

**Minutes of the Housing & Property Services Sub-Committee  
meeting held at 6pm on Thursday 16 February 2023  
via MS Teams and in the office**

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| Present (in the office):  | Eileen Tamburrini (Chair)<br>Eleanor Robertson   |
| Present (via Teams)       | David Brown<br>Kelly Ferns   |
| Attending (in the office) | Louise Carlin (Head of Housing Services)<br>Angela Spence (Consultant)<br>Valerie Wilson (Finance Director)<br>Ewan Barr (ICT Manager)<br>Carolyne Swinney (Corporate Services Assistant, training)  |
| Attending (via Teams)     | Alana Durnin (Chief Executive Officer)<br>Paul McColgan (Head of Property Services)<br>Shonaid Musgrove (Corporate Services Officer, Minutes)<br><b>Ken Robertson, Heather Thomson and Jackie Smith<br/>(observing from Board)</b><br>David McIndoe (Observer) |

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| <b>1.</b> | <b>Apologies &amp; Declarations of Interest</b><br><br>There were no apologies and no declarations of interest from members of the Sub-Committee. Apologies had been received from H Tarpanova who had been invited to the meeting.  |
| <b>2.</b> | <b>Minutes of Meeting held on 15 November 2022</b><br><br><b>ACTIONS</b><br><br>1. An amendment was to be made to the first page removing the workplace content of a Board member who was observing the meeting.<br>2. There was no note of whom had been voted in as Chair; this to be added in.<br>3. There was no note of any Vice Chair being nominated. A Vice Chair to be nominated at the next meeting if not already done.<br>4. Name of Vice Chair added if this was carried out at the meeting.<br><br><b>RESOLUTION</b><br><br>With points 1 and 2 being made and point 4 (if applicable) the Minutes were proposed, seconded and approved. |
| <b>3.</b> | <b>Matters Arising &amp; Outstanding Actions</b><br><br>The meeting was advised that the items highlighted in green were now complete and could be removed from future outstanding actions. The HofHs advised that item 4.10 under 16/08/22 meeting “the mortgage to rent scheme” was now complete and would be removed. The HofHS also advised that an owners’ newsletter would be issued with the June factoring invoices. The HofHs advised that item 11.1 had been undertaken and  |

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|           | <p>summary pages will be more detailed going forward. This will be removed from the list.</p> <p><b>RESOLUTION</b></p> <p>The meeting noted the above.</p>   |
|           | <p><b>The HofPS advised that he had agreed with the Chair to change the order of the agenda for 1 item. The HofPS report (item 9) would come before the HofHS report (item 8). The HofPS would leave the meeting at this point.</b></p>  |
| <p>4.</p> | <p><b>End of Year Write Offs</b></p> <p>The HofHS took the meeting through the key points of the report and intimated that this would be a priority over the coming months. A member asked why there had been a significant increase in the number of former tenant arrears cases and ultimately the hike in costs (an increase of 14 cases, with an additional increase of £27.2k). The HofHS advised that this had been the first time, since coming to post, that they had scrutinised the report and had found some anomalies. These included cases sitting at the wrong status and cases that had been missed off. The HofHS stated that they were confident that the figures were now accurate; it was something that had unfortunately fallen off the radar over the past couple of years.</p> <p>A member enquired to the high number of cases that had large credits on their rent accounts. The HofHS replied that there was a number of reasons that this could be (1) over payments on their rent (2) abandonment but Universal Credit is continued to be paid and (3) the money has sat on the account for years UC. In some instances, the tenant is deceased and UC/Cloch are unable to get in touch with family for a longer period of time; but UC continue to make the payments.</p> <p>A member asked for a progress report on these overpayments. The HofHS advised that these will form part of the ongoing HofHS reports from now on.</p> <p><b>PROPOSALS</b></p> <ol style="list-style-type: none"> <li>1. Approve write-off of £3,593.38 for irrecoverable former tenants' rent arrears.</li> <li>2. Approve write-off of <b>-£1,247.36</b> (credit) of former tenants' credit balance write offs (rent balances).</li> <li>3. Note write-off of irrecoverable former tenants' rent arrears under £750 by the Head of Housing Services in the sum of £2,396.39.</li> <li>4. Amend the Rent Arrears Policy and Scheme of Delegation to enable the Head of Housing Services to write off former tenants' credits up to a value of £750 in line with existing delegated authority for write off of former tenants' arrears.</li> </ol> <p><b>RESOLUTION</b></p> <p>The Sub-Committee proposed, seconded and approved the proposals as stated above.</p> |

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| 5.  | <p><b>Entitlements, Payments &amp; Benefits</b></p> <p>The meeting had been advised that the 2 housing allocations had been dealt with electronically with an in-between meeting decisions. The report was being brought to the Sub-Committee for noting.</p> <p><b>RESOLUTION</b></p> <p>The Sub-Committee noted the report.</p>  |
| 6.  | <p><b>Annual Leasing Report</b></p> <p>A brief discussion took place on the refusal of some flats by refugees. It was explained that many wish to be housed in Glasgow and not Inverclyde; resulting in some lying empty. This was a cause for concern regarding them being susceptible to damp and mould with no heating in them. The HofHS advised they should be let by end of March.</p> <p><b>RESOLUTION</b></p> <p>The Sub-Committee noted the contents of the report.</p>   |
| 7.  | <p><b>New Policies/Policy Reviews</b></p>  |
| 7.1 | <p><u>ICHR Joint Allocations Review</u></p> <p>It was noted that an error in the first page stated “2023”. It should have read 1 April 2022.</p> <p>The HofHS advised that a comprehensive review of the policy had taken place in 2022. The areas for amending and approval were:-</p> <ol style="list-style-type: none"> <li>1. Any social housing tenant (RSL or local authority) who is under-occupied in their current accommodation will be eligible for a silver pass if one bedroom is under-occupied and a gold pass if two or more bedrooms are under-occupied.</li> <li>2. The wording in the policy will be amended to make it clear that the eligibility for the pass that is required at the award stage still applies at the rehousing stage and if an applicant is no longer actively engaging with support then the pass can be removed.</li> </ol> <p><b>RESOLUTION</b></p> <p>The Sub-Committee proposed, seconded and approved the amendments. These will be discussed along with the other partner organisations.</p> |
| 7.2 | <p><u>Alterations &amp; Improvements</u></p> <p>The HofPS advised there had been only 1 minor change at item 6.2. Changing EESSH to EESSH2/Net Zero.</p> <p><b>RESOLUTION</b></p> <p>The Sub-Committee proposed, seconded and approved the review.</p>   |

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| 7.3 | <p><b>Adaptations</b></p> <p>The HofPS advised that items 10.1-10.3 had been added into the policy. A brief discussion took place about new guidance for adaptations that is coming from the Scottish Government. This will be monitored in case the policy needs to be reviewed again.</p> <p><b>RESOLUTION</b></p> <p>The Sub-Committee proposed, seconded and approved the review.</p>   |
|     | <p>As agreed, the HofPS report would be taken next.</p>   |
| 9.  | <p><b>Head of Property Services Report</b></p> <p>The HofPS took the meeting through the report and intimated that a presentation will be made at the next meeting.</p> <p>Key points noted were:-</p> <ol style="list-style-type: none"> <li>1. Compliance update from SHR becoming under assurance report. A lot of work on gas servicing been done. EICR's being targeted now; we are almost 99% compliant. By 31 March we will have hopefully gained access into all properties or report to the Regulator will stipulate the "no access" ones and reasons why which were out with our control.</li> <li>2. Cloch will continue to carry out adaptations even if funds run out. We will claim back from next tranche of funding.</li> <li>3. Mould &amp; damp. Letter from SHR regarding recent tragic case in England. Cloch will continue to promote advice and our procedures on our social media platforms as well as newsletters. A policy is still to be drawn up.</li> <li>4. ESSH2/Net Zero. Onus on the local authority to produce a Heat/Energy Strategy. IC have no stock, but Cloch want to have an input into the strategy.</li> <li>5. Update on planned maintenance will recommence once rent increase applied and budgets known.</li> </ol> <p>A member enquired if the Association is concerned about the mould/damp issues in light of the fuel poverty hitting households. The HofPS replied we are. If homes not getting heated adequately and no ventilation happening then mould/damp can occur; coupled with drying clothes inside on radiators, etc. The member asked if this could be monitored. The HofPS stated a report could be prepared for 6 months' time.</p> <p>A member asked for clarification on "right first time" repairs. The HofPS explained this to the meeting.</p> <p><b>ACTION</b></p> <p>A report on mould/damp to be provided in 6 months' time.</p> <p><b>RESOLUTION</b></p> |

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|            | <p>The Sub-Committee noted the report.</p> <p>The HofPS left meeting at this point; time was 6.45pm.</p>  |
| <b>8.</b>  | <p><b>Head of Housing Services Report</b></p> <p>The Sub-Committee had previously been provided with the HofHS report to which a presentation was now made.</p> <ul style="list-style-type: none"> <li>• Key performance across the operations were reported on.</li> <li>• The Wellpark Project has now concluded and a review will follow.</li> <li>• Cloch Plus Project. New Housing &amp; Community Connector will commence a review of this project which will be reported back to the Sub-Committee.</li> <li>• Further work on staffing and workloads to be done. Housing Consultant is assisting with this. An update will be brought to the next meeting.</li> <li>• Refugee integration/status update.</li> <li>• Rent increase will be reported to the Board meeting on 21 February.</li> <li>• Review of policy schedule for 2023 was advised. All of housing team will be involved in this.</li> </ul> <p>The HofHS intimated that a new policy for Write Offs will be prepared for the August meeting.</p> <p>The HofHS asked for feedback on the report following inclusion of comments made at the previous meeting. Members liked the layout of the report; they felt it was well structured. The accompanying presentation was extremely well received.</p> <p><b>RESOLUTION</b></p> <p>The Sub-Committee noted the content of the report.</p> <p>The Sub-Committee proposed, seconded and approved the revised schedule for policy review and the creation of the new Write Offs policy.</p> |
| <b>10.</b> | <b>AOCB</b>   |
| 10.1       | <p><u>Reflections</u></p> <p>Members noted that their comments at the previous meeting had been acted upon and were pleased with the results.</p> <p>The CEO advised that any further feedback would be welcomed.</p>   |
|            | <b>The meeting concluded at 7.11pm</b>  |
|            | <p>A short comfort break took place before the F&amp;CS part of the meeting commenced.</p>  |