

## **CLOCH HOUSING ASSOCIATION LIMITED**

**Cloch Housing Association  
Meeting of the Housing and Property Services Sub-Committee  
held on Tuesday 16 August 2022 at 6:00pm  
at the office and on MS Teams (Hybrid)**

### **MINUTES**

Members Present (via MS Teams)	David Brown, Brian Corrigan
Members Present (in the office)	Eileen Tamburrini
Officers	Paul McColgan, Head of Property Services Louise Carlin, Head of Housing Services

#### **1. Apologies and Declarations of Interest\*\***

- 1.1 Patrick Marshall, Alan Hutchison, Susan Skelton (absent).
- 1.2 Brian Corrigan declared an interest as he is now employed by an RSL which has stock in the Inverclyde area.

#### **2. Minutes of Housing & Property Services Sub-Committee 25 May 2022\***

- 2.1 The minutes were reviewed by the Committee present. It was agreed that the minutes at sections 8.3 and 8.5 should have the financial information redacted prior to publishing them.
- 2.2 The Committee members present were unable to approve the minutes as none of them were present on the 25<sup>th</sup> of May. The minutes will be presented for approval at the Board meeting on the 30<sup>th</sup> of August.

#### **3. Matters Arising/Outstanding Actions**

- 3.1 There were no matters arising and the outstanding actions template will have all completed actions removed.

#### **4. Policy Approval**

- 4.1 The Head of Housing Services presented a report on the following policies which were due for review to obtain approval; Rent Arrears, Running a Business from Home, and Mortgage to Rent.

## **Rent Arrears.**

- 4.2 HoHs discussed the main changes which were not available to view as tracked changes.
- 4.3 The committee asked if staff still accept cash payment. HoHS advised that in general since the pandemic we don't, but there can be exceptions, but only in the office. When in a tenant's property payment would be taken on-line.
- 4.4 A further question was asked if at sign up is the tenant asked to pay a month's rent in advance, even during the current climate. This was confirmed by the HoHS who also advised that as per section 7.5 of the new policy, if a tenant is having difficulties in paying rent in advance, section 7.6 of the policy allows for exceptional circumstances.
- 4.5 It was noted that the review period for the existing policy was 5 years which seemed longer than the usual 3-year term for other policies. HoHS to check and confirm. The outstanding actions would be updated for this action.

## **Running a Business from Home**

- 4.6 Committee suggested that at section 5.3 the wording is changed from "his" to "their".
- 4.7 Committee asked how Cloch would manage an appeal against a future decision not to grant permission. HoHS confirmed this would be dealt with through our existing complaints handling policy and procedure.

## **Mortgage to Rent**

- 4.8 Section 4.1.2 to be removed and the number sequence to be amended.
- 4.9 Committee asked if the wording at 8.1 should be amended under Equalities with regards to reference to gender and gender re-assignment. HoHS to check.
- 4.10 HoHS confirmed that we are not aware of any applications for this scheme for a number of years. Committee asked if the public are aware of this scheme, and should we advertise it? HoHS will investigate and report back.

## **Resolution**

The policies as presented were proposed, seconded and unanimously approved by the sub-committee.

## **5. Head of Housing Services Report\*\***

- 5.1 This report was presented by the HoHS
- 5.2 HoHs raised an issue with rent arrears and difficulties faced with court actions.
- 5.3 Under allocation and voids this was still impacted by the Wellpark Project. There has also been an increase in applications for advertised properties through the "These Homes" digital lettings platform.
- 5.4 Committee asked what the target for void turnaround was where it was noted in the

report that 33.67 days was noted. HoHS to advise.

- 5.5 Currently there are 3 main anti-social cases. HS are working closer with the ASIST team, and the team are working to catch up on the backlog of estate management visits.
- 5.6 The work relating to refugee and asylum seeker integration has an increased focus on Ukrainian families. The HoHS explained the process with regards to their tenancy agreement. There is also staff training arranged for all Cloch staff in September.
- 5.7 A Committee member queried why the supported unit furniture was noted under the Cloch+ heading. HoHS explained that the budgets are separate, however the staff member providing the service would be working on overall furniture replacements. This should be reported on separately in future.
- 5.8 It was noted that the performance report had an incorrect date in the heading for Quarter 1.

### **Resolution**

The sub-committee noted the report.

## **6.0 Entitlements, Payments & Benefits Report \*\***

- 6.1 This report had previously been approved electronically and was for ratification.

### **Resolution**

The sub-committee ratified the report.

## **7. Tender Reports\***

- 7.1 HoPS presented tender reports for the recently procured Aids and Adaptations contract and the cyclical painting contract.
- 7.2 The cyclical painting tender report was an updated and revised tender report from one previously sent electronically for approval. There had been anomalies in the costs submitted which hadn't been picked up by our consultant, although the outcome for the recommendation to award was unchanged.
- 7.3 Committee was asked to provide approval to award the Aids and Adaptation contract to Everwarm, and the cyclical painting contract to Mitie

### **Resolution**

The award of the contracts as recommended was proposed, seconded and approved by the sub-committee.

## **8. Head of Property Services Report\*\***

- 8.1 The report was presented by the HoPS with the main topics discussed.

- 8.2 There was progress in novating the Reactive and Voids contract from McGill to Saltire which was finally signed on the 5<sup>th</sup> of August 2022.
- 8.3 The recent procurement for the kitchen / bathroom and heating contract had taken place. Due to the rise in cost, the carry forward of work from 2021, and budget concerns there have been discussions with the MEAT to explore adjustments to the programme and to understand if there will be a cost implication. Committee will be updated on the progress of this contract.
- 8.4 KPI performance on reactive and repair performance by contractors was discussed, with improvement required for non-emergency repairs. Void repair performance was also noted where improvement is a priority.
- 8.5 A summary on progress of current contracts was also provided.

### **Resolution**

The sub-committee noted the report.

## **9. ICHR Quarter 1 Report 2022 2023\*\***

- 9.1 The HoHS gave an update on attendance at the recent steering group. The report provided information including an overview of an increase on the number of applicants and that the system is user friendly.
- 9.2 The HoHS confirmed as per questions from the committee that the database is more accurate with regards to applicants and that the number of applicants on the system are individual applicants

### **Resolution**

The sub-committee noted the report.

## **10. AOCB**

- 10.1 None

## **11. Meeting Reflection and Feedback\*\***

- 11.1 The sub-committee suggested that a more detailed summary page could be provided with reference to key points within the reports, for example section numbers.
- 11.2 The agenda normally prioritises reports at the beginning of each meeting which require approval. This should continue.
- 11.3 The sub-committee noted that the last two meetings have been poorly attended. There can be a variety of legitimate reasons for this. An overall review of the schedule of meetings may be a topic to discuss at the agenda in September

## **13. Date of Next Meeting – tbc**

To be confirmed after the AGM on 21<sup>st</sup> September 2022. Meeting closed 7:30 pm.