

**Yorkhill Housing Association Limited**

**Minutes of the Virtual Management Committee meeting 27<sup>th</sup> May 2021**

**Present:** M Green (Chair), R Winning, C Armstrong, P Braat, M Harris,  
N McPherson, B Docherty, G Mattu, H Fitzgerald

**Apologies:** P Marsden, N McPherson, Y Alexis

**In Attendance:** M Menabney (Chief Executive), S Pattison (Compliance Manager), P Hollinsworth (Director of Property Services) Linsey Caldwell (Governance Assistant) Olwyn Gaffney (SHARE) (LC and MM, Minutes).

<p><b>1.</b></p>	<p><b><u>Welcome and Apologies</u></b></p> <p>M Green welcomed everyone to the meeting, apologies were noted.</p>	
<p><b>2.</b></p>	<p><b><u>Declarations of Interest</u></b></p> <p>None</p>	
<p><b>3</b></p>	<p><b><u>Management Committee Appraisal 2020-2021</u></b></p> <p>Report presented by O Gaffney, SHARE - for information.</p> <p>The report concluded that the Association has a Committee whose members are knowledgeable, experienced, keen to learn/develop and committed to the work of the Association.</p> <p>There are fewer recommendations than the last report which reflects the progress made over the last year.</p> <p>SHARE will provide individual learning statements and a suggested learning &amp; development plan for the Committee to consider.</p> <p>M Green confirmed that Committee would take on board the recommendations and discuss them at future meetings and strategic weekends.</p> <p>O Gaffney was thanked for her report and left the meeting at 6.25pm</p>	MC
<p><b>4.</b></p>	<p><b><u>Minutes of last meeting April 2021</u></b></p>	
<p>4.1</p>	<p><u>Amendments</u></p> <p>None</p>	
<p>4.2</p>	<p><u>Approval</u></p> <p>The minutes were unanimously accepted and approved for signing off by M Green.</p>	

4.3	<p><u>Matters Arising</u></p> <p>None</p>	
<p><b>5</b></p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p><b><u>Reports from Sub Committee</u></b></p> <p>Reports for information/ratification</p> <p><u>Governance &amp; Finance 22<sup>nd</sup> April 2021</u></p> <p>A member pointed out she had asked that Committee have more oversight on electronic payments made by the Association, but this was not included in the report. M Menabney advised that this would be in the minute from the Governance &amp; Finance April meeting and may also be picked up by the Auditor. She assured members the Finance Manager would be reviewing procedures accordingly.</p> <p><u>Property Services (Housing Management) 29<sup>th</sup> April 2021</u></p> <p>No questions or comments on this report.</p> <p><u>Property Services (Maintenance &amp; Factoring) 6<sup>th</sup> May 2021</u></p> <p>No questions or comments on this report.</p>	<p>GW</p>
<p><b>6</b></p>	<p><b><u>Complaints Report 2021</u></b></p> <p>M Menabney's report on all complaints received by the Association for 2020-2021 was discussed.</p> <p>The Chairperson thanked the Chief Executive for revising the format of the report to provide members with an improved awareness of the nature and type of typical complaints.</p> <p>Members noted the following issues arising:</p> <p>The overall number of complaints were slightly less than 2019-20, a total of 38 were received, compared to 45.</p> <p>Of the 8 complaints fully upheld, most were due to communication issues. Staff have been reminded of the importance of clear and effective communication strategies with customers to avoid potential misunderstandings.</p> <p>All staff will be provided with refresher training on the new MCP which was implemented on 1<sup>st</sup> April.</p> <p>16 complaints were partly upheld. Half of these were concerning circumstances where the Association has no direct control, most commonly relating to GCC's refuse removal service provision.</p>	<p>MM</p>



7.2	<p><b><u>Data Migration and Business Continuity: Data Protection Impact Assessment</u></b></p> <p>S Pattison explained to members that in accordance with good information management practice, a data protection impact assessment (DPIA) had been undertaken in respect of the proposed data migration exercise that would involve the transfer of sensitive information to the new IT system.</p> <p>Committee noted the Information Commissioner’s DPIA template had been used and would ensure the Association could demonstrate compliance with the key principles of data protection.</p> <p>The contents of the report covered:</p> <ul style="list-style-type: none"> <li>- Use, storage and disposal of information as per existing YHA policies and procedures</li> <li>- Purpose and objectives of data migration exercise</li> <li>- Legal context and compliance</li> <li>- Risks identified with appropriate controls</li> </ul> <p>Committee approved the report.</p>	SP
8	<p><b><u>Report on Divergence from Policy Procedure</u></b></p> <p>R Calvert’s report was discussed and approved by Committee.</p> <p>It was noted that in accordance with the Association’s procurement procedures, quotations had been sought for work that had been anticipated to be below the £12,000 threshold for Quick Quotes.</p> <p>The contractors had submitted costs over this amount, full details were included within the report.</p> <p>Committee agreed that in the circumstances there was no value in re-tendering and R Calvert’s recommendation to accept the lowest quote was accepted.</p>	RC
9	<p><b><u>Management Transfer Report</u></b></p> <p>Report prepared by M Krupa, Acting HSM</p> <p>Members noted a managementtransfer had been approved by the CE in accordance with the Association’s policy.</p>	MK
10	<p><b><u>Correspondence from Scottish Housing Regulator</u></b></p>	
10.1	Covid-19 Quarterly Returns - noted	MM
10.2	<p>Updated Covid Advice for Governing Bodies – noted</p> <p>Members confirmed the correspondence had been received and read.</p>	

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**2021 ARC/EESH Presentation**

Presented by M Menabney, Chief Executive.

The 2021 Charter Return was discussed and approved with the following discussion points arising:

*1. The Association's Vision and Values*

It was agreed the vision and values would be reviewed at the next strategic planning event; some members thought the vision statement should be updated.

*2. Contextual Information*

Noted that the contextual information relating to stock, structure and staff was generally static.

Also noted

- Staff absence rates had reduced from 5.8 % the previous year to 2.5 % for 2020-21.
- 50% of all allocations had been made to homeless applicants through GCC's Section 5 referral procedures.
- 22 allocations made across all sources

*3. Overall Satisfaction / Customer/Landlord Relationship*

Satisfaction levels were slightly down; noted that the number of respondents were also less. The previous residents' survey had included 248 responses while this year's results were based on 118.

It was agreed the senior staff team should actively arrange to put the previously agreed engagement strategies into action.

*4. Housing Quality and Maintenance*

Noted and discussed

- 109 SHQS exemptions are all due to kitchen layouts
- Abeyances are gradually reducing as properties fall void
- Currently 9 abeyances; all due to tenant refusals
- 145 tenants had returned satisfaction surveys, 97.24% were very satisfied or satisfied with the repairs service.
- 49 emergency repairs completed, average time 1.8h
- 802 urgent routine repairs, average time 1.4 days
- 22 overdue gas services, all due to Covid anxiety on part of tenants. Noted only 1 of these was still outstanding
- 9 medical adaptation requests had been received, but only 1 completed.
- Noted that the remaining 8 are for shower/wet room conversions which require the occupants to move to temporary accommodation while the work is underway. These will be progressed as soon as the restrictions are completely lifted.

Members agreed with M Menabney's view that the property services staff had provided an excellent service to tenants during the year.

### 5. *Neighbourhood and Community*

Noted and discussed

- Complaints Report discussed as per agenda item 6
- No abandonments
- 36 offers, 14 refusals
- Refusal rate has increased to 38.9% from 12.2% last year
- No specific typical reason – HM sub-committee has discussed
- HM staff try and match application details to property offers
- 64 cases of anti-social behaviour, 51 resolved
- 13 ongoing cases with 9 particularly challenging tenants

### 6. *Access to Housing and Support*

Noted and discussed

- Processing of housing applications has continued through pandemic restrictions
- 241 new applications received, 835 cancelled
- 455 on waiting list at 31<sup>st</sup> March
- 25 voids arising
- Increase in re-let times and void rent loss due to Covid
- 12 Homeless referrals received, 11 offers made
- 11 homeless offers accepted
- 13/13 transfer tenants from previous year still remaining
- 12/12 waiting list tenants from previous years still remaining
- 13/16 section 5 tenants from previous year still remaining

### 7. *Good Value from Rent and Service Charges*

Noted and discussed

- Rent payments of £1,827,302 collected, 100.2% of rent due
- 44% of rent payments were paid directly to landlord
- £829,074 received from Housing Benefit for 232 tenants
- £209,798 received for 61 tenants on Universal Credit
- Gross rent arrears 7.71%
- The overall average factoring Management fee £158, average for residential properties £186
- Noted the ARC disregards commercial property fees
- Factoring satisfaction levels 97.4%

Members considered that the impact of the Covid pandemic appeared to be less damaging than was originally anticipated. M Menabney will include a summary of the impact in the next Business Continuity update report.

**P Braat left the meeting at 8pm**

## 12 **Membership Applications/Cancellations**

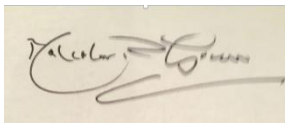
None

## 13 **Report from GWSF**

No report, M Green advised members to check the website for up to date information.

14	<p><b><u>Report from SFHA</u></b></p> <p>None, M Green advised members to check the website for up to date information.</p>	
15	<p><b><u>Report from EVH</u></b></p> <p>None</p>	
16	<p><b><u>AOCB and Date of Next Meeting</u></b></p>	
16.1	<p>A member asked for the YHA website to be updated as the last minutes published are from 2019. M Menabney advised that she plans to meet with L Caldwell/A Brown in the next few weeks to discuss the updates required.</p>	MM
16.2	<p>A member asked if OCCA and the Yorkhill Green Spaces were still operational and, if so, who oversees their accounts. M Menabney advised that there was no activity on the accounts and they are overseen by G Watson.</p>	MM/GW
16.3	<p>A member advised YHA do not appear to be registered on the E-Learning App via SHARE. M Menabney stated that this is part of the Association's membership. P Hollinsworth will speak to Olwyn Gaffney from SHARE next week to confirm.</p>	PH
16.4	<p>A member recommended to MC to sign up to the daily email from Scottish Housing News to keep up to date with the latest information from the sector.</p>	
<p><b>Date of next meeting Monday 28<sup>th</sup> June 2021 6pm VIA Zoom.</b></p> <p>Meeting ended 8.25pm.</p>		

Signed as a Correct Record



Chairperson