

## CLOCH HOUSING ASSOCIATION LIMITED

Meeting of the Housing and Property Services Sub-Committee held on Tuesday 25<sup>th</sup> February 2020 at 6:15pm at Cloch Housing Association 19 Bogle Street, Greenock.

### MINUTE

**Present:** Heather Thomson (Chair) Eleanor Robertson  
Brian Corrigan

**Attending:** Andy Thomson (Housing Services Manager)  
Paul McColgan (Property Services Manager)  
Mary MacDonald (Senior Housing Officer)  
Anne Jamieson (Housing Assistant, Minute Taker)

ITEM	DETAILS	ACTION
1.1	<b>Election of Chair and Vice Chair</b>	
1.1.1	HSM noted that the positions of Chair and Vice Chair were yet to be confirmed.  Nominations for the position of Sub-Committee Chair were invited. There was only one nomination proposed, seconded and accepted.  Nominations for the position of Sub-Committee Vice Chair were invited. There was only one nomination proposed, seconded and accepted.	
1.1.2	<b>Resolution</b>  The Chair and Vice Chair for the year 2019/20 were as follows: - <ul style="list-style-type: none"> <li>• Chair: Heather Thomson</li> <li>• Vice Chair: Brian Corrigan</li> </ul> The Chair took the remainder of the meeting from this point onwards.	
1.2	<b>Apologies, Declarations of Interest, Gifts and Hospitality</b>	
1.2.1	There were no declarations of interest.	
1.2.2	Apologies : Eileen Tamburrini	
2.0	<b>The Minutes Of Housing and Property Services Sub-Committee Tuesday 26<sup>th</sup> November 2019</b>	

2.1	The minutes were reviewed by the members present.	
2.2	<p>The Minutes of the meeting were proposed and seconded and unanimously approved by the sub-committee.</p> <p><b>Resolution</b></p> <p>The minutes were approved as a true record of the meeting.</p>	
3.0	<b>Matters Arising/Outstanding Actions</b>	
3.1	<p>The HSM discussed the outstanding actions from the previous meeting, these were:</p> <ul style="list-style-type: none"> <li>• The election of a new Chair and a new Vice Chair. This was dealt with at the beginning of the meeting</li> <li>• Legionella visits discussed at previous meeting, HSM advised that actions required now complete.</li> <li>• Extending the trial for enhanced voids. A report to extend and alter the trial currently with PMcV.</li> <li>• Property adverts, decision taken not to use Gumtree, currently used by OTHA, who are experiencing problems, mostly with out of town applicants.</li> <li>• Changes to arrears and legal policy outlined in report agreed.</li> </ul>	
4.0	<b>Property Managers Report</b>	
4.1	The PSM presented the Property Managers Report.	
4.2	PSM talked through content of the report and advised that the current performance of MPS is reasonable, and driving towards improvement of contractual KPI's.	
4.3	PSM advised that void expenditure is up by £25,000 as a result enhanced works to some void properties.	
4.4	PSM advised that the original plan to procure the forthcoming landscape contract through the I-Flair Framework will not be able to be done as the new Framework will not be available in time for the 1 <sup>st</sup> April 2020. The current contract will be extended for a further 1 year.	
4.5	The commencement of smoke alarm upgrade and electrical testing contract was discussed and PSM advised that a start date and programme were expected back from the contractor very soon.	

	<p><b>Resolution:</b> The Sub-Committee noted the content of the report.</p>	
<b>5.0</b>	<b>Alterations and Improvement Policy Review</b>	
5.1	<p>The Alterations and Improvement Policy was reviewed and report content discussed. A sub-committee member asked if compensation for improvement is widely known by tenants. HSM advised that new tenants are advised of policy at sign up and when ending tenancies. PSM also advised that the policy is explained at the time tenants are given permission to make improvements.</p> <p><b>Resolution:</b> The Alterations and Improvement Policy was proposed, seconded and unanimously approved/ratified by the sub-committee.</p>	PSM
<b>6.0</b>	<b>Housing Managers Report</b>	
6.1	The HSM presented the Housing Manager's report and detailed the key points of the report:	
6.2	HSM advised that we are now able to restrict void days when a tenant has died in line with revised ARC guidance, which will make a difference to void times going forward.	
6.3	Anti-social behaviour complaints are currently being dealt with within target.	
6.4	HSM noted that rent increase letters would be issued by Allpay's printing subsidiary with a view to reducing printing and mailing costs.	HSM
6.5	<p>HSM discussed progress at Kings Glen new build site. Allocation of properties discussed with a look at reasonable justification to increase lets to existing Cloch tenants from 10% to 30%. Pros and cons considered to increasing lets to tenants, the knock on effect to future voids and precedent being set for future allocations. Acknowledged that there would be an increase to voids no matter what new development our tenants move to and sub-committee members agreed that rewarding loyal tenants was a positive approach.</p> <p><b>Resolution:</b> The Sub-Committee noted the content of the report and unanimously agreement to increase lets at Kings Glen to 30%.</p>	HSM
<b>7.0</b>	<b>Domestic Abuse Policy Review</b>	
7.1	HSM explained content of Domestic Abuse Policy. Domestic abuse was previously incorporated within the ASB Policy and it was felt that this wasn't the best place for it so a separate policy was needed. A sub-committee member asked if Woman's Aid were asked for input with report content and HSM advised they were. Another Sub-Committee member asked if staff will be	

	<p>trained and HSM advised that training will be carried out by the Violence Against Women Co-Ordinator from Inverclyde Council. No further comments.</p> <p><b>Resolution:</b> The Domestic Abuse Policy was proposed, seconded and unanimously approved/ratified by the sub-committee.</p>	HSM
<b>8.0</b>	<b>Entitlement, Payments and Benefit Report - Ratification</b>	
8.1	HSM noted that the report issued had been previously approved by email protocol and was being presented to ratify this decision.	
8.2	<p><b>Resolution:</b> Proposed, seconded and unanimously approved/ratified by the sub-committee.</p>	HSM
<b>9.0</b>	<b>Write-offs</b>	
9.1	The Housing Services Manager presented the end of year write off report detailing debts that were deemed irrecoverable. Write Offs were £14k as a result of rent arrears and £2.3k from rechargeable repairs. Most of these are through abandonment/eviction.	
9.2	HSM also asked board to note that there are rechargeable repairs charges to the value of circa £24.5k have been cancelled due to charges raised in error and/or no evidence to support charges being raised in the first instance.	
9.3	A Sub-Committee member asked to consider changing re-charge policy to reduce re-charge write-offs. PSM confirmed that policy has recently been tightened up.	
9.4	<p><b>Resolution:</b> The report was proposed, seconded and unanimously approved by the sub-committee. The write offs will be actioned and removed from accounts.</p>	HSM
<b>10.0</b>	<b>Leasing Report</b>	
10.1	Report discussed by HSM and he advised that the majority of leases are with Inverclyde Council, being used as temporary accommodation.	
10.2	<p><b>Resolution:</b> The Sub-Committee noted the content of the report.</p>	
<b>11.0</b>	<b>New Tenant Satisfaction Report:</b>	
11.1	HSM presented the report for information, new tenant survey carried out and majority of new tenants (90 %) satisfied with service. Discussed if enhanced voids may have increased satisfaction. No 17 selected as winning number from survey returns. Winner is tenant NW of Hope Street, Greenock	
11.2	<p><b>Resolution:</b> The Sub-Committee noted the content of the report.</p>	HSM

<b>12.0</b>	<b>Health and Safety</b>	
12.1	PSM noted that Cloch had signed up to H&S (Landlord Safety Manual). PSM advised that operationally there is nothing to report and that a new working group will be set up, for the responsibility of Landlord Safety Manual and any updates will be reported to The Board in the future	PSM
12.2	<b>Resolution:</b> Any updates/changes will be taken to The Board in the future for approval.	PSM
<b>10.0</b>	<b>AOCB</b>	
10.1	PSM advised that Inverclyde Council wrote to Cloch advising of water ingress at an owner's flat in Belville Street, Greenock. This will be investigated and actioned by staff and Board kept up to date with any significant issues.	PSM
<b>11.0</b>	<b>Date of Next Meeting</b>	
11.1	To be confirmed at April's Board meeting.	