

Yorkhill Housing Association Limited

Minutes of a Hybrid Management Committee meeting held on 30th May 2023 in the Association's office and via Zoom

Present: M Green (Chair)(in-person), M Ralph (in-person), M Chang (in-person), Y Alexis (Zoom – Until Item 10), C Armstrong (Zoom), B Docherty (in-person), P Braat (Zoom – Until 6:30pm)

Apologies: J Wilson, B Hanley, N McPherson

In Attendance: S Pattison (Compliance Manager), Marion Menabney (C.E.) M Krupa (Housing Officer – Minutes (Zoom)), T Mallaghan (C.E.- Zoom)

1.	<p><u>Welcome, Apologies & Declarations of Interest</u></p> <p>M Green welcomed everyone to the meeting and apologies were noted.</p> <p>No declarations of interest to note.</p>
2	<p><u>Minutes of last meeting 13th April 2023</u></p> <p><u>Amendments</u></p> <p>4.3 (3.1) Should read that M Ralph rather than M Chang enquired regarding the progress of committee email addresses.</p> <p>4.3 (8) Should read that the contract for the B & C Listed buildings is one contract with 2 phases rather than 46 Overnewton Street and the C Listed properties</p> <p><u>Approval</u></p> <p>The minutes were unanimously accepted and approved subject to the above amendments for signing off by M Green.</p> <p><u>Matters Arising</u></p> <p>9. – M Menabney has contacted TC Young and is awaiting a response.</p>
3	<p><u>Minutes of Special MC Meeting 2nd May (Confidential)</u></p> <p>M Menabney advised that this minute is confidential and for Information only.</p> <p>Any enquiries should be directed to S Pattison.</p>

4	Reports from Sub Committees
4.1	<u>Property Services Sub Committee 20th April 2023</u> <p>Members discussed the summary report from the meeting. M Green advised that B Docherty and himself viewed the sample window for 46 Overnewton Street. The planning department have viewed the window for both the B & C Listed properties and the planning application should take 6 – 8 Weeks.</p>
4.2	<u>Housing Management Sub Committee 27th April 2023</u> <p>Members discussed the summary report from the meeting and noted that there were no issues of concern.</p>
4.3	<u>Governance & Finance Sub Committee 4th May 2023</u> <p>Members discussed the summary report from the meeting.</p> <p>M Menabney confirmed that the Association has instructed TC Young to lodge an intention to defend the writ recently received. The deadline for this is Friday 2nd June, following this we should receive a court date within the next 2 – 3 weeks.</p> <p>M Menabney advised she hoped this would resolve the situation in time for her retirement in mid-June.</p> <p>M Green confirmed that he had written to the person involved advising that they are no longer eligible for committee membership.</p> <p>M Menabney advised that due to these ongoing issues she has struggled to work reduced hours as planned.</p>
5	<u>Quick Quote Report (Windows and Major Repairs)</u> <p>M Menabney presented R Calvert's report. He was asking for approval to deviate from the standard procurement policy.</p> <p>Members noted that quotes had been sought from the same four contractors in relation to Major Repairs, Investment Works, Void Repairs and Double Glazing for two properties recently acquired through the GCC Scheme. As part of the scheme, 50% of essential repair costs would be funded by GCC if works are completed by July.</p> <p>In the case of both these quotes only 1 contractor returned. Their costs for the window replacements were significantly higher than expected and not considered by R Calvert to represent good value for the Association.</p>

It is usual and in line with policy and practice in this scenario that the works are then re-tendered. Given the deadline for grant funding, R Calvert had obtained quotations from another company, [REDACTED], for the window replacement element to have a comparison. The company providing the original quote [REDACTED] confirmed they would be happy to have the window element omitted from their quotation.

The window costs quoted were noted:

Property 1

Original quote- £16,880 excl VAT
[REDACTED] quote £5,581 excl VAT

Property 2

Original quote -£6,925 excl VAT
[REDACTED] quote – £3,973 excl VAT

The Chief Executive and Compliance Manager confirmed that the Governing Body could approve a policy variation, but members should be aware that this decision may be open to scrutiny from an auditor in the future.

Members discussed the situation and agreed to the Property Service Manager's request in view of the exceptional circumstances.

6.1 Void Management Policy Review

M Green advised that the services sub- committee had looked at this policy in detail and were happy to recommend it to the full management committee for ratification.

Members approved the Void Management Policy.

6.2 Allocations Policy Interim Update

M Menabney advised that this was an interim policy to cover the next 6 months, to allow for further consultation with tenants. This policy takes account of new legislation and guidance that wasn't covered in the existing policy.

It was agreed the review date should be set for October 2023.

Members approved the Allocations policy.

7 **Loan Portfolio Return to SHR**

G Watson is currently on Annual Leave so M Menabney presented this report in his absence.

M Menabney advised that the Association's borrowing position remains healthy, with only one loan outstanding. This is in respect of the office block which includes the flats at 1265 Argyle Street and 58-60 Lymburn Street. The loan is with Triados.

Members noted the following:

- Fixed rate of 3.2% until 2028 provides protection against further increases in interest rates.
- Balance outstanding £832,047
- Debt per unit has further reduced to £1,800
- Covenants comfortably met with no cause for concern and are monitored quarterly by the G and F Sub-committee.
- 435 units from 462 are unencumbered

Members approved this report for submission to the Scottish Housing regulator.

8 **Five Year Financial Forecast Return to SHR**

M Menabney presented G Watson's report on the Five Year Financial Plan.

Members noted that the forecast had been updated to include the property acquisitions and investment programme adjustments. The risks and uncertainties informing the projections were also noted and included inflation, interest rates and future regulatory expectations in relation to property improvements and carbon reduction strategies.

Key income assumptions:

- 6% rent increase for year 1, thereafter CPI +1%
- £30K pa additional rental income from recent acquisitions

Key expenditure assumptions:

- Employee and overheads Year 1 5.25%, Year 2 5%, Years 3-5 3%
- Direct costs Year 1 4.2-13%, Year 2 5%, Years 3-5 2%

The forecast projected a capital spend of £4.4m over the five year period to include kitchens, bathrooms, boilers and window replacement schemes.

The increased surpluses and healthy cash flow were noted. A member queried having large sums in reserve and suggested increased improvements for current tenants would be better use of the money. It was explained that provision for larger scale costs had to be made for projects such as roof replacements or major repairs. It was noted the 30 year forecast took account of longer term requirements and also that the ongoing investment programme ensured regular renewals and upgrades

The Return was approved.

Members agreed that it would have been helpful to have the presentation slides in advance of the meeting, and also that notes to the financial tables would have been useful. M Menabney will pass these comments to the Finance Manager.

9

Annual Return on the Charter

M Menabney presented her report on the Annual Return on the Charter. She advised that the recent acquisitions had been included for most indicators, but not included in the rent figures.

Committee discussed the performance outcomes and noted issues arising as follows:

Stock Profile

- Noted that the Association now owns 462 properties. The majority of flats are 2 apartments. (293). The recent six acquisitions included a very welcome 4 apartment to make the total number 13, and an equally welcome 3 apartment, total now 115.
M Menabney confirmed the Association would be glad to continue its participation in the Council's scheme, but it would probably be July before information on eligibility was available. Members commended J Stirling's work on this project and expressed their thanks for her hard work.

Tenant Satisfaction

- Noted that the recent comprehensive resident survey responses had been used.
212 tenants had participated.
Overall satisfaction rates had increased to 92% from the previous year's 88%. There had been a similar increase with the other survey questions.
M Green advised there would be a special management committee meeting arranged, probably in August, for members and managers to discuss the survey responses with Allan Kennedy, Principal Consultant from Knowledge Partnership.

In the meantime, managers will be planning a programme of resident engagement to be arranged during June and July, including consultation on the Allocations policy.

Complaints

- Noted the total number of complaints had decreased. M Menabney advised that further training would be required for staff to remind them that all expressions of dissatisfaction should be recorded. In response to a member's query, she explained the distinctions between Stages 1 and 2. Members noted that a full report on all complaints would be presented to the June meeting. This would provide more detail on the nature of complaints received, the majority in relation to repairs and contractors.

Rents

- Noted overall rent collected was 99.9% of the rent debit, close to the previous year's 100.5%. Gross arrears had remained at 5.3%. £13,536 of former tenant arrears had been written off, representing 41% of the total balance. Members noted that 261 tenants in receipt of Housing Benefit or Universal Credit had their rent paid direct. 41% of tenants paid the rent themselves. 88.8% tenants felt their rent represented good value.

Voids and Relets

- Housing applications continue to heavily outweigh the availability of suitable accommodation. 303 new applications were processed during the year, 240 were cancelled, 449 applicants were on the waiting list at 31st March. Members agreed that balancing the needs of external applicants, YHA tenants and Section 5 applicants was a constant challenge, particularly in relation to 3 and 4 apt properties. 29 allocations were made. 12 of these were Section 5 referrals and 2 were from GCC's temporary flats. 25 of the allocations were to 2 apt properties. 39 offers were made. The refusal rate continues to be around 1 in 4 despite staff efforts to match application details to properties as closely as possible. Common reasons for refusals are property size, particularly kitchens, and applicants 'not ready to move'. Void periods are returning to pre-pandemic levels with relet times reduced to 8.4 days compared to the exceptionally high 45 days recorded for 2022. Void rent loss was 0.17%. M Green confirmed that these figures are discussed in

detail at the quarterly sub-committee meetings and members are aware of specific concerns as they arise.

Anti-Social Behaviour

- 24 reports received, 22 resolved
Of the ongoing cases, legal action is being considered subject to legal advice
There were 3 abandonments

NoPs and Court Actions

- 12 Notice of Proceedings were issued
10 for rent arrears, 2 for anti-social behaviour
7 Court Proceedings commenced
6 for rent arrears, 1 for anti-social behaviour
1 eviction decree obtained and actioned (rent arrears)
Members discussed recovery procedure stages

SHQS

- Exemptions remained at 109 due to galley style kitchens. Abeyances have increased due to EICR works not yet completed and tenants refusing access.

Repairs

- Members were happy to note the reactive repairs performance had maintained a high standard of service.
Average times to complete:
Emergency 1.7hours
Routine 2 days
Right first time 98.24%
93% of tenants said they were satisfied with the quality of their home

Adaptations

- 12 approved adaptation requests received.
9 completed by year end, 3 ongoing
Average days to complete returned to pre-pandemic levels, 62 compared to previous year's 229
Total cost £31,747, funded by GCC

M Menabney concluded her report by conveying her thanks to the staff for their ongoing commitment and hard work.

Membership Applications/Cancellations

10

1 cancellation noted from

[REDACTED], 422 moved away.

Membership at 30/04/23 – 104

11	<p>Report from GWSF</p> <p>None</p>
12	<p>Report from SFHA</p> <p>None</p>
13	<p>Report from EVH</p> <p>Annual Report from EVH to be circulated to members. It was noted that Eamonn Connolly – Chief Executive is due to retire.</p>
14	<p><u>AOCB and Date of Next Meeting</u></p> <p><u>Fraud Checks</u></p> <p>M Menabney advised that our External Auditor requires to carry out Fraud Checks on new board members and the new CE. T Mallaghan, M Ralph & M Chang agreed to participate. M Menabney asked if they could pass their name, DOB and address to A Brown so these checks could be completed.</p> <p>There was no further business and the meeting closed at 8.30pm.</p> <p>Date of next meeting 6pm Thursday 8th June 2023.</p>