

**MINUTES OF THE MEETING OF
MANAGEMENT COMMITTEE HELD ON
THURSDAY 29th MAY 2024 AT 6.30PM
HYBRID MEETING**

MEMBERS PRESENT: Cheryl Miller (Chair)
Elizabeth Klein (joined at 7pm)
Audrey Flannagan
Jen Cassells
Iain Doherty
Ghazala Hakeem
Mujeeb Ur-Rehman

IN ATTENDANCE: John Quinn, Director
Alan McDonald, Head of Development & Property Services (HDPS)
David Robb, Head of Finance & IT (HFIT)
Sharon Flynn, Interim Head of Tenancy Services (HTS)
Lorna Shaw, Research Resource
Liz Campbell, Minute Secretary

1) Apologies

Keith Kintrea and Barbara Roberston

2) Declarations of Interest

None

3) Approval of Minutes of Meeting Held on 17th April 2024

The minutes were proposed by Ghazala Hakeem and seconded by Audrey Flannagan

Matters Arising

Link Site - The legal paperwork has been completed for the newbuild flats at Butterbiggins Road and the keys will be handed over in the next couple of days. A twenty-eight-day notice has been received for the next phase of flats and they will be handed over towards the end of June. Once the keys for the next phase of flats have been received a viewing will be arranged for Committee members.

159 Butterbiggins Road – there was a request for an uplift of £50k in fees for this development. The Quantity Surveyor and Legal team have looked at the additional information that was submitted and final costs will be confirmed on Friday. It is hoped that a report can be brought to the June meeting for consideration.

Scottish Housing Regulator (SHR) Visit – The visit has taken place, and we are waiting for the letter from SHR with their review of the visit.

5) Customer Satisfaction Survey

This item was moved up the agenda.

Lorna was introduced and explained that Research Resource had carried out a customer satisfaction survey on behalf of the Association. Lorna shared a presentation with a summary of the findings of the report. Each of the sections has been drilled down and there is a lot of detailed information available for each of the questions that were asked during the survey. The following points from the report were highlighted:

- Between 6th February and 27th March 2024, 1,120 tenants were interviewed. This gave a response rate of 45% and the accuracy of the data is accurate to +/- 2.13%
- 385 interviews were conducted with Owners. 233 of these were with resident owners and 125 with non-resident owners. This gave a response rate of 37% and the data is accurate to +/-4.5%
- SHR considers data that is +/-5% as robust.

The following questions were asked at the interviews:

Overall Satisfaction

Taking everything into account how satisfied are you with the overall service provided by Govanhill Housing Association?

2021 83% 2024 87%

Keeping Tenants Informed

How good or poor do you feel Govanhill HA is at keeping you informed about their services and decisions?

2021 91% 2024 97%

Opportunities to Participate

How satisfied or dissatisfied are you with the opportunities given to you to participate in Govanhill's decision making process?

2021 95% 2024 98%

Satisfaction with Last Repair

Thinking about the last time you had a repair carried out, how satisfied or dissatisfied were you with the repairs service provided by Govanhill HA?

2021 85% 2024 83%

Quality of The Home

Overall, how satisfied or dissatisfied are you with the quality of your home?

2021 87% 2024 85%

Contribution to The Management of The Neighbourhood

Overall, how satisfied or dissatisfied are you with Govanhill HA's contribution to the management of the neighbourhood you live in?

2021 79% 2024 79%

Value for Money

Taking into account the accommodation and services Govanhill HA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it.....

2021 76% 2024 88%

Satisfaction with Factoring Service

Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Govanhill HA.

2021 60% 2024 82%

Customer Contact

A breakdown was given on how people prefer to get in touch with the Association. This was separated by age group and preferences. When contact is made with staff, satisfaction rate was 94%.

Keeping tenants informed was broken down into preferred methods and by age group.

Neighbourhood Services was broken down into various services that are provided and the satisfaction with each service detailed.

Affordability- people were asked how easily they found it to pay rent, gas and electricity. Fuel bills were tenants greatest concern, followed by having sufficient money to pay for food.

There is a comprehensive breakdown and analysis of each section, but it is hoped the presentation gave an overview of the results.

It was asked if the results reflected what we were already aware of. It was reported that the survey took place in February and March and the new estate management services hadn't been fully launched by then. It is hoped that the new service will deal with some of the issues raised in the survey.

It was reported that an action plan will be presented at a future meeting.

Lorna was thanked for her presentation, and she left the meeting at 7pm.

Elizabeth Klein joined the meeting at 7pm.

4) Minutes of F&GP Committee held on 8th February 2024

There were not enough members present at the F&GP meeting on the 8th February 2024 who were also at the previous F&GP meeting held on the 8th November 2023 to approve the minutes of that meeting.

They were instead brought to this meeting where members who had been present will be in attendance to approve them.

The minutes were proposed by Jen Cassells and seconded by Cheryl Miller.

6) ARC Submission 2024

ARC Return 2024

Stock Return

Committee were advised some internal validation is still being finalised, which may change some indicators but not significantly.

The following points from the report were highlighted:

- Satisfaction Surveys – City Technical and Mears in Q4 was between 87% and 99%
- Repairs to kitchens and bathrooms form part of the Asset Strategy
- Membership has been raised at various meetings. The attendance of members at the AGM decreased from the previous year. The Director is meeting two people next week who may be interested in joining the Management Committee
- Section 3.5 Waiting list, letting and void management. There were 208 properties let.
- The refusal rate is 24.73%.
- The average number of days to be re-let is to be finalised but is around 48.04 days.
- There were 110 Section 5 referrals received.
- Section 3.6 Day to day repairs – there has been a marginal improvement in the time to respond to an emergency repair.
- There has also been an improvement in the time to respond to a non-emergency repair. This excludes repairs where access was not been made available by tenants.
- There was 100% compliance with gas safety checks
- There are 71 EICR checks that are overdue and they are being dealt with in the same way as gas safety checks and forced access is being taken following the Policy review by Development & Property Sub-Committee in January 2024 which started to be implemented in early March to deal with tenant no access. 100% will be completed by the end of July.

- Section 3.7 Anti-social behaviour and court actions – 93.53% of the cases were resolved.
- Community Relations Team from GCC provides a paid for service to GhHA
- Court actions initiated have reduced to 18. The Rent Sense software that was purchased has helped with arrears cases.
- The number of cases of properties that were abandoned reduced from 15 to 9.
- Section 3.8 value for money is also covered in the recent satisfaction survey.
- 3.9 Medical adaptations – 39 adaptations were completed. 2% of these are still outstanding. Some delays have been due to the tenant being in hospital. Some of this work is grant funded by GCC.
- Average time to complete an adaptation is 35 days
- A note has been added that stock transfer stock is not eligible for grant funding
- 3.10 Tenancy sustainment – slight increase in the percentage of tenancies sustained for more than a year
- 3.11 rent arrears, factoring and other charges – gross rent arrears is 2.48%
- The percentage rent loss due to properties being void is 2.38%
- The number of households the landlord receives housing costs directly for is 1782
- The percentage of former tenant rent arrears written off is 56.74%. Some of this is historical arrears and the issue has been addressed.
- 3.13 Energy efficiency standard for social housing (EESH) the majority of fails for this relates to refused accesses or works being on site. Including abeyances there is a slight increase in failures.
- 3.14 Stock Housing Quality Standard – there has been an improvement and the target for the year ahead has been revised. The forced accesses for EICR checks should also help to bring the abeyances down.

It was reported there was an Asset Management Audit carried out and there is more information on Capita to allow for more frequent reporting of SHQS to the Development & Property Sub-Committee. The component and compliance information are also on Capita.

It was reported that a significant amount of staff time has been spent compiling all of this information as it is not available straight from Capita. The system does not give an answer to all of the questions set by SHR. Work is also undertaken by external consultants, and this is checked and validated by staff. The process is being streamlined and we now have the SHQS information on Capita will help with that.

It was asked if the red and amber colour coding was for our information, and it was reported that it was and a legend will be included in next year's report to quantify when an indicator is green, amber or red for consistency.

Subject to validations being completed approval was given to the Director to submit the ARC return and Stock Return to SHR.

7) Procurement Annual Report

Each year the Association is expected to provide and publish an Annual Procurement Report noting the current and expected regulated procurements. The details of these are included in Appendix 1 of the papers. This reflects considerations and decisions made as part of the Development Services Sub Committee meetings and reflects the asset strategy and major repairs, component replacement programmes.

The contents of the report were noted and approved. Permission was given for the report to be published and for Scottish Government to be notified of its publication.

8) Asset Strategy

The Asset Strategy is a consolidation of several pieces of work over several years. Management Committee and Development and Property Services Sub Committee have considered numerous reports and provided direction as the Asset Strategy was developed.

Work will be undertaken with Head of Finance & IT to secure funding for the proposed component replacement programme and investment in the housing stock. Finance for this will be considered by the Finance & General Purposes Sub Committee.

It was highlighted that this is not an operational document, and it is a key companion document to the Association's Business Plan.

Regular reports on the component replacement programme will be discussed at Development & Property Services Sub Committee meetings.

It is anticipated that challenges will arise through the review of EESSH and other standards within the plan period by the Scottish Government which the Strategy will have to respond to.

A comment was made that the document was excellent, and the strategy document should be where we are, where we want to be and a plan of how we will achieve that. It was asked if the Arneil Johnston stock viability pie chart could have more detail in its description.

Subject to the change to the table being amended the draft Asset Strategy was approved will be reviewed before its expiry in May 2029.

9) GCC/HSCPC Letter & Discussion Paper on 2024/25 Letting Plan

Tenancy Services Sub Committee discussed this at their meeting on 2nd May 2024 and requested the report be presented to the Management Committee for a decision to be made.

A request has been received from GCC/HSCP (Health & Social Care Partnership) that 67% of the projected number of social housing lets for 2024/25 are for the resettlement of homeless households. This has been developed using supply and demand data as its foundations.

In 2023/24 Govanhill Housing Association set a target of Section 5 lets at 40% and 5% for other GCC nominations. This gave a total of 45% of lets for GCC referrals.

In the quarterly performance report, it was stated that the Association achieved 39.5% for Section 5 lets and 0.5% for other GCC nominations.

In 2023/24 the Association let 208 properties, 22% of these were to transferring tenants, 38% to waiting list applicants and 40% to homeless and other nominations from GCC.

The demand for our stock remains high and there are currently 2661 applications on the waiting list. It is incredibly hard to manage the demands against the supply of housing and equally to ensure that we continue to achieve some balance and cohesion in the community. The current tenant base is 59% joint tenants, 17% sole females and 24% sole males.

In the last two years the percentage of offers made to Section 5 referrals 60% have been to sole males, 30% to sole females and 10% to couples.

It had previously been agreed the allocation for the new build properties at Butterbiggins Road had an allocation of 90% to transferring tenants and none to Section 5 referrals. However, any voids created by the transfer to the new build properties could be considered for Section 5 referrals and other GCC nominations.

Extensive discussion took place where members were able to voice their opinions and concerns and the following agreement was reached:

- **50% of the projected lets for 2024/25 would be for Section 5 and other GCC nominations**
- **25% of lets would be to tenants wishing a transfer**
- **25% of lets would be for waiting list applicants**
- **A request for agreement on specific aspects e.g translation services/general support and the balance of referrals being received will be made to GCC/HSCP to allow the Association to meet the request made by them.**

Jim McBride, Head of Homeless Services offered to meet with the Management Committee to discuss the request and members were interested in this and suggested the meeting in August may be a suitable date for this. It was suggested that some of the staff team are invited to this discussion.

It was also suggested the Association should be lobbying GCC, Scottish Government, and campaigning with SFHA and GWSF regarding the housing emergency that has been declared.

10) Loan Portfolio Return

This is a standard return that details the number of properties owned by the Association, the number of units held as security against borrowings, details of lenders, loan rates, repayment profiles.

The contents of the report were noted, and approval given to submit the Loan Portfolio Return to SHR.

11) External Audit Plan

RSM, the Association's External Auditor has submitted their Audit Plan for the year ending 31st March 2024. The Audit Plan details the areas that the Auditors wish to focus on. These are:

- Management override of internal controls
- Income regeneration
- Going concern
- Cut off of development works, planned maintenance and repairs
- Valuation of pension liabilities

The contents of the Audit Plan report were noted.

12) SHR Notifiable Events – Standing Agenda Item

None

13) Minutes of Sub Committee Meetings

Tenancy Services meeting held on 7th February 2024

GCDT meeting held on 6th March 2024

The minutes of the Sub Committee meetings were noted

14) Report Back from Other Organisations

Employers in Voluntary Housing (EVH)

None

Glasgow & West of Scotland Forum of Housing Associations (GWSF)

None

SHARE

None

15) Documents for Formal Execution

The Chair signed the below contracts

- Common Repairs:181 & 189 Langside Road, Govanhill, Glasgow
- Annandale Square Phase 2 – Window/Bathroom and Kitchen Renewal, Govanhill, Glasgow

16) Correspondence

None

17) A.O.C.B

Finance Training – HFIT stated that members had been offered some training in understanding details of finance reports and asked members what format they would prefer for finance training. It was agreed that a more detailed session would be preferable and agreed after the AGM in September would be a suitable time for this.

Appraisals – It was agreed the appraisal form would be circulated to members by email and meetings would take place with the Director of the Association and the Chairperson.

15) Date of Next Meeting

Wednesday 12th June 2024 at 6.30pm

The meeting closed at 8.45pm