

Housing & Property Services Sub-Committee

Thu 19 August 2021, 17:30 - 19:30

via Zoom

Attendees

Board members

David Brown, Brian Corrigan, Eleanor Robertson, Paul McVey, Andy Thomson, David Burrows

Absent: June McIntosh, Paul McColgan, Ken Robertson, Eileen Tamburrini, Alan Hutchison

Meeting minutes

1. Apologies and Declarations of Interest

Information

Chair

Apologies submitted by Alan Hutchison, Eileen

Tamburrin, June McIntosh and Ken Robertson. Paul McColgan was absent also and David Burrows (Senior Property Services Officer -SPSO) was attending in his absence.

There were no declarations of interest.

 00 Agenda.pdf

2. Minutes of Housing and Property Services Sub-Committee 25th May 2021

Decision

Chair

The Minutes of the meeting held on 25th May 2021 were presented to the Sub-Committee for approval.

The minutes were proposed, seconded and approved.

 02.0 Draft Minutes_Housing & Property Services Sub-Committee Meet_250521.pdf

3. Matters Arising / Outstanding Actions

Information

Chair

The HSM reviewed the items in this report and noted that most of the items from the May meeting had been completed.

The SPSO noted that there was a further update on the item from 25th February 2020 re stonework at Belville Street; Inverclyde Council has now confirmed that the repairs notice has now been lifted following completion of the works.

 03.0 H&PSSC - Matters Arising Outstanding Actions Sheet 230221.pdf

4. Void/Empty Home Policy Review

Decision

Housing Services

Manager/Property Services

Manager

The HSM presented the report which highlighted proposed changes to the Void Policy.


Sub-Committee agreed to rename the policy the Void (Empty Homes) Policy.

A member asked if all local RSLs would be leaving carpets within void properties where possible? HSM noted that this was a CHA proposal only at this stage but we would feedback to other local RSLs about this. The reasons for the change are related to our future feasibility study and we hope to reduce waste where possible and the costs associated with sending (sometimes newer) carpets to landfills.

The HSM noted that the policies were to be approved for a period of public consultation before being fully approved at the next meeting in November.

The policy was proposed, seconded and approved for a period of consultation.

 04.0 Void Policy Review.pdf

 04.1 - 042 - Void Management Review 2021 v1.0.pdf

5. Sequestrated Monies Write-offs

Decision
Housing Services Manager

HSM presented the report for approval to write off a value of circa £4.4k of current tenant arrears relating to 2 cases

where the tenant has been subject to sequestration. Following questions from Sub-Committee members, the HSM noted that delays related to legal action notice periods and lack of available court dates were having an impact on the Association's ability to recover debt. This is exacerbated where a tenant does not engage as when they eventually do engage with staff, the best course of action for a tenant sometimes is a Trust Deed or sequestration.

Following discussion around the write-off process, the sub-committee unanimously approved the write-offs.

The write-offs were proposed, seconded and unanimously approved by the sub-committee.

 05.1 Sequestration Trust deed write off Aug 2021 (002).pdf

6. Joint Tenant Satisfaction Survey Tender Report

Information
Housing Services Manager

The HSM presented the report and explained that the costs were less than budgeted as, due to Covid 19, the methodology had moved from face-to-face interviews to telephone interviews which had proven cost-effective.

The Sub-Committee noted the report.

 06.0 Joint TSS Contract Tender Report 08 2021.pdf

7. Housing Services Managers Report

Information
Housing Services Manager

The HSM noted two corrections on his report. At 2.2.1 in the bullet point re UC claims it should say "...not be in payment yet," not "yes". And at 2.2.2 that last section refers to the position in July 2020, not 2021.

The HSM presented the Housing Manager's Report and detailed the key points of the report:

- Non-technical arrears have reduced slightly to 1.36%
- The ARC average re-let time was 54.95 days.
- 72% of Anti-social behaviour complaints have been resolved within the target; some cases remain pending

In addition, the HSM provided various updates on outstanding work items as detailed in the report

The HSM noted that the Housing Assistant post has now been filled and Ashleigh Kennedy started with the Association earlier this week.


Sub-Committee members asked how the handover process at Kings Glen had went and if CCG were still on site. The HSM and Director noted that the handovers went smoothly despite previous concerns around the quality of handover; some external works are still to be completed and CCG remain on-site dealing with these issues as well as ongoing defects as reported by tenants.


A Sub-Committee member asked if the furnished tenancies at Kings Glen had been well received, the HSM noted that generally, tenants have been happy with what has been provided however bot the HSM and Director have not been fully happy with the performance of the contractor we used for these properties. Lessons have been learned and these will be put in place should we continue with furnished tenancies.

The HSM noted that there has been a slight issue with one homeless case where they claim not to have been advised that the property was furnished; this is despite picking furniture, carpets and blinds. This is an issue for the Homeless Service to deal with and we are liaising with them regarding this client and will assist with alternative accommodation if required.

Sub-Committee noted the report.

 07.0 Housing Managers Report.pdf

 07.1 HM Report Appendix 1 - Performance Info.pdf

 07.2 UC Survey.pdf

8. Property Services Managers Report

The SPSO presented the report on behalf of the PSM and highlighted spend against budget, contractor performance and progress with planned and cyclical contracts including procurement.

The SPSO noted that there was an error in the performance figures report as the targets on the report were incorrect. They are to be changed from the previous year's COVID targets to this years agreed performance targets for the next report.

SPSO clarified that the number of voids completed as part of the Wellpark project was 32 which included 8 flats at 9 Lyle Street and was since the beginning of the project not from 1 April.

The Director noted that the Wellaprk project was ongoing and that the pre-start meetings had taken place with the new contractor. The movement of people within the Wellpark area will now be winding down as there are only a few tenants who haven't been moved who still wish to consider moving within the area.

The Director noted that contractor performance was alarming however, it is clear that the lack of tradesmen in the sector seems to be a nationwide issue. The advantage CHA have is that we have procured the reactive and void contracts separately albeit McDougalls won both; this means ultimately we could terminate the void contract only if required. Processes are in place and we will consider whether a default notice should be issued for the voids contract; this would lead to a formal process where an improvement plan would be required from the contractor but could ultimately lead to termination and the re-procurement of this contract. In addition to this, the Director and another 2 Renfrewshire RSL's are meeting soon to discuss joint options around reactive and void maintenance contracts which may involve a local trades body, DLO or any other relevant ideas.

A sub-committee member asked if we had a "plan B" with the current issues. The SPSO noted that we have been able to use other contractors to do some of the void works however, these contractors are very busy with their own work and are experiencing the same problems with the availability of tradesmen and materials.

 08.0 Property Managers Report.pdf

Information
Property Services Manager

9. Health and Safety - Verbal Update

The Director noted that the office was now open to the public with suitable safety procedures in place which both staff and customers have adapted to well. We haven't really publicised the opening yet but we are beginning to see some people come in.

Information
Housing Services
Manager/Property Services
Manager

10. AOCB & Meeting Reflection/Feedback

Sub-Committee noted that they were happy with the content of the meeting and the format of reports; no further action at this point.

Discussion
Chair

11. Date of Next Meeting - TBC

The HSM noted that the next meeting date would be confirmed following the AGM but is likely to be in November; this will be discussed as part of overall governance arrangements at the appropriate Board meeting.

Information
Chair

Musgrove, Shonaid
12/15/2021 10:57:28

Brian Corrigan

Date

Musgrove, Shonaid
12/15/2021 10:57:28