee member asked if enhanced void works is something we would discuss with the applicant at this point. HSM advised that we would be</p>	

	enhancing voids before the property is advertised to stop the whole process of losing time in term of lets and also to get some good pictures of the property to attract additional bids. He advised this is a trial until the end of October then analysis will be carried out to see if it made any difference.	HSM
5.3	A sub-committee member asked when new tenants come in do they come from other Associations. HSM advised that it is a pretty fair mix.	
5.4	HSM advised that as Board approved new structure to our rents we will be writing out to tenants in the next couple of weeks to advise on the new rent charge.	HSM
5.5	A sub-committee member asked if Inverclyde Council were engaging in the Syrian refugee resettlement programme and do Cloch get any referrals. HSM advised that Cloch have offered in the past but they have not come back to us so far. He understands that a small number is taken each year.	
5.6	A sub-committee member asked if we advertise properties with any other agencies. HSM advised that we advertise on ICHR, our Facebook and Twitter pages and have been investigating Gumtree etc. At the moment Oak Tree Housing advertise their properties on Gumtree but there seems to be an issue when applicants from London etc. bid for properties then can't make the journey to come up to see the property this could cause more problems so will monitor this for the moment and learn from our partner's experience.	HSM
5.7	Resolution: The sub-committee noted the content of the report.	
6.0	Policy Review – Arrears and Legal Action Policy	
6.1	HSM presented the revised policies and noted there are very few changes to the arrears policy maybe just some layout changes but nothing significant.	
6.2	HSM noted that within the Legal Action and Eviction Policy we have just added in a bit to reflect the changes to mandatory eviction for anti-social behaviour and Short Scottish Secure Tenancies.	
6.3	HSM asked the board if there were any amendments to be made then put it out to consultation with tenants, customers and partners. HSM advised that this a more formal consultation because the arrears policy is involved this will be sent to local Housing Associations, Financial Fitness etc. and they can come back with comments but this does not mean that we will implement them. We will then come back to the Sub Committee in November with any proposed changes as a result of the consultation.	HSM
6.4	A sub-committee member asked if the reference to the Section 11 Notice in the legal action policy should come earlier in the document to reflect real timeframes. HSM advised it is in the section which references other agencies but he would include a reference earlier in the document also.	HSM
6.5	Resolution:	

	Both policies were proposed and seconded and unanimously approved by the sub-committee for a period of consultation with tenants and relevant partner agencies.	HSM
7.0	Entitlements, Payments and Benefit Reports.	
7.1	HSM presented a report which advised there was an allocation which was covered by the Association's Entitlements, Payments and Benefits Policy which required approval. HSM advised that this is for ratification in terms of email sent to members during July and this is to formally approve the action taken.	
7.2	Resolution: The report and allocation was proposed, seconded and unanimously approved/ratified by the sub-committee. .	HSM
8.0	Write Off Report – Bankrupt Tenant / Trust Deed	
8.1	HSM presented two reports (one of which was tabled) which required approval in accordance with the arrears policy.	
8.2	Resolution: Both reports were proposed, seconded and unanimously approved/ratified by the sub-committee. The write offs will be actioned and reflected on the tenant's accounts.	HSM
9.0	Health & Safety	
9.1	Nothing to report	
10.0	AOCB	
10.1	There was no other business.	
11.0	Date of Next Meeting	
11.1	26 th of November 2019 at 6:15pm	