

CLOCH HOUSING ASSOCIATION LIMITED

Jun 21, 2022

**Cloch Housing Association
Meeting of the Housing and Property Services Sub-Committee
held on Tuesday 30 November 2021 at 6pm
at the office and on Zoom (Hybrid)**

MINUTES

Attendees; Brian Corrigan (Board Member), Eileen Tamburrini (Board Member), David Brown (Board Member), Paul McColgan (Property Services Manager), Nicola Findlay (Senior Housing Officer).

1. Election of Chair and Vice Chair of Housing and Property Services Sub Committee*

Due to the low number of attendees (x3), it was proposed that this election would be withheld until the next meeting scheduled in February 2022. It will be raised as a matter during the forthcoming board meeting. There was a discussion regarding best practice in selecting a Chair. This relates to the Chair of the HPSSC being the Chair of the Board and how this should be avoided in the future. Brian Corrigan agreed to chair the meeting in the meantime until a new chair can be elected.

2. Apologies and Declarations of Interest**

Apologies; Eleanor Robertson (Board Member), Patrick Marshall (Board Member), Alan Hutchison (Board Member), Andy Thomson (Housing Services Manager).

Absent; Susan Skelton.

No declarations of interest.

3. Minutes of Housing & Property Services Sub-Committee 19 August 2021*

The minutes were proposed, seconded and approved.

4. Matters Arising/Outstanding Actions**

There were no matters arising.

5. Mid-Year Write Offs*

This report was presented by the SHO with a general query on whether the value was typical of other years. It was responded that the value could be lower due to a backlog in court cases but SHO would feed this back. The recommendation was approved and seconded by the

Committee.

6. Gas Maintenance Policy Review*

The policy was presented by the PSM outlining the main update from the previous policy in relation to signposting tenant to assistance with their meter charges if this was a reason for not being able to keep their meter in credit. Committee asked for future reports to have updated sections highlighted.

The policy was approved and seconded by the Committee.

7. Void (Empty Homes) Policy Review*

The policy was presented by the SHO, approved and seconded by the Committee.

8. Decant Home Loss and Disturbance Policy Review*

The policy was presented by the SHO. Committee asked what happens to furniture / belongings in an abandoned property, does it go to storage? Nicola confirmed that the decision on paying to put items into storage for the main part depends on the value of the items left by the out-going tenant. If the cost of storage is more than the value (which it most often is) then items are dumped.

The policy was approved and seconded by the Committee.

9. Property Manager's Report to 31/10/2021**

The PSM presented the report and highlighted in particular the on-going performance issue with McDougall's. They have provided an improvement plan. The PSM also pointed out that since the plan was provided they have been acquired by McGill and it is hoped that the additional resources and re-structured management team will show improvement. Both parties are committed to driving improvement.

Committee has commented on the delay to completing the planned maintenance programme. The PSM confirmed that any works not carried out by the end of March 2022 would roll into the next year.

The PSM discussed that unfortunately we were unable to carry out a gas safety inspection on the anniversary date. This was due to the aggressive nature of the tenant. We did though manage to get access on the next day. Committee asked what action was taken against the tenant. It was advised that our system would generate a do not visit alone pop up. Contractors and staff in the future would not visit unaccompanied.

Committee also asked for an update on the on-going stock condition survey. Inspections started in November and are scheduled for December also. An update will be provided at the February 2022 meeting.

10. Housing Manager's Report to 31/10/2021*

The report was presented by the SHO. The main points highlighted were the arrears figures, and also the allocation and void figures. The SHO confirmed that all Inverclyde Landlords are required to approve the Section 5 protocol.

Committee asked why all units at 9 Lyle St weren't occupied. It was confirmed that the inability of the project team to secure sufficient staffing numbers was the cause. If this continues then Cloch will review the position as they are losing rent on these void properties

10.1 HM Report Appendix 1

This report was presented by the SHO

10.2/3 Approval of Section 5 Protocol and TFF "Flipping" Procedures

This report was presented by the SHO, approved and seconded by the Committee.

11. AOCB & Meeting Reflection and Feedback**

The SHO presented an update on the Tenant satisfaction survey which is on-going, however slower than anticipated with a lower number of returned surveys. A contributing factor may be that it is only phone calls that are being used, and there have been some invalid numbers being recorded. The HSM is monitoring progress.

Committee commented on the low turnout for the meeting which may be raised at the forthcoming Board meeting in December.

Committee confirmed that they were happy with the current hybrid meeting option and a 6pm start.

12. Date of Next Meeting – 15 February 2022**

Confirmed.

Meeting ended.