

Yorkhill Housing Association Limited

Minutes of the Hybrid Additional Management Committee meeting held on 31 August 2023 in the Association's office and through Zoom.

Present: M Green (Chair)(in-person), M Ralph (in-person), C Armstrong (in-person), B Docherty (in-person), N McPherson (Zoom), B Hanley (in-person)

Apologies: M Chang, P Braat

In Attendance: S Pattison (Compliance Manager), M Krupa (Housing Officer – Minutes, T Mallaghan (C.E.), A Kennedy (Knowledge Partnership – Item 5 Only)

1.	<p><u>Welcome & Apologies</u></p> <p>M Green welcomed everyone to the meeting and apologies were noted.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>No declarations of interest to note.</p>	
3.	<p><u>Minutes of Last Meeting - 10 August 2023</u></p> <p><u>Amendments</u> None.</p> <p><u>Approval</u> Members noted that item 11 was confidential and that only A Mallaghan and N McPherson were present for that item of the last meeting. A Mallaghan and N McPherson confirmed that item 11 was accurate, and the minute was approved.</p> <p><u>Matters Arising</u> B Docherty expressed his concern regarding the letter he received relating to item 11. A Mallaghan advised that he and S Pattison would be available to discuss any concerns with office bearers. B Docherty confirmed that he would do this.</p>	
4.	<p><u>Draft Committee Meetings Schedule</u></p> <p>Members approved the schedule of Management Committee and Sub Committee meetings for the next 6 months.</p>	

5. Residents Survey and Focus Group Reports

A Kennedy from Knowledge Partnership joined the meeting and presented his report on the resident survey and the three focus groups that followed.

Points to note that Alan highlighted included:

- Satisfaction levels are still high – 92% overall.
- Residents want more communication with, and participation in the Association.
- A number of factored owners were unaware of the factoring service and the did not know what the statement of service was.
- The Association needs to make better use of Social Media and the Website.
- The Association should consider new ways to communicate with residents.

The focus group on Allocations discussed:

- Local Connection/importance.
- Bed Blocking/Critical Medical Need.
- Not discriminating on basis of Tenure.

Members further discussed the continuity of awarding medical points and how staff assessing housing applications have no medical training. The new Allocations policy should be clear what qualifies for medical priority.

There was 89.2% satisfaction with the Neighbourhood Management but there were areas of dissatisfaction surrounding Backcourt Maintenance/Improvements, Bin Collections, Window Replacements, and the stair cleaning service.

A Kennedy suggested that the Association should produce an action plan following the survey with targets that could be aimed for to include:

- 93%+ satisfaction (which would put the Association in the top quartile) – Currently in the second top quartile.
- Community – All the Associations properties are within a 7-minute walk from the office.
- Environmental Improvements in the backcourts
- Window Upgrades
- Tenant Engagement/Community Focus.

Members further discussed that the report showed 64% of those surveyed are unaware of the Tenancy Support Assistant and the

work that she carries out. Despite the fact that all tenants are contacted annually, and this shows in the quarterly reports to Services Sub Committee. It was discussed that this was likely due to residents not recognising the job title rather than the person.

The Association have received funding for an Energy Advisor until March 2024, together with the Tenancy Services Assistant, the Welfare Rights Officer and the Money Advice service, members are keen to see the progress of the new "Advice Team".

AOCB and Date of Next Meeting

6.

AOCB

N McPherson advised that a proposal had been received from SWG3 to paint a mural on one of the external walls of the Overnewton Centre.

A Mallaghan advised that if we could get a written proposal, we would then take this to GCC who still own the building.

Date of next meetings

AGM – Overnewton Centre 21st September 2023 at 7pm.

MC – 28 September 2023 at 6pm.

No further business was discussed, and meeting closed at 7:40pm.