

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

Present (in the office): Eileen Tamburrini (Chair)
Eleanor Robertson
David McIndoe

Handwritten signature and date: XAM/10 16/5/24

Present (via Teams) Nicola McLachlan
Kelly Ferns
Hristina Tarpanova

Attending (in the office) Louise Carlin (Head of Housing Services)
Alana Durnin (Chief Executive Officer)
Sandra Millar (Property Services Assistant, Minutes)
David Quinn (Customer Connections Team Lead, observer)
Laura Young (Senior Housing Officer, observer)

Attending (via Teams) Paul McColgan (Head of Property Services)
Ken Robertson (observing from Board)

1.	<p>Apologies & Declarations of Interest</p> <p>There were no apologies and no declarations of interest from members of the Sub-Committee.</p>
2.	<p>Minutes of Meeting held on 16 February 2023</p> <p>ACTIONS</p> <p>1. Vice Chair has still to be nominated. An email will be sent to all Board members.</p> <p>RESOLUTION</p> <p>The Minutes were proposed, seconded, and approved.</p>
3.	<p>Matters Arising & Outstanding Actions</p> <p>There were no matters arising and the outstanding action was for the HofPS to provide a report on Mould and Condensation summarising the number of reported cases and outcomes. This should be presented to the August meeting.</p> <p>RESOLUTION</p> <p>The Sub Committee members noted the above.</p>

4.

ARC Presentation

It was agreed that the ARC presentation would go to the Board in future years for approval. The CEO explained that the report format has been amended to include trend analysis. The 2022/23 senior staff turnover was discussed and noted as a risk, with the CEO confirming this was in the risk register, with mitigating actions detailed.

The HofHS took the meeting through the key points of the presentation. There was a breakdown showing the exclusions from the 1435 self-contained properties.

Key areas from the ARC presentation were noted as:

Lets

- Offers refused – increase against last year, however overall this is showing a downward trend.
- Time to re-let – higher due to problems experienced with contractors and shortage of materials.

Rents

- Rent collected – increase in rent collected, however there is also an increase in rent lost due to voids.
- Rent arrears – down against the two previous years, noted as good.

The HofPS then took the Sub Committee through the key points of the Repairs & Maintenance section and highlighted:

- Emergency repairs – good performance re: the average time to complete with this noted as 2.49 hours.
- Gas servicing – good performance with an explanation provided re: the one service not completed on time due to a dangerous dog within the property.
- SHQS – all Cloch properties are now LD2 compliant and all but 3 properties have a compliant EICR.

The HofHS spoke about the complaints and advised that the ARC results show a high level of performance in dealing with stage 1 and 2 complaints. The Customer Satisfaction chart showed a static trend with results coming from the latest Tenant Satisfaction Survey. The key findings were that most results were good with a reduction on staff days lost to sickness and good performance on rent arrears.

A member asked if there was anything else The Regulator may pick up on. The CEO explained that the relationship that Cloch has with The Regulator is good and they are kept up to date throughout the year on any issues, e.g. the plans to end the current reactive and void contract.

ACTION

A member of the Sub-Committee advised they were happy to approve and asked that thanks be passed to the Staff Team for their efforts.

	<p>RESOLUTION</p> <p>The Sub-Committee proposed, seconded, and approved the proposals as stated above.</p>
<p>5.</p>	<p>Customer Involvement Strategy</p> <p>The HofHS presented the Customer Involvement Strategy, (CIS) and explained that it is still in draft form. The meeting was informed that this strategy supports the new Business Plan and the CIS focusses on seeking views from customers and the wider community on our services to help shape future services. The following points were discussed:</p> <ul style="list-style-type: none"> • The Customer Connections Team lead, and a Senior Housing Officer undertook the initial consultation with tenants at Elliott Court on the Customer Service Standards. The feedback prompted some changes, however further consultation is required with a wider audience. • A “Jargon Buster” and action plan was also included in the strategy document to give a better understanding of what the strategy is for. <p>Approval was sought from the Sub-Committee for further consultation on the strategy.</p> <p>A member asked how to quantify the strategic objective of “how success is measured for the tenants.” The HofHS explained that it is measured through various key performance indicators associated with service delivery and also via tenancy sustainability and wider role initiatives. The introduction of the new role of Housing and Community Connector, will also have a positive impact, including working in partnership with local organisations and signposting tenants to further support networks.</p> <p>A member of the Sub Committee suggested that we use this opportunity to ask further questions when meeting tenants, which may highlight those who are in greater need.</p> <p>RESOLUTION</p> <p>The Sub-Committee noted the report and approved further consultation on the strategy.</p>
<p>6.</p>	<p>Void Contract Tender</p> <p>The HofPS discussed the current contract and why it has been unsuccessful. An update was provided on the procurement process with four contractors ranked for approval onto the new framework. The HofPS asked for the report to be approved and explained that there will be a 10 day stand still period after which all bidders will be informed. It is hoped that the contract is mobilised quickly, and a mutual termination with the current contractor will also take place. It is hoped there will be a marked improvement in performance due to the new contract.</p>

	<p>A member of the Sub Committee asked how confident are we that the new contractors will deliver the service that we require, for example, in submitting invoices on time / confirming when jobs are complete, etc. The HofPS advised that we have processes in place to chase late invoices, scrutinise them and vet the standards and costs of the works carried out. It was also confirmed that Cloch plans to hold a pre-start meeting to advise the contractors what standards are expect, and a 2-month bedding in period will be required.</p> <p>A Sub Committee member asked why a certain contractor tender was refused. The HofPS advised that they did not meet the criteria and only submitted a preliminary response to costs. He advised that feedback will be provided to the unsuccessful candidates.</p> <p>RESOLUTION</p> <p>The Sub-Committee proposed, seconded, and approved the tender.</p>
7.	<p>Legal Action & Eviction Policy</p> <p>The HofHS explained that there are two minor changes to the policy which are highlighted in the report. A Committee Member asked if the policy should clarify in section 7.5 that drug dealing needs to take place from the property. The HofHS confirmed that it would be from or in the vicinity of the property.</p> <p>A member of the team asked about the levels of investigation and the HofHS stated that eviction may only take place if the tenant had been charged with drug dealing from or in the vicinity of the property.</p> <p>RESOLUTION</p> <p>The Sub-Committee proposed, seconded, and approved the amendments.</p>
8.	<p>Rent Setting Policy</p> <p>The HofHS took the meeting through the report and advised that there is a refresh to the policy which reflects the 6% rent increase.</p> <p>RESOLUTION</p> <p>The Sub-Committee proposed, seconded, and approved the amendment.</p>
9.	<p>Lettings Plan</p> <p>The HofHS pointed the meeting to Paragraph 4.4 and advised that the quota remains the same and in line with the targets. She also advised that the table which showed the priority passes has been remove as there was no validity to the actual outturn of the annual lets when compared to these targets due to the operation of a choice-based lettings policy.</p> <p>A Committee Member asked if paragraph 4.1 could be reviewed and asked if a table could be added to explain how many Section 5 referrals were</p>

	<p>received. The HofHS advised that a table showing this information would be added to the Lettings Plan.</p> <p>RESOLUTION</p> <p>The Sub-Committee proposed, seconded, and approved the amendment.</p>
10.	<p>Head of Property Services Report</p> <p>The HofPS presented the report and brought the points below to the attention of the Sub-Committee:</p> <ul style="list-style-type: none"> • Section 1 – the KPIs have been impacted by the Reactive and Void contracts performance and it was noted that the results can change daily due to completion information being received, however there were no great concerns. • Section 2 – the current contract is due to end and the DPS has been set up. This will result in a change to working practices of Property Services, Customer Connections and Finance. • Section 4 – 100% compliant for gas service and 99.7% compliant for EICR, the shortfall being 3 by-passed meters. A forced entry policy has been introduced to deal with no accesses which may highlight other tenant issues / concerns. • Section 11 – Planned Maintenance is scheduled to restart albeit with a reduced programme of works. The gas contractor Frews will be instructed to supply and install the boilers from the existing servicing contract. There is also kitchen / bathroom and heating procurement planned, however due to timing some elements of the programme may have to roll over to the following year. <p>A member of the Sub Committee asked how long it has been since the Maukinhill Report was issued. The HofPS confirmed that it was over 3 years ago. Another member asked if the additional asbestos checks have been carried out. The HofPS confirmed that they had. A further question was asked re: the time limit on the Gutter Cleaning contract and the HofPS advised that the Senior Property Services Officer is leading this, and a report will be issued for the next meeting. A member asked about the window replacement contract and if there is a retainer in place for works not carried out. The HofPS confirmed that ADA Consultants are helping with this and work not carried out satisfactorily will not be paid. A deadline will be issued and if required a final invoice will be provided by CHA.</p>
11.	<p>Head of Housing Services Report</p> <p>The HofHS presented the Housing Services report. The key findings of the report were:</p> <ul style="list-style-type: none"> • Tenancy sustainability - 2 new KPI's have been set for this and quarter 1 data will be reported at the next meeting. • There has been continued focus from the team on arrears recovery which has resulted on a reduction of cases. • Allocations & Voids – the performance has been poor, mainly due to poor performance from our voids contractor, however it is

	<p>improvements will be made in the coming year, associated with the new contract.</p> <ul style="list-style-type: none"> • Anti-Social Behaviour – the same trends are showing against the last quarter with the most complaints received being about noise. <p>The HofHS reported that there has been some movement of staff within the patches. The Assistant Housing Officers have all switched to a new patch to allow a fair distribution of knowledge and experience.</p>
<p>12.</p>	<p>Health & Safety</p> <p>There was nothing to report from Housing Services or Property Services.</p>
<p>13.</p>	<p>AOCB and Reflections</p> <p>A member of the Sub Committee stated that the reports were well presented, and the meeting was kept within the timescale allocated. They were impressed with how the ARC figures were delivered and the advantage of being able to compare them with the previous year.</p> <p>It was noted that a Vice Chair has still to be appointed and it would be beneficial to have more members on the Sub-Committee.</p>
<p>14.</p>	<p>Date of next meeting 8th August 2023</p>