

Yorkhill Housing Association

Agenda Item 5.2

Summary Report for Management Committee 20th August

Services Sub Committee meeting held via Zoom on: 16/07/2020
6pm

Topic discussed	Discussion/Decisions made	Action required
<p>Minutes of Services Sub 30th January 2020 – Minutes previously circulated with papers to members in May 2020 but as no physical meeting took place these were formally approved tonight.</p> <p>Q4 performance reports</p>	<p>Approved by Gurmeet Mattu and seconded by Billy Doherty</p> <p>As result of lockdown and in absence of a physical meeting in may 2020, reports were sent to Sub Committee members for information/comment.</p>	<p>No further action or amendments.</p> <p>Noted by committee and no areas of concern.</p>
<p>Maintenance Q1 Performance Reports</p> <p>Gas Servicing Report Q1</p>	<p>Gas servicing running well but Noted 4 no accesses during Q1 due to ill health/shielding. No independent audits carried out in Q1 but these can easily be caught up over Q3/4</p>	<p>Staff will continue to monitor current situation and keeping in contact with residents concerned.</p> <p>Audits will be programmed later in year.</p>
<p>Reactive Repairs Performance Q1</p>	<p>Report discussed and noted urgent and emergency repairs only being carried out during Q1. Timescales for these are currently being met.</p>	<p>Continue to monitor and review this in line with ongoing Government guidance.</p>
<p>Capital & Major repairs Q1</p>	<p>Report was discussed and noted. No capital works had taken place in Q1 other than 2 boiler replacements due to breakdowns. Review of capital programme discussed with committee to reduce kitchens/bathrooms to 8 of each for coming year.</p>	<p>Continue to review programmes throughout 20/21 in line with Government guidelines.</p>
<p>Cyclical Repairs Q1</p>	<p>Report discussed and noted.</p>	<p>Roof anchors scheduled Sept. Close painting, various external</p>

		common works and attic tank work will resume as soon as guidance allows/contractors return to work.
Customer Satisfaction	Report Noted and low returns during Q1 however results are positive.	Staff will recommence postal surveys during Q2.
SHQS/EEESH EFR & PIR	Report presented and discussed. Noted 3 month leeway for remedial plans catch up on fire and carbon monoxide detector installations. YHA are on target to complete on time.	No issues anticipated in meeting SHQS.
Factoring Performance Q1 Reports	<p>Report discussed and contents noted.</p> <p>Invoices issued May to all owners £145k.</p> <p>Delays with recent sales finalising due to Registers of Scotland closure. These have now settled in recent weeks.</p> <p>Focus on chasing and processing contractors invoices in order that they are paid timeously during lockdown.</p> <p>Property Factors annual registration was completed at end June 2020.</p> <p>Noted arrears dropped from £117k May '20 to £62,689 June '20 with arrears chasing ongoing and proving effective during July. Noted credits held £74,096 in floats and prepayments</p> <p>11 Arrears cases over £1000 discussed in detail and committee updated on progress with each case. 2 of these cases cleared prior to meeting.</p>	<p>Ongoing.</p> <p>Committee thanked all staff for the joint effort and hard work throughout Q1 in difficult circumstances.</p>

	Common/cyclical repairs programme discussed	
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