

CLOCH HOUSING ASSOCIATION LIMITED

Meeting of the Housing and Property Services Sub-Committee held on Tuesday 26th May 2020 at 5:30 pm On-Line Meeting.

MINUTE

Present: Heather Thomson (Chair), Brian Corrigan, Eleanor Robertson, Eileen Tamburrini, Alan Hutchison (observing), Ken Robertson (observing)

Attending: Andy Thomson (Housing Services Manager)
Paul McColgan (Property Services Manager)

ITEM	DETAILS	ACTION
1.1	Apologies, Declarations of Interest, Gifts, and Hospitality	
1.2	Heather Thomson declared an interest in the MPS contract situation; as she was also involved in the current contractual issues with MPS with her own employer.	
1.3	No apologies.	
2.0	The Minutes Of Housing and Property Services Sub-Committee Wednesday 19th February 2020	
2.1	The minutes were reviewed by the members present.	
2.2	The Minutes of the meeting were proposed and seconded and unanimously approved by the sub-committee. Resolution The minutes were approved as a true record of the meeting.	
3.0	Matters Arising/Outstanding Actions	
3.1	The HSM & PSM discussed the outstanding actions from the previous meeting, these were: <ul style="list-style-type: none"> • Enhanced void works pilot scheme • Domestic Abuse Policy – (Raised as an agenda item for this meeting) • Water Ingress issue at Bellville Street 	HSM HSM PSM

<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>Resolution:</p>	<p>Annual Return on the Charter Presentation</p> <p>Andy Thomson provided a presentation on the ARC with reference to last years performance where possible.</p> <p>Discussion on the analysis of complaints and confirmed that the majority relates to repairs, and general dissatisfaction with contractors either not attending as agreed or quality of repairs.</p> <p>It was asked if the 43% of tenancy offers refused was high? HSM commented that there were various factors such as; the choice based letting system, applicants changing their mind after viewing the property, and that this figure was generally in line with other local RSL`s who participate in ICHR.</p> <p>A Sub-Committee Member asked if the figure of letting 8 out of 27 homeless referrals received was in line with previous years and other local RSLs. HSM noted that in line with the Lettings Plan that is to be approved tonight, if we receive a Section 5 Referral and we have an available property then this would immediately be earmarked for the homeless applicant. In most cases however, we receive a number of referrals at the same time meaning we have less availability and/or the property size/type required does not match what we have available at the time of receiving the referral. It is our understanding, as these figures aren't provided by the local authority currently, that this is in line with similar sized landlords locally.</p> <p>The report was proposed, seconded and unanimously approved/ratified by the sub-committee for submission to the Scottish Housing Regulator.</p>	<p>HSM/Dir</p>
<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p>	<p>Property Managers Report</p> <p>The PSM presented the Property Managers Report.</p> <p>PSM talked through content of the report and that some of the detail has already been covered within the ARC Presentation.</p> <p>PSM highlighted that the overall Contractors Performance for the year was much improved against last year, however it is disappointing that the reactive and voids contract will be terminating at the end of June.</p> <p>PSM noted that void expenditure was in excess of the budget by £26,081. This was due to a combination of additional works to enhanced voids and also the poor condition of some properties.</p> <p>PSM discussed the current situation with MPS terminating the contract early, and the measures being put in place to cover the short term impact on the carrying out void and reactive repairs between the end of June and when the new contracts start.</p> <p>A decision was made to split the reactive and void works into 2 separate contracts. The reactive contract has been advertised and is scheduled to start</p>	

<p>5.5</p> <p>5.6</p> <p>5.7</p>	<p>in early August. The voids contract will be advertised week commencing 1st June and should start at the beginning of July.</p> <p>It was asked if the other RSL`s through the housing sector had considered taking forward a collective action against MPS, and also if Cloch had considered within the tender for an alternative contractor as back up should the primary contractor terminate in the future.</p> <p>PSM indicated that he didn't think a collaborative action could be an issue legally with regards to the individual contracts, however he would discuss the possibility of an option for a secondary contractor within this tender submission with our consultant</p> <p>PSM highlighted the impact that COVID 19 was having on issues such as restrictions on works, suspension of contracts, gas servicing, and procurement</p> <p>Resolution: The Sub-Committee noted the content of the report.</p>	<p>PSM</p>
<p>6.0</p> <p>6.1</p> <p>6.2</p>	<p>Housing Managers Report</p> <p>The HSM presented the Housing Manager's report and detailed the key points of the report:</p> <ol style="list-style-type: none"> 1. Non-technical arrears have increased by 0.46% since the last report to 1.48% due to the coronavirus pandemic and related employment issues locally 2. The ARC average re-let time has reduced from 30.28 days at last report to 27.65 days. However, the pandemic will have an effect on figures for 2020/21 once the letting of houses resumes. 3. Note that 94% of Anti-social behaviour complaints have been resolved within locally agreed timescales <p>Question raised regarding if known, how many tenants were affected by the COVID 19 epidemic – HSM advised he had no detailed knowledge but was aware of 3 tenants who died as a result of the virus which had resulted in the property becoming void.</p> <p>Resolution: The Sub-Committee noted the content of the report.</p>	
<p>7.0</p> <p>7.1</p> <p>7.2</p>	<p>Domestic Abuse Policy Review</p> <p>HSM explained that this policy had previously been approved by the Board electronically, however prior to publishing the policy there was an amendment made to the national definition on domestic abuse.</p> <p>HSM detailed the amendment as tracked changes at section 2.1 of the draft policy and the sub-committee agreed to this amendment.</p>	

	<p>Resolution: The amendment to The Domestic Abuse Policy was proposed, seconded and unanimously approved/ratified by the sub-committee.</p>	HSM
8.0	Lettings Plan	
8.1	HSM presented the Plan for approval.	
8.2	Main points for noting were the list of priorities for re-housing at section 4 of the report, and also the increased percentage of properties which will be made available for Cloch tenants at Kings Glen Development to 30%	
8.3	<p>A question was asked to explain the term “top slicing” which is referred to within the plan. The HSM explained this is where subject to the property type or where we have a homeless referral we will deal with these issues first prior to moving to the quota system noted in the lettings plan. For example, if a property became vacant that was wheelchair adapted we would look for a referral from Inverclyde Centre for Independent Living rather than allocating it via the next quota; similarly if a property became vacant and we received a Section 5 referral that would match it would be allocated to the referral before being considered for the general letting quotas. This explanation was accepted.</p> <p>Resolution: Proposed, seconded and unanimously approved/ratified by the sub-committee.</p>	
9.0	Health and Safety	
9.1	PSM advised there were no incidents to report, but did highlight that since the COVID 19 restrictions were introduced Cloch have been following all guidance and Scottish Government guidelines to ensure there is compliance for staff, residents and contractors who may still be carrying some essential works	
	<p>Resolution: Any updates/changes will be taken to The Board in the future for approval.</p>	PSM
10.0	AOCB	
10.1	None	
11.0	Date of Next Meeting	
11.1	Tuesday 25 th August 2020. Time and venue will be confirmed pending restrictions on meeting.	