

Cloch Housing Association

Minutes of Housing & Property Services (H&PS) Sub-Committee meeting held on Tuesday 12 March 2024 at 6.00pm held in Cloch's Office and on MS Teams (Hybrid)

Present (online): Kelly Ferns (Chair), Ken Robertson (Vice Chair), David Brown (Chair of H&PS Sub), Hristina Tarpanova, David McIndoe, Nicola McLachlan (Vice Chair of H&PS Sub)

Attending (office and online): Paul McColgan (Director of Property & Assets), Michael Monaghan (Director of Customer Services & Communities), Nicola Findlay (Senior Officer) and Carolyne Swinney (Corporate Services Assistant) – Minute Taker, and [redacted] - [redacted] (only to provide training at beginning of meeting)

0.	Bite Size Training - Tendering
	<p>The Sub-Committee & Board members were advised by the Head of Property Services (HoPS) that the training held by [redacted] on 'Tendering' would start the proceedings. The HoPS explained that there would be future procurement coming up and this training would be good for all of them.</p> <p>It was asked if the training could be recorded for Board members who werent at this meeting and everyone agreed to this.</p> <p>A Shanks introduced himself and his background.</p> <p>The training covered the following:</p> <ul style="list-style-type: none"> • Overview of Public Procurement Regulations and Thresholds • Key information on Tender Reports • Recent Tender Example – Landscape Maintenance <p>The Public Procurement Regulations and Threshold covered key legislations and points which incuded this applying to services, works and goods, awarding on quality/price and value for money basis and Key Legislation i.e. Procurement Reform (Scotland) Act 2015 and Procurement (Scotland) Regulations 2016.</p> <p>The Associaton must be transparent, non-discrimatory, treat all bidders equally, and the Procurement Reform (Scotland) Act 2014 requires the Association to produce a Procurement Strategy when procuring more than £5million value annually (Cloch produce one each year regardless of the value).</p> <p>The Scottish Government Procurement Journey provides guidance on the process of public procurement. Key points were:</p> <ul style="list-style-type: none"> • Public Works Contracts regulated where the works cost value exceeds £2million • All other types of Public Contracts (Goods and Services) are regulated where the estimated value exceeds £50,000 • Official Journal of the European Union (OJEU) /Find a Tender Service (FTS) Threshold for Works Contracts - £4,477,174 excluding VAT • OJEU/FTS Threshold for Services Contracts £179,087

- Procurements above OJEU/FTS - Public Contracts (Scotland) Regulations 2015 apply
- All other Regulated Procurement below OJEU/FTS thresholds – Procurement (Scotland) Regulations 2016 apply
- All other procurement (non-regulated) Cloch HA policy applies.

This led onto Public Contracts (Scotland) Regulations 2015 and that:

- All procurements must be advertised on Public Contracts Scotland and Find a Tender Service websites
- Find a Tender Service website replaced OJEU on 1st January 2021
- Cloch Housing Association must publish both a Contract Notice and Contract Award Notice detailing the successful bidder not later than 30 days after award of the Contract
- Must abide by a minimum 10-day Standstill Period before entering into the Contract
- Community Benefits mandatory if the value of the procurement is greater than £4million
- Various options open to Cloch Housing Association when procuring including Framework Agreements, Dynamic Purchasing Systems, Open Procedure (Single Stage) and Restricted Procedure (Two Stage)
- Cloch Housing Association must comply with minimum timescales for undertaking the procurement
- Procurement documents will include the Single Procurement Document (SPD) Scotland whereby bidders provide information on their organisation, criminal convictions, payment of taxes, blacklisting, economic and financial standing, experience and resources

then discussed the Contracts Register with key points being:

- A Contracting Authority (Cloch Housing Association) is required to keep and maintain a register of contracts by Section 35 of the Procurement Reform (Scotland) Act 2014
- The Contracts entered and maintained within the Contracts Register related to all Regulated Procurement
- Entries to the Contracts Register must be maintained until after the Contract has expired or been terminated
- Cloch Housing Association must publish their Contracts Register public on the internet and may use Public Contracts Scotland's portal for the Contracts Register
- The Contracts Register may exclude information publicly that would impede law enforcement or otherwise be contrary to the public interest, prejudice the commercial interests of any person, or prejudice fair competition between economic operators (Contractors)

This led onto key information of Tender Reports which were:

- The scope of Works, the Tendering Process and Form of Contract
- Tender evaluation criteria including Value for Money and Quality/Price Award ratio
- Number of Tender Responses received
- Expiry date of tender submissions – typically 90 days from the tender submission date
- Reasons for acceptance and rejection of tender bids received

- The total cost of the highest scoring Contractor and whether the cost is affordable within Cloch Housing Association's budget for the project
- Has the Contractor proposed alternative suppliers and components to Cloch Housing Association preferred specification
- Community Benefit's proposed by the Contractor
- Is the procurement regulated and do the Public Contracts (Scotland) Regulations 2015 apply
- Insurances required for the Contract

An example was then given on a recent procurement of new tender with key points being:

- Replacing existing Landscape Maintenance Contract delivered by [REDACTED]
- New Contract duration of Two Year with optional extensions up to a maximum contract duration of five years
- Tendered openly on Public Contracts Scotland and FTS websites – above OJEU/FTS value for Services
- Site Visit held with bidding contractors in December 2023 that covered the key challenges of Cloch Housing Association's stock
- Tenders scored on the basis of 60% Quality/40% Price
- Good tender response of five Contractor bids
- Quality Questionnaire evaluated without knowing the Contractors prices
- All Contractors attended the site visit except [REDACTED]
- Although [REDACTED] were lowest in price their response to the Quality Questionnaire was poor in comparison to [REDACTED] and [REDACTED]
- Significant increasing in landscape maintenance costs since 2021

The Board were then shown the Quality Questions that each contractor answers:

Quality Question 1 - In the context of Cloch Housing Association requirements, please provide a statement describing your organisation's proposed approach to delivering the requirements of this procurement and achieving Cloch Housing Association aspirations, and where possible exceeding aspirations.

Quality Question 2 - In the context of Cloch Housing Association requirements, please provide a statement outlining your proposed approach to Health and Safety Management and also fulfilling the duties and requirements of the Principal Contractor outlined within the Construction (Design and Management) Regulations 2015.

And, also how the evaluation of the Quality Questionnaire is completed in relation to scoring and the Quality Price Evaluation.

The Board were asked if they had any questions or comments, which they did. These were:

- Regulated procurements from a Board perspective, should this be on Cloch's website?
- Under the quality aspect of it, based on the questionnaire, does this not penalise a contractor on the ability to answer the question and not the work that they do? Do we check with other Housing Associations about the ability of the contractors?
- In relation to general building contracts, this would go to an admin office to complete the questionnaire whereas landscaping tend to be smaller companies which could affect ability to answer it.

- Feel there is a fear that quality percentatge based on and unsure of ability to answer the questionnaire ie if given wrong answer unintentionally.
- It is good that site visits are carried out with the potential contractors and 'meet the buyer' events.
- Agreement with other Board Members about the questionnaire.

[redacted] and the HoPS answered the above:

- Past, current, and future procurement is on the PCS website. Cloch also publish their annual contracts register on the website which is available to view.
- We can do and certainly have done in the past asked for references. There is a mechanism in place that we can take up references. Would be used to verify information as can be one person's opinion.
- We experience difficulties with landscaping and felt if the quality score was lower then might get to the stage where unable to sustain the contract. The Association has had one good landscaper in the last five years.
- In relation to the questionnaire and unintentional error by contractor when answering, this is where 'meet the buyer' is good. When procuring we try to be propotional as best we can. The quality questionnaire changes depending on the procurement. We like to give small contractors the best chance they can.

Following the above, [redacted] discussed a 'meet the buyer' event which had taken place that day in Cloch with regards to close cleaning. At this event, A Shanks and Housing went through the Association's stock and the requirements needed. A site visit was offered and also a presentation was given on how to complete the questionnaire.

[redacted] left the meeting at 18.35pm. The remaining Board members who had attended for the training, remained for the H&PS Sub-Committee meeting.

1.	Apologies & Declarations of Interest
	<p>The Corporate Services Assistant (CSA) confirmed no apologies had been received.</p> <p>There were no declarations of interest.</p>
2.	Minutes of Previous Meeting held on 14 November 2023
	<p>The Sub-Committee were taken through the Minutes from the last meeting that had been previously circulated.</p> <p>RESOLUTION There were no amendments to be made to the Minutes. The Minutes were proposed by K Ferns, seconded by H Tarpanova, and approved.</p> <p>ACTION Minutes to be sent for signing to Sub Committee Chair, D Brown.</p>
3.	Matters Arising & Outstanding Actions
	<p>The following actions were marked in "green," on the colour coded report which meant they were completed and would be removed from the document.</p> <ul style="list-style-type: none"> • Lettings Plan to be uploaded to website and SharePoint for Board and staff. • Include figures on contractors' performance report for same period from the previous year. • Policy for 'Former Tenant's Write Offs' action to be removed as not needed. A procedure is to be devised instead and this will be added to the Operational Plan.

The Sub-Committee were asked if they had any questions. It was asked about the actions being carried forward (Garden Tidy Scheme and Decorations Allowance). The Director of Customer Services & Communities (DCS&C) confirmed this would be discussed further in the meeting, however, more information was needed on both prior to presenting a paper.

ACTIONS CARRIED FORWARD

- Garden Tidy Scheme – various changes requested (Ongoing – needs to come to a future meeting)
- Decorations Allowance – some changes still required (Ongoing – needs to come to a future meeting)

ITEMS FOR APPROVAL

4. End of Year Write Offs

The DCS&C discussed the End of Year Write Offs report that had been completed by the Senior Housing Officer (SHO) and previously circulated to all Board members.

The purpose of the report was to provide the Sub-Committee with details of former tenant rent arrears that are deemed irrecoverable and require written off in accordance with Section 13 of the Association's Rent Arrears Policy.

The key recommendations in the report were as followed –

1. Approve write-offs of £15,807.35 for irrecoverable former tenants' rent arrears.


The key issues to be considered by the Sub-Committee were:

- The content of Report and provide feedback as appropriate.
- Approval sought for rent arrears write offs amounting to £15,807.35.

The DCS&C gave a background on what was being proposed for write off.

The Association had started to look at the use of Kirk & Co for tracing former tenant arrears and it is the DCS&C's intention to carry out a review. As per the Business objectives there is a responsibility to view all aspects. The DCS&C explained that they are looking to imbed some changes on operational and recovering rent.

The DCS&C also explained that in relation to target setting, they wanted to review what this is being based on and how it is reported to the Board and

They want to carry out a complete review on former tenant steps and  They are looking to formulate either a new process or tweak the current one to ensure it is as effective as possible.

The Chair asked if there were any questions. The Sub-Committee asked the following:

- What were the timescales for looking into the process?
- Is Kirk & Co paying a percentage on what is recovered when locating a person?

The DCS&C answered:

- Aiming to have looked into process by next committee meeting. There are operational changes being tied in from 01 April 2024 in which more focus on rent recovery will be carried out by Housing Officers. It is a difficult thing to do, endeavour to do best by May Committee meeting.

- [redacted] are paid a certain amount per trace. It is a low sum, flat rate of £10 per trace plus VAT. They also get court expenses. Limited in the action Cloch can take.

RECOMMENDATIONS

The Sub-Committee were asked to note the contents of the report and approve the write-offs as detailed within the report.

RESOLUTION

The Sub-Committee noted the report and approved the write-offs as detailed within the report. Approved by K Ferns and seconded by H Tarpanova.

ACTION

DCS&C to review 'Write Off' process and provide update at May Sub-Committee meeting.

ITEMS FOR NOTING/DISCUSSION

5. Head of Property Services Report

The HoPS discussed the Head Of Property Services report that had been previously circulated to all Board members.

The main purpose of the report was to provide an update to the Housing and Property Services Sub-Committee on all aspects of the Property Services section which would outline performance to date for that financial year and the ongoing work of the section. This report was for the period to 31 January 2024.

Key issues to consider were:

- Tenant safety compliance update (section 4.1).
- Gas boiler product recall and management (section 4.2 -4.5).
- Mould, damp, and condensation (CCG) – (section 4.7 – 4.12).

The HoPS discussed tenant safety compliance and that for gas safety currently 100% of Cloch's properties had a compliant safety certificate.

An important part of the report was highlighted by the HoPS and that was a product recall for certain boilers (section 4.3 to 4.5) made by "Ideal Logic" of a potential safety issue where a small number of these boilers may require to be repaired. Ideal Logic had confirmed that the risk was deemed to only affect 1 in 10,000 boilers where the fault could cause the boiler to overheat and fail. This related to "Ideal" boilers that were manufactured between August 2022 and January 2024.

The HoPS confirmed that our partner contractor – James Frew had confirmed on the 4 March 2024 that they had installed 22 of these boilers in our properties and had advised that they could complete the work on behalf of "Ideal" and would be happy to do so for Cloch. They awaited a confirmed date for release of the kit to fix the recall and at present that seems to be 3-6 weeks away.

In the meantime, Cloch immediately posted a notice on our website advising of the issue and asking that if any tenant had a concern to contact Cloch, or [redacted]. Letters were also sent to the affected tenants linking to "Ideal" standards and our Property Services had phoned and spoken with 19 of the tenants, giving reassurance that Coch is acting as best they can.

are not saying that the boilers are to be switched off and Cloch are getting a check carried out by [redacted] on each boiler, and it has been confirmed that the part needed will fix the boiler.

The HoPS then discussed section 4.6 regarding mould. This is a big area for all Housing Associations. At this time of year there is an increase in cases.

The Sub-Committee were asked to note a current issue being addressed at the Kings Glen site as a latent defect with the developer [redacted]. On a routine inspection to a property at Kings Glen Place, by our Property Services Officer (PSO), a report of mould on a bathroom ceiling was found to be attributable to an issue within the attic space. It was noted that there were condensation droplets and signs of mould present on the underside of the internal roofing plywood.

The PSO carried out a further four random inspections to properties within the same street where similar conditions were found to be present. [redacted] had been pro-active in working with Cloch to investigate and working with us on this issue.

Cloch had requested [redacted] to inspect all 50 homes on the site that had an attic space and provide a report for each property. This is currently on-going.

To date six properties have these signs visible. The view provided by [redacted] is that the presence of condensation may be attributable to the process of the construction materials drying out. Where found, [redacted] have applied a mould wash to the roofing plywood, and whilst not detailed within the original specification they have also fully insulated the Soil Vent Pipes within the attic space.

[redacted] had also highlighted other factors during the inspections which could contribute towards the presence of mould or condensation. These included:

- The bathroom / kitchen ventilation fans switched off.
- Trickle vents on windows closed.
- Personal items stored within the attic space.
- Inadequate space left at the bottom of pass doors after new carpets had been fitted. (This prevents the free flow of air).

The HoPS confirmed that they were continuing to work with [redacted] are pleased with how it is being handled and keeping an eye on this. There are lessons to be learned by tenants on how to manage mould etc.

An update was then given on the Kilmacolm Road Flooding event in October 2023. The HoPS said that they were hopeful they would see more movement. Since the report, [redacted] had been very helpful and there had been some push with Inverclyde Council to look at their systems and what they were responsible for. There had also been support from local MSP, MP, and Councillors.

The HoPS explained that Cloch want the properties back in lettable service and tenants back in as soon as we can.

This led onto the CX Software, and comments received. The HoPS wanted to provide context on this and touched on Key Performance Indicators on where not quite meeting the targets and reasons for this. Last year figures had also been included. Historically had old contractor figures, however, now driving with new contractors.

The CX Software data showed that there had been a 33% response rate and that 91.5% overall satisfaction. Also there had been 30 compliments received for the new contractors which had only just been received and not included in the initial report.

The HoPS gave an update on the Maukinhill Render Defect as per their reporting over the last 2 years on the progress. Given the length of time, Cloch had instructed a separate architect regarding the works which will be reviewed by a specialist architect for approval.

Once this is done then Cloch can proceed to make good the damaged areas. The issue may continue to be a prolonged project; however, the HoPS was keen to progress with matters in good time as there is a time bar coming up in January 2025. Updates will continue to be provided to the Sub-Committee at future meetings.

The HoPS then provided an update on planned and cyclical maintenance. It was good to see completed installations for bathrooms and kitchens.

The final discussion was about staffing and the advertising of the Tenant Health & Safety Compliance Officer. Over 11 applications received at time of meeting. Also, a staff member in the team was reducing to a 4 days working week.

The Sub-Committee were asked if they had any questions or feedback. The following were asked/noted:

- Good report.
- Tenants might say they did not realise having personal items in loft could cause issues, factors can be used to fall back on.
- 30 compliments are a great way forward.
- In relation to render defect, do not remember hearing about this before.
- On the safety compliance table, reinforced autoclaved aerated concrete (RAAC) not mentioned. Should it be listed even if it is not an issue?
- One typo in section 4.11, [redacted] when it should be [redacted]
- Condensation in roof space not an issue unless blocking soffit vents and ridge vents not working if they are there.
- Have we notified our legal people about the render defect issue?
- There had been a news article on [redacted] about damp and mould legal action. Would recommend watching this.
- It was confirmed not to put stuff in loft when signing up tenancy agreement.

The HoPS clarified the following:

- The render defect was a slow burner with nothing much to tell, however, now starting to get to the point where Cloch hope professional architect can move it on.
- RAAC not on the report but can give a verbal update as this will be something that will be dealt with quickly. HoPS will give a verbal update at the next meeting. Cloch are currently investigating where there could be RAAC. There are approximately 470 properties where RAAC may be present but not felt likely, and this has been reported to the regulator with surveys being carried out by end of April 2024.
- The condensation in roof space will go on a property-by-property basis. Nothing should be stored in loft which Cloch do stipulate. Vents are there but need to be considered as a probable cause as reported by [redacted]
- For the render defect issue, one of the first things Cloch did was notify our insurers who are driving this.

RECOMMENDATION

The Sub-Committee were asked to note the contents of the report and performance.

RESOLUTION

The Sub-Committee noted the report and performance.

ACTION

Update to be given by HoPS at next meeting on RAAC.

6.

Director of Customer Services & Communities Report

The DCS&C discussed their report that had previously been circulated to the Board.

The main purpose of the report was to provide an update to Sub-Committee on all aspects of the Housing Services Department, which would outline performance to date for that financial year and the ongoing work of the section. This report was for the period to 31 January 2024.

Key Issues to consider were:

- Item 2.2.1 – Increase in current arrears from Q2 to 31 January 2024
- Item 2.2.3 – The former tenant write-off report and future management of former tenant accounts.
- Item 3.2, 3.3.1 and 3.3.2 – DCS&C review of Garden Tidy Scheme, Cloch+ and Cloch+ white goods.
- Item 4.1 – The DCS&C has proposed operational alterations in the way the Housing Department work with the aim of improving performance and tenant engagement.
- Item 5.2 – SHO will commence a review of all ‘non-standard tenancy agreements’ currently in place.

The DCS&C discussed the current non-technical arrears increasing from 1.08% to 1.28% at the end of December 2023, however, current year-to-date figure at 31 January 2024 has reduced to 1.23%. This is above the Key Performance Indicator (KPI) of 1.15% which illustrated a dip in the performance.

Total arrears figure which was technical and non-technical arrears was 1.39% at end of December 2023 which was an increase on quarter two figure of 1.13%. The current year-to-date figure at 31 January 2024 has reduced to 1.29%. This is below the KPI of 1.6%.

The DCS&C also discussed section 4 of their report in relation to staffing and proposed operational change. It was felt that it was unfair to staff to do the structure refresh and then the DCS&C’s changes. The DCS&C has three objectives. These are:

- Continue to deliver an excellent customer experience and understand tenant changing needs.
- Empowered front-line staff supporting them to be agile enough to be successful.
- Enhance performance by focussing staff on specific aspects of work, moving away from the current generic working model.

The DCS&C is looking to change generic working to a hybrid module. This would mean Housing Officers covering rent recovery and tenancy sustainment. Given the cost-of-living crisis all of these have an impact on rent arrears and the team’s performance is positive.

The DCS&C explained that the Assistant Housing Officers would look after allocations, voids, and estate management.

This then led on to the Community Support Team and that information had already been given to the Board regarding a flexible working request and that they were awaiting potential responses. There has been a huge amount of success with the current two staff members who are going to work closely with the Customer Involvement Team on wider activity roles and tenant scrutiny panel in line with the participation strategy.

The Customer Support Team will remain as they are with additional training being given in relation to repairs. This is essential when reporting to the ARC.

As part of the structure refresh, J Fullerton was successful when applying for the Customer Support Coordinator role. L Young was successful in applying for the Senior Officer – Housing & Community Support.

N Findlay will oversee the Assistant Housing Officers and Customer Support Team.

The Sub-Committee were asked if they had any comments or questions. There were the following:

- Under section 2.2.1, what is the difference in non-technical arrears and current rent arrears.
- Good report.
- Typo noted on the Anti-Social Behaviour chart and table seven of the report (states 14 on table but 10 in the chart).
- Report is showing arrears increasing.

The DCS&C advised the following:

- The non-technical arrears are a true reflection not taking into account arrears created by housing benefit payment four-weekly cycle process. The current rent arrears include payment yet to be received but expected via housing benefit. Housing benefit payments will always be in arrears (as paid four weekly) until 13 payments received for the year which balances housing benefit amount paid against annual rent charged.
- In relation to arrears, performance is broadly strong and one of the reasons looking to change to hybrid model is to have a focussed team on this.

Following the above, the DCS&C discussed the 'Garden Tidy,' 'Cloch Plus,' and 'White Goods' Schemes. They explained that they wanted to carry out a review on these.

In relation to the Garden Tidy Scheme, this was recently sent out for procurement and costs for this are up by one-third. When liaising with tenants, they had said that they were willing to pay towards this. The DCS&C wants to look more into the scheme and the eligibility criteria. In the short term it will continue as is but would look to write out to tenants that this is being looked into.

The DCS&C said that the above was the same situation for 'Cloch Plus,' and 'White Goods.' There are concerns regarding costs and the possibility of creating a situation when if on benefits it might be difficult to go back to work and afford this. Also, there are DWP implications.

The DCS&C also wanted to highlight section 5.2 about non-standard tenancies and that the SHO will undertake a review of each agreement. Within the review the merit of the agreement will be assessed, the impact upon Cloch and how Cloch currently

performance monitor each specific agreement. The DCS&C would also pick up this on next agenda item in terms of leases.

There were further questions from the Sub-Committee regarding the 'White Goods.' These were:

- Once tenant signs a contract and agrees to pay, is it included that goods could be replaced.
- From a tenant's point of view, how is the – on average - £111 calculated. Is it a percentage of flat rate?
- If it is a percentage of rent, can go back to employment if then only paying 10% back. It is a lot of money and cost of white goods are increasing.
- Is it a benefit to swap like for like.
- Is this a moveable goal?

The DCS&C advised the following:

- Currently works out at about £111 per month for white goods and it is not time limited. Over a period of time if the washing machine is broken, this would be replaced. It needs to be clearer on how long a tenant is having the item for. The face of the scheme is positive but there needs a degree of firming up.
- The £111 figure used was an average cost based on what tenants were paying for the service.
- All good questions, the service charge is a lot and in terms of the project, it would be aimed at people moving into a property with nothing. When included in Housing Benefit it is not a big issue, the issue is when stepping into employment. It makes it difficult to get back into work and need to ensure covering the costs of items.

A Sub-Committee member noted that it was a good incentive for people who do not have white goods, however, £111 over 12 months would mean you have paid for the white goods. It would be good to have it over a period of time instead of the term of the tenancy. Also, look at other tenants who might benefit. It is a good project just needs some tweaks and to include other tenants as well.

RECOMMENDATION

The Sub-Committee were asked to provide feedback and where appropriate note the contents of the report.

RESOLUTION

The Sub-Committee noted the report.

ACTION

DCS&C to review the 'Garden Tidy,' 'Cloch Plus,' and 'White Goods' Schemes and provide update to the Sub Committee.

7. Annual Leasing Report

The DCS&C discussed the Annual Leasing report that had been completed by the Senior Housing Officer (SHO) and previously circulated to all Board members.

The main purpose of the report was to inform the Sub-Committee of the leases the Association currently had with other organisations in accordance with the Association's Use of Tenancy/Occupancy Agreements and Leasing Policy.

The DCS&C explained that they had discussed part of this as per section 5.2 on their previous report. They explained that they are looking into the non-standard tenancy agreements and leasing report.

The DCS&C would like to look at the different leases in place and if these can be flipped. In terms of ARC reporting, it can be difficult as the ARC says to discount temporary furnished flats. If these are flipped to a tenancy, then rent due changes in the year against expected rental income .

In other aspects of non-standard tenancy, [REDACTED] were within these as there are different type of tenures and occupancy agreements. It is not us that allocate these and it could be [REDACTED] that lets the property. The Association is not in control of who comes in and out of the property. The DCS&C will look into each leased property and the arrangements currently in place. DCS&C will review what will work for the Association in terms of reporting to the Board and ARC and that this is right in terms of our property numbers and rent receivable.

The DCS&C then discussed the table on the last page of the report. One of the Association's properties is with the Council for renewal and as part of the DCS&C's review, they will be taking into consideration if this is the right time to renew. It is something that they will speak with the CEO about and will take some time to review all agreements. There might be a way of ending in a notice period.

The DCS&C would like this process uniformed. Scottish Secure Tenancy's are strong legal agreement and are very difficult to end. The Association must ensure these agreements are beneficial to Cloch. For example, when the [REDACTED] lease a property from us, it may sit empty for a period of time which goes against the ethos of social housing as a family could be using this. The report last year showed that the [REDACTED] held on to a property for 12 months with no one living in it, this affects the bidding for available properties.

RECOMMENDATION

The Sub-Committee were asked to note the contents of the report.

RESOLUTION

The Sub-Committee noted the report.

ACTION

DCS&C to review the non-standard tenancy agreements & leases and provide an update to the Sub-Committee.

8.

Customer Engagement / Customer Involvement Team Group activities

The DCS&C gave a verbal update on the Customer Engagement / Customer Involvement Team (CIT) group activities.

The CIT team are looking at engagement activities and enhance our insight into tenants.

Easter events being held to create interest in tenant scrutiny panel. The aim of this panel is to review our processes and make recommendations e.g. looking at allocation process and spending time with staff. Will be beneficial if put in place and a good sounding board.

The DCS&C is putting together a calendar of events. The Community Support Team (CST) have provided additional resource and overseeing a lot of these events. There

	<p>needs to be someone coordinating these and needs to tie back to our strategy and a reason why we are doing it.</p> <p>Funding in place for these events. Community Support post funding and other half of this covered. Looking at other funding streams and push on our engagement with tenants and our community.</p> <p>A Sub-Committee member said this sounded exciting and would be good if a calendar of events could be shared with the Board to try and have them along too.</p> <p><u>RECOMMENDATION</u> The Sub-Committee were asked to note the verbal update.</p> <p><u>RESOLUTION</u> The Sub-Committee noted the update.</p> <p><u>ACTION</u> Calendar of events to be sent to the Board.</p>
9.	Health & Safety
	<p>The HoPS confirmed that there was nothing to note as everything had been covered in their report that was discussed earlier in the meeting.</p> <p>For tenancy safety and compliance there was no other incidents to report.</p> <p>Gas Combi boilers in hand and working on RAACS information. No other incidents to report.</p> <p>In relation to the re-called boilers there are no imminent gas services due so having to err on the side of caution by carrying out an extra inspection.</p>
10.	AOCB & Reflections
	<p>It was highlighted that at the F&CS Sub Committee meeting it was brought up about Regulator guidance in that minutes should have noted the name of the proposer and seconder. There had been no issues in the past when this was previously done, and K Ferns provided a bit of background to the adherence. H&PS Sub Committee were happy to use names.</p> <p>Structure change was also discussed and if members could respond to the in between meeting decision that had been sent in relation the Community Support Team.</p> <p>The HoPS advised that the repairs, rechargeable repairs, and factoring policies are going out to consultation. One if not more of these will be in draft and brought to the Sub-Committee or it might be that as these are such big policies, these might be brought to Board meeting as need equality impact assessments. Any changes to the policies will be highlighted so that they stand out.</p> <p>The deferred items on the Agenda were discussed. The Garden Tidy Policy had already been given during the meeting via a verbal update. In relation to the Asset Management Policy this is a collaborated approach with time set aside and will be brought to the Board meeting being held on 21 May 2024.</p>
11.	Date of Next Meeting – 14 May 2024
	The meeting closed at 19.43pm