

**MINUTES OF MANAGEMENT COMMITTEE MEETING
HELD ON TUESDAY, 9 JUNE 2020 AT 6.15PM
CONTINUATION OF MEETING HELD ON 26 MAY 2020
VIA ZOOM VIDEO CONFERENCING**

Present: Jackie Lorimer (Chair) Brenda Cameron (Secretary)
Marion Benson (Members) Thomas McGowan (Members)
Audrey Murphy (Members) Daniel Wilson (Members)

In Attendance: Lindsay Gemmill, Interim Director
Janette Meechan, Housing Manager
Stuart McQueen, Maintenance Officer
Teresa Jones, Housing Officer (Minute Taker)

		Action
	<p>Introduction</p> <p>The Chair welcomed everyone to the virtual meeting which is a continuation of the original meeting held on 26 May 2020.</p>	
1.	<p>Apologies</p> <p>Apologies were received from Mandy White, John Anderson and Alan Mullen.</p>	
2.	<p>Declaration of Interest</p> <p><u>Item 14 – Housing Property Maintenance Report</u></p> <p>One Members declared an interest in this item.</p> <p><u>Item 15 – AOCB</u></p> <p>One Member declared an interest in this item.</p> <p style="text-align: right;"><i><u>Noted</u></i></p>	
	<p><u>Lindsay Gemmill, Interim Director advised Members that the meeting would now move onto Item 13.</u></p>	
13.	<p>Housing Management Performance</p> <p>13.1 <u>Rent Arrears, December 2019 – March 2020</u></p> <p>The Housing Manager presented the arrears breakdown for the benefit of Members.</p>	

ACTION

It was noted that the arrears balance as at March 2020 was significantly higher than would normally be expected.

Members were advised that a number of factors have contributed to this substantial increase:

- Office closure in March due to the Covid-19 lockdown.
- Increased number of Universal Credit applications submitted.

A Member queried if the reporting format could be amended to reflect the age of arrears in bands if possible.

Janette confirmed that this would be possible as information could be extracted from the Associations Housing Management system.

Janette also advised that the Former Tenant Arrears performance is also slightly higher than the Internal Management Plan target of 0.5%. Janette advised the Members that there were no former tenant write offs in March 2020 due to the Covid 19 lockdown, therefore this will be reviewed upon return to normal working.

JM

Janette advised Members that she had drafted a further 2 reports showing statistical breakdown of rent payments and benefit payments for the period February – May 2020, which shows an increase in UC payments being received and outstanding.

Unfortunately, reports were not available in time for meeting; Members agreed to read these and submit any questions to Janette.

13.2 Rent Arrears, Legal Action Update

Janette advised Members that legal action has been suspended due to the Covid 19 lockdown. Janette has spoken to the Association’s lawyers, TC Young regarding the potential to progress court action for those tenants who refuse to pay. Whilst there is the possibility of taking this forward, there are issues around the legal serving of Notice of Proceedings due to staff working remotely. It may be possible to progress this once Sheriff Officers resume working.

Members were advised that the notice period for legal proceedings against tenant in rent arrears has been extended to six months.

Janette advised Members that a review of the Arrears Policy and Strategy is now due and this will be progressed as soon as is practicable taking account of the current situation and unusual workload.

JM

Committee will be updated.

13.3 Welfare Reform Mitigation

<p>Janette advised Members that due to the Covid 19, the DWP has suspended the payment of rent arrears for one month. Managed payments of rent are still be received by Association, the rent arrears payments should recommence from 10 May onwards, with payments being received in June.</p> <p>The Association is keeping tenants up to date by sending information texts as well as making regular updates to the Associations to keep tenants informed.</p> <p>The Housing Officers have contacted a number of tenants that have been identified as vulnerable to ensure that they have support in place. If they have required additional support the Housing Officers have referred them to the Crisis Support Team within WDC who are assisting vulnerable tenants who require groceries delivered, medical supplies etc.</p> <p><u>13.4 Universal Credit Statistics</u></p> <p>Members were presented with a report detailing the total outstanding arrears in relation to 38 tenants currently in receipt of Universal Credit.</p> <p>Janette advised Members that there has been an increase in new UC claims submitted due to Covid 19. She explained the process of new claims whereby the applicant receives the initial rent payment which they are then due to pay to the Association. After the first payment, the tenant can request rent payment be made direct to Association.</p> <p>Janette advised Members that Managed Payments can and are still being requested if a tenant falls into arrears.</p> <p><u>13.5 Welfare Rights Advice Report, 1 December 19 – 31 March 2020</u></p> <p>It was noted that this report was discussed in full at the previous meeting held on 26 May 2020, under Item 8.2.</p> <p>13.6 To</p> <p><u>13.8 Accompanying Statistics</u></p> <p>Janette advised Members that she has drafted a report with regard to the SHR Return for April 2020 – March 2020, this has been forwarded to Members for their information, and any questions can be raised at the next meeting once they have had time to read the report.</p> <p>A Members queried if the Universal Credit technical arrear balance had been included in the reported technical figures due to the short timescale for Associations to submit their monthly statistical figures to the SHR. Janette confirmed that the UC technical figure is included. She also explained her concerns around the technical aspect of UC payments but had taken advice from our Financial agents in relation to the calculation.</p> <p>Janette advised Members that the Association has one void property available at the moment, the property has had a deep clean, a video of the property will</p>	<p>ACTION</p> <p>JM</p> <p>JM</p>
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	<p>now be forwarded onto the prospective new tenant for them to decide if they wish to accept offer.</p> <p>Janette will keep Members updated on the progress of this let. <u>Noted</u></p> <p>13.9 <u>Re-Let Allocations Report, 1 December 2019 – 31 March 2020</u></p> <p>This report was noted by Members. <u>Noted</u></p> <p>13.10 <u>Estate Management/ Antisocial Behaviour (1/12/19 – 31/3/20)</u></p> <p>Estate Management Report was noted by Members.</p> <p>Janette advised Members that a total of 7 complaints were received for the period December to March 2020. All complaints were dealt with within the agreed timescales in accordance with the Policy.</p> <p>It was noted that one SPSO complaint has been received, this complaint is still ongoing due to the complicated nature. Further investigation will resume once Covid 19 lockdown is lifted. <u>Noted</u></p>	<p>Action</p> <p>JM</p>
<p>14.</p>	<p>HOUSING PROPERTY MAINTENANCE REPORT</p> <p>14.1 <u>Maintenance and Repairs Report</u></p> <p>Stuart MacQueen, Maintenance Officer briefed Members on the report. It was noted that overall the Association’s day to day maintenance budget was underspent by approximately £17,654.00. This figure may change due to some outstanding invoices that have still to be received.</p> <p>It was noted that the Void Budget for the year was set at £38,400.00. As at 31 March 2020 the Association had spent £41,972.00; an overspend of £3572.00. This was due to the Association carrying out major works to a property that was carried over from the previous financial year.</p> <p>A Member queried if the repair report could detail the difference repair types reported as call outs. Stuart advised, that when McDougall’s receive out of hours repairs, they decide if they require to be attended to as a call out or can be left for next day repair.</p> <p>It was noted that all but one contractor managed to achieve the targets set by the Association with regard to performance and attendance to repairs.</p> <p>In the period 1 January 2020 – 31 March 2020, the Association’s Maintenance Assistant completed 39 jobs, which covered void work, general repairs and environmental works.</p>	

<p>It was noted that the Association has carried out 100% gas service checks as at 31 March 2020.</p>	<p>ACTION</p>
<p style="text-align: right;"><u>Noted</u></p>	
<p>14.2 <u>Adaptations (Year End Report)</u></p>	
<p>Stuart advised Members that as per Social Work and WDC adaptation referrals received, the Association carried out the following adaptations at a cost of £5,509.20 this was financed via HAG.</p>	
<ul style="list-style-type: none"> • 1 Shower adaptation • 3 Internal handrails • 1 smoke alarm for the hard of hearing. 	
<p>A further adaptation is currently on hold due to the Covid 19 lockdown and this will be completed once restrictions are lifted.</p>	
<p style="text-align: right;"><u>Noted</u></p>	
<p>14.3 <u>Maintenance Contractors Annual Completion Report</u></p>	
<p>This report was noted by Members.</p>	
<p>14.4 <u>Contractors Appraisals/List</u></p>	
<p>Stuart advised Members that one contractor Barclay Landscapes had failed to respond to the Association's request to provide their insurance certificate as the owner had taken on a full time job with another company.</p>	
<p>Therefore, it is recommended that this contractor be removed from the contractors list for the year 2020/2021.</p>	
<p style="text-align: right;"><u>Noted</u></p>	
<p>14.5 <u>Cyclical Major Repairs Report</u></p>	
<p>Stuart advised Members the following cyclical works have been carried out at a cost of £65,171.21:</p>	
<ul style="list-style-type: none"> • Gas Servicing and maintenance contract • Gutter cleaning • Roof anchor inspections • Close/window cleaning • Smoke vent servicing 	
<p>It was noted that the periodic electrical checks have been delayed due to the Covid 19 lockdown.</p>	
<p>Major repairs were carried out at a cost of £15,330.25 and included the following:</p>	
<ul style="list-style-type: none"> • Door entry system renewals • One kitchen renewal 	

	<ul style="list-style-type: none"> • Bathroom replacements • Asbestos surveys • Replacement street lighting <p>It was noted that the Kitchen renewal for Phase 1 has been delayed due to Covid 19 lockdown.</p> <p>A Member queried why the Association was paying for street lighting to be replaced, Stuart advised that some streets within Faifley stock have not been adopted by WDC.</p> <p style="text-align: right;"><u>Noted</u></p>	ACTION
15.	<p>AOCB</p> <p><u>Supporting Communities Fund</u></p> <p>Janette advised Members that the Association has been successful in securing funding for £30,800 to help the Faifley Community Council, Community Foodshare. A full report has been sent to all Members today, unfortunately this was not received in time for meeting. If Members have any questions once they have read the report, they are invited to contact Janette</p> <p>Janette advised that the grant funding will be sent to the Association within the next 7 days. The Grant funding will assist in the following:</p> <ul style="list-style-type: none"> • 12 month rental of a delivery van from Arnold Clark. • Provision and delivery of food parcels, pre-packed meals and packed lunches for the residents of Faifley. <p>The Association will co-ordinate the spending of the grant and Members are requested to approve the acceptance of the grant to allow matters to be proceeded. The offer of grant requires to be signed by an office bearer.</p> <p>Brendan Cameron, Secretary agreed to be signatory for this grant.</p> <p style="text-align: right;"><u>Approved</u></p> <p><u>Donations Policy/Research</u></p> <p>Member, Audrey Murphy, advised that she has drafted some information that she has researched with regard to Donations Policy</p> <p>Lindsay advised that this information will be forward to all Members and can be discussed at the next committee meeting.</p>	LG
16.	<p>DATE OF NEXT MEETING – 30 JUNE 2020 AT 6PM</p> <p>Lindsay advised Members that the next scheduled meeting will take place on 30 June 2020 and will primarily concentrate on governance issues.</p>	

