

# List of Signatures

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Minutes\_Housing &amp; Property Services Sub-Committee Meet\_230221.pdf

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# Housing & Property Services Sub-Committee Meeting

Tue 23 February 2021, 17:30 - 19:30

Virtual

## Attendees

### Sub Committee Members

Alan Hutchison (Chair), Ken Robertson, David Brown, June McIntosh, Jackie Smith (Observer), Susan Skelton (Observer)

### Attending

Andy Thomson (Housing Services Manager), Paul McColgan (Property Services Manager)

## Meeting minutes

### 1. Apologies and Declarations of Interest

Discussion

Brian Corrigan, Eileen Tamburrini and Eleanor Robertson submitted apologies. Both Jackie Smith and Susan Skelton were welcomed to their first sub-committee meeting as observers.

There were no declarations of interest.

### 2. Minutes of Housing & Property Services Sub-Committee 24/11/2020

Decision

The Minutes of the meeting held on 24th November 2020 were presented to the Sub-Committee for approval.

The minutes were proposed, seconded and approved.

[02.0 Minutes of Housing and Property Services Sub Committee 241120.pdf](#)

### 3. Matters Arising/Outstanding Actions

Discussion

The HSM and PSM advised most of the actions are included in the agenda and/or included in their reports. However, the PSM noted that as of today the item from 25th February 2020 (Item 13) has recurred just today due to stormy weather and will look at options to resolve this matter, this will remain outstanding.

Sub-Committee members noted the report.

[03.0 H&PSSC - Matters Arising Outstanding Actions Sheet 230221.pdf](#)

### 4. Property Manager's Report

Discussion

Paul McColgan

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

A Member queried whether the underspend caused by being unable to carry out repairs during the Covid-19 pandemic would be added to next years budget or lost to a surplus. The PSM noted that normally this would be lost but due to holding repairs from this financial year into next, it will be accrued into the next financial year.

A Sub-Committee Member asked if the procurement for the Windows, boilers etc. this year was being called off from I-Flair; PSM confirmed this was the case. PSM noted I-Flair is a consortium of housing associations in East Renfrewshire, Inverclyde and Renfrewshire. The current members of I-Flair are Cloch, Barrhead, Bridgewater, Ferguslie Park, Linstone, Oak Tree, Paisley and Williamsburgh Housing Associations.

PSM noted that he would arrange some procurement training for members in due course and will bring proposals to the next meeting.

- The Committee noted the contents of the report.
- PSM will provide proposals for procurement training

[04.0 Property Managers Report.pdf](#)



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## 5. Property Services Policy Reviews

The PSM presented the report which highlighted 3 policies that were due for review and were provided with "tracked changes" for ease of reading. The policies considered were the Repairs Policy, Re-chargeable Repairs Policy and the Factoring Policy.

A member noted that the report was seeking final approval but the body noted that the policies were to go out to public consultation; the PSM noted that this was an error and that the policies were to be approved for a period of public consultation before being fully approved at the next meeting.

PSM noted that the factoring policy would reflect any changes as a result of the new Factoring Code of Conduct.

The three policies were proposed, seconded and approved for a period of consultation.

[05.0 PS Policy Reviews.pdf](#)

[05.1 022 - Reactive Repairs. 032021 Review First Draft.docx.pdf](#)

[05.1 024- Rechargeable Repairs Policy 032021 Review 1st Draft.pdf](#)

[05.1 073 - Factoring Policy 0232021 Review 1st Draft.docx.pdf](#)

## 6. EESSH Compliance Report

**Discussion**  
Paul McColgan

The PSM presented a report outlining current guidance and a position statement on the Association's compliance with EESSH which had a deadline for December 2020, and also our strategy for compliance for EESSH 2 in 2032.

A member asked what would be required to bring the 3 properties currently with an Energy Efficiency rating of "E" which would not meet the standard for letting after 2023 up to an acceptable rate? The PSM noted that it is most likely heating renewal and insulation measures however they will be re-assessed by an Energy Assessor to confirm this.

A sub-committee member asked if EESSH works were budgeted for? The PSM noted that some items would be in existing budgets e.g. heating renewal and the most recent budget has £100k for EESSH compliance but we will need to review this over the coming years. It is also possible we may apply for some exemptions for EESSH2 nearer the time but this guidance has not been finalised as yet for EESSH 2.

A member asked if this was something that Cloch were looking at individually, or was it a result of sector or government guidance. The PSM noted that this has come due to Government guidance albeit the SFHA and other bodies are assisting with guidance.

Sub-Committee noted the report.

[06.0 EESSH Compliance Report.pdf](#)

[06.1 Appendix 1 EESSH Guidance.pdf](#)

[06.2 Appendix 2 EESSH Exemptions.pdf](#)

[06.3 Appendix 3 EESSH+2+Guidance+-+draft+-+2.2+-+November+2020 \(1\).pdf](#)

## 7. Housing Managers Report

**Discussion**  
Andy Thomson

[07.0 Housing Managers Report.pdf](#)

[07.1 Appendix 1 - Rent Arrears Performance Statistics to 31012021.pdf](#)

[07.2 Appendix 2 - Lettings Performance Statistics to 31012021.pdf](#)

[07.3 Appendix 3 - Estate Management and Anti-Social Behaviour Statistics to 31012021.pdf](#)

[07.4 Appendix 4 - Legal Action Statistics to 31012021.pdf](#)

## 8. Write Off Reports

**Decision**  
Andy Thomson

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

- Non-technical arrears have increased slightly by 0.10% since the last report to 1.68%(1.2.1)
- The ARC average re-let time has increased from 61.79 days at the last report to 67.41 days. (1.2.3)
- 94% of Anti-social behaviour complaints have been resolved within the target (1.2.5)

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

Committee asked for clarification on the Allpay contract situation; HSM noted that the notice had been withdrawn and this now reverts to an annual rolling contract with a one year notice period.

A committee member asked how many HMO's Cloch currently had? HSM noted that Cloch has 4 non-self-contained units which house 23 rooms in total, they are all supported accommodation with high levels of support provided by a third-party support provider.

Sub-Committee noted the report.



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[08.1.0 Write Off Report 2021 02 23.pdf](#)

### 8.1. End of Year Write Offs

Andy Thomson

HSM presented the report for approval to write off a value of circa £17k of former tenant arrears relating to 18 cases. This leaves an outstanding balance of circa £27k.

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.

[08.1.1-3 Write Offs Appendices.pdf](#)

### 8.2. Sequestrated Monies Write Offs

Andy Thomson

HSM presented the report for approval to write off a value of circa £4.9k of current tenant arrears relating to 2 cases where the tenant has been subject to 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.

[08.2.0 Sequestrated Monies Write-Off.pdf](#)

## 9. Arrears Policy Revision

**Decision**  
Andy Thomson

HSM noted that following an Internal Audit of the arrears process it was noted that the Arrears policy did not confirm how often the write-off process would be undertaken, a proposed addition to the policy is being proposed that would clarify matters. This would not affect the normal review cycle as the full policy has not been reviewed.

A sub-committee member noted that the spelling of "Bankruptcy" was incorrect at section 14 also and this should be revised at this time also. HSM noted and agreed.

Approval for the addition and revision at the heading of section 14 was proposed, seconded and unanimously approved by the sub-committee.

[09.0 Arrears Policy Revision.pdf](#)

[09.1 026b - Rent Arrears Policy.pdf](#)

## 10. Wellpark Local Lettings Initiative

**Decision**  
Andy Thomson

HSM noted that following the inception of the Wellpark refurbishment and lettings project, Board agreed that a Local Lettings Initiative(LLI) be established to assist with the issues that the area has experienced with low demand and perception of anti-social behaviour in the area. Sub-Committee members had been asked to review the LLI following a period of consultation with tenants and stakeholders.

HSM noted the changes from the original draft presented which were generally typographical and to provide clarification at some points. In addition, the start date of 1 April 2021 had now been included.

The revised LLI was proposed, seconded and unanimously approved by the sub-committee.

[10.0 Wellpark LLI.pdf](#)

[10.1 Wellpark Lettings Initiative 2021 02 Final Draft.pdf](#)

## 11. Annual Leasing Report

**Decision**  
Andy Thomson

The HSM noted that in accordance with the association's policy, leasing accommodation is covered under what is called, General Consent, and therefore does not require specific consent/authorisation by The Scottish Housing Regulator. Under General Consent it is incumbent upon the Association to ensure that the necessary key principles and regulatory expectations are complied with. However, in accordance with revised Notifiable Event guidance published in February 2019, the Association must notify the SHR of all leased properties. We have agreed with the SHR that this report will form the basis of the notification, once approved by the Sub-Committee on an annual basis.

The Annual Leasing Report was proposed, seconded and unanimously approved by the sub-committee.

## 12. Entitlements Payments and Benefits Report

**Decision**  
Andy Thomson

HSM explained that this was previously approved via the e-mail decision protocol. However, it is proposed that this decision should now be ratified at this meeting.

The report was proposed, seconded and unanimously approved/ratified by the sub-committee.



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### 13. Health and Safety – verbal update

**Discussion**  
Paul McColgan

PSM noted that there had been no incidents or issues of note.

PSM noted that Cloch subscribes to the EVH Landlord Safety Manual and an Annual Report would be provided to the sub-committee in May detailing progress on this matter.

Committee noted the verbal reports.

### 14. AOCB

**Discussion**

A sub-committee member noted that they had in their possession a copy of the feasibility study for the Housing Action Area for Wellpark which included original floor plans etc. and asked if the Association would like a copy. Both HSM and PSM noted that we would and the committee member will drop this into the office when this is possible.

A member noted that he had made contact with the Director regarding the possibility of installing "free" wi-fi into the association's stock and had detailed some areas where this had been done previously. Had there been any progress on this matter?

PSM noted that he had met with the Director to discuss the proposals and both of them had been in contact with other RSL's about this matter. The feedback obtained was less than positive in that it had been very problematic installing this and had not been received well by tenants and owners particularly regarding wifi strength. There was also the issue of rents having to be increased to cover the installation and ongoing costs including upgrading speeds which is a significant issue. The Leadership Team is of the view that we continue to support digital inclusion in other ways such as the provision of wifi dongles which we provided via wider action funding to Belville Gardens and there are several other projects locally and sector-wide that we have been involved with. Unfortunately, there are other priorities for tenants rent money at this time such as EESSH and LD2 compliance which have been prioritised by the Scottish Government. The Sub-Committee member noted the response and thanked the LT for looking into this matter.

Sub-committee noted the verbal reports.

### 15. Date of Next Meeting

**Information**

#### 15.1. 25th May 2021 @ 5:30pm via Zoom

Tuesday 23rd February 2021; 5:30pm via Zoom Meetings

Sub-Committee noted the meeting date.



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