

21 May 2020

Dear Member,

The next Management Committee will be held on **28 May 2020, at 11:00am via Zoom**

Agenda Item	Lead	Time	
1. Welcome, <i>Sederunt</i> & Apologies.	Chair	1 min	Verbal
2. Declarations of Interest.	Chair	1 min	Verbal
3a. Internal Audit <ul style="list-style-type: none"> • Corporate Governance – Appendix 1 • Data Retention – Appendix 2 • Follow up review – Appendix 3 • Annual Report 19/20 – Appendix 4 	Scott Moncrief, Wylie/Bisset	20 min	Approval
3b. Audit Plan 20/21 <ul style="list-style-type: none"> • Presentation – Appendix 1 			
4. Minutes of the Committee Meeting of 28 April 2020	Chair	3 min	Approval
5. Matters Arising & Actions from the minutes report	Director	2 min	Note
6. ARC Report	Housing Officer	15min	Approval
7. Lettings Plan	Housing Officer	10min	Approval
8. Rent Arrears update	Director	10min	Note
9. Tenants Handbook	Director	5min	Approval Verbal
10. Approved Contractors List	Maintenance Manager	5min	Approval
11. Management Accounts – March 2020	Finance Manager	15min	Approval
12. Operational updates	Management Team	15min	Note
13. AOCB	Chair	2min	

Meeting close: 12:30pm, Next Meeting: 25 June 2020, time to be confirmed.

Management Committee	28th May 2020
Agenda Item	3A
Title of Paper	Internal Audit Reports and Draft Management Responses
Author	Gordon Kerr, Finance & Corporate Services Manager
Attachment(s)	1. Corporate Governance – Regulatory Standards 2. Data Retention 3. Follow-Up Review 4. Internal Audit Annual Report

FOR INFORMATION

1 PURPOSE

- 1.1 To present the findings from the two audits carried out in the second visit of 2019/20 as part of the previously agreed Internal Audit Programme.
- 1.2 To present the findings from the Follow-Up Review audit.
- 1.3 To summarise all internal audit work carried out in 2019/20 and to update Committee on the progress of addressing the recommendations in the internal audit reports from 2019/20.

2 RECOMMENDATIONS

- 2.1 That the attached reports are discussed, the findings are noted and that any follow-up actions are agreed.
- 2.2 That the Committee approve the draft management responses.
- 2.3 That the Committee notes the contents from the Internal Audit Annual Report 2019/20 and notes the progress staff have made in addressing the recommendations of the internal audits carried out to date.
- 2.4 Committee is asked to confirm that is satisfied with the action taken with superseded recommendations in Follow-Up Review and that the points can now be removed from action plan.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objective to provide good governance and financial management

3.2 This Report is relevant in respect of the following Core Values: -

- Accountability

3.3 This Report also meets point 12:7 from 2019/20 Operational Plan – “Internal Audit”.

4 BACKGROUND

4.1 This is the second year of an agreed two years extension, subsequently extended by a further one year, to the current contract with Wylie & Bisset, Internal Auditors. The original three-year internal audit programme was established in 2015/16. The areas identified and audited in this second visit of year 2 were: -

- Corporate Governance – Regulatory Standards;
- Data Retention.

4.2 The auditors visited the Association during week commencing 2nd March 2020, auditing Corporate Governance and carrying out the Follow-Up Review. The Audit staff liaised with relevant Wellhouse staff members during the fieldwork and review period. The Auditors were then able to produce draft reports which were circulated to relevant Wellhouse staff members allowing them to add a Management Response stating whether they were in agreement or not with the audit findings. Wylie & Bisset subsequently updated the Report to include all draft Management Responses.

4.3 There was a third audit in the year during week commencing 23rd March, which was carried out remotely. This audit was covering Data Retention.

4.4 The Internal Audit Annual Report summarises all internal audit work carried out in the year and highlights key findings, processes and controls and benchmarking, etc.

5. MAIN ISSUES

5.1 Corporate Governance – Regulatory Standards – this Report has highlighted five recommendations, four of which are graded as medium and the other is graded as low. Management response is to agree to four of the recommendations, however, the recommendation regarding Code of Conduct appears to be up-to-date and the other recommendation regarding the Standing Orders has been superseded. Similar audits undertaken at other Associations to benchmark against show an average of two low recommendations. This demonstrates that Wellhouse is not faring as well as other Associations in this area.

The audit highlighted a number of areas of good practice, which is also reassuring.

The overall conclusion from this Audit is that Wylie & Bisset is able to provide a substantial level of assurance from its review. This Report is attached as Appendix 1.

5.2 Data Retention - this Report has highlighted two recommendations, one of which is graded as high and the other is graded as medium. There have been no similar audits carried out at other Associations so no performance levels to compare against. The audit highlighted several areas of good practice, which is also reassuring.

The overall conclusion from this Audit is that Wylie & Bisset is able to provide a weak level of assurance from its review. This Report is attached as Appendix 2.

- 5.3 Follow-Up Review – out of 22 outstanding points from previous years audits, 12 have now been fully implemented and 3 have been superseded. 6 recommendations have been partially implemented and 1 remains as not implemented (VFM Estates – Formal process of logging HO requests). The partially implemented and not implemented recommendations are graded as low (6) and medium (1) and will remain in place until the Follow-Up Review next year.

The 3 superseded recommendations are all from the Connect Community Trust Relationship audit -

- Sub-letting;
- Nominal rent; and
- Joint advertising.

These are detailed on pages 19 – 21 in the Follow-Up Review report and Committee should confirm that it is satisfied with any action taken to allow these points to be removed from the Action Plan.

The overall conclusion from this Audit is that Wylie & Bisset is able to provide a substantial level of assurance from its review. This Report is attached as Appendix 3.

- 5.4 Internal Audit Annual Report - the overall findings for three of the five audits were that the controls in place were either strong or substantial. The audits on Procurement and Data Retention were graded as weak. These have both been reported on separately, above, and at a previous meeting.

There were a number of recommendations for each area audited (excluding Follow-up review) covering all grades of severity (low to high). 8 – low, 9 – medium and 2 – high. The 2 high graded recommendations come one from each of the weak graded audits, mentioned above.

Only 2 out of the 4 audits (Procurement and Corporate Governance) were able to be compared with similar audits in other Associations, however, Wellhouse did not compare favourably totalling 9 recommendations as opposed to an average of 3 recommendations.

Only one out of five audits achieved the target of management responses within 15 days. Because the Audit & Risk sub-committee meeting in February was cancelled, the responses for two of the audits slipped by a few days and the other two audits reports were issued at the time when the country went into lockdown and all staff were working remotely. The management responses for these two audits were just over a week late.

The internal auditors have compiled a report which:

- Summarises all of this information
- Highlights any of the key findings

- Gives their overall opinion of how the process has gone and the controls the Association has in place
- Benchmarks the number of recommendations they have for the Association against other similar organisations

The 19/20 Internal Audit Annual Report is attached as Appendix 4

6. DISCUSSION

- 6.1 Committee is asked to review the Management Responses and to discuss them.

7. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 7.1 Under the new SHR Regulatory Framework it is now a regulatory requirement for Wellhouse to have a comprehensive internal audit programme in place to allow it to prepare and submit an Annual Assurance Statement.
- 7.2 As a result of the intervention, it was recognised as a weakness that Wellhouse had no Internal Audit function in place. Wellhouse is, therefore, now committed to have a robust Internal Audit programme in place.
- 7.3 The Management Letter produced as a result of the Annual External Audit had consistently recommended that Wellhouse implement a comprehensive internal audit programme.

8. FINANCIAL IMPLICATIONS

There will be no cost implication to the Association as a result of these audits.

9. KEY RISKS

9.1

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
There is a risk that if recommendations are not agreed to and implemented that there could continue to be weaknesses in the internal controls of the Association.		
Mitigation	Mitigation	Mitigation
Accept, where appropriate, Wylie Bisset recommendations and implement them as soon as possible.		

10. EQUALITY AND DIVERSITY IMPLICATIONS

- 10.1 None apparent.

11. SUSTAINABILITY

- 11.1 Not applicable.

12. SWOT ANALYSIS

12.1

STRENGTHS	WEAKNESSES
Comprehensive set of policies, procedures and internal controls in place to assist with the internal audit function.	Turnover of staff, loss of continuity could lead to a knowledge gap
OPPORTUNITIES	THREATS
Continuity of internal audit firm and staff leading to an increased and improved knowledge of the Association. This can lead to more direct improvements to internal controls	Audits are treated as more generic and not tailored specifically to the Association

13. CONCLUSION

- 13.1 Three out of five audits have achieved an overall conclusion of Strong or Substantial, which is reasonably encouraging.

Although two of the audits were graded as weak, there was a total of just 2 high recommendations. These will be actioned in line with the management responses and along with all the other recommendations

Management Committee	28 th May 2020
Agenda Item	3B
Title of Paper	Internal Audit Plan 2020/21
Author	Gordon Kerr, Finance & Corporate Services Manager
Attachment(s)	1. Internal Audit Plan 2020/21

FOR INFORMATION

1 PURPOSE

- 1.1 To agree the programme of internal audit for the current financial year.

2 RECOMMENDATIONS

- 2.1 That Committee approves the attached 2020/21 Internal Audit Plan drawn up by Wylie & Bisset, Internal Auditors.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objective to provide good governance and financial management
- 3.2 This Report is relevant in respect of the following Core Values: -
- Accountability
- 3.3 This Report also meets point 12:7 from 2019/20 Operational Plan – "Internal Audit".

4 BACKGROUND

- 4.1 Previous external audit reports and Scottish Housing Regulator intervention recommendations were quite explicit that Wellhouse should have a comprehensive internal audit programme in place. A meeting in June 2018 between Wellhouse management team and Stephen Pringle, Wylie & Bisset highlighted areas of Wellhouse business which it was felt would benefit from internal audit scrutiny. The twelve areas identified are included in the attached Internal Audit Plan – Appendix A.
- 4.2 This is the third and final year of an agreed three-year internal audit programme established in 2018/19. The areas identified and audited in years 1 and 2 are shown in the Internal Audit Plan Further 3 Year Audits Needs Assessment – Appendix A. The previous three-year internal audit programme is also shown in Appendix A.

5 MAIN ISSUES

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5.1 Committee may recall that after the previous three-year internal audit programme came to an end in 2017/18, the recommendation to Committee was that we adopt Good Practice and follow the Procurement policy and extend the contract with Wylie Bisset for a further two years, delaying the start of the tendering process.

5.2 Further to that, a report was taken to Committee in April 2020 asking for approval to extend the contract for a further year. This was due to the delay in the start of the tendering process as a result of remote working, etc. but also to allow the contract to fall into sync with the three-year plan. This now means that the tender process will be for a brand new three-year plan contract.

6. DISCUSSION

6.1 The areas to be audited in the 3 years 2018/19 – 2020/21 have previously been approved by Committee. This report is confirming the order and dates of the audits in 2020/21 and detailing the objectives of each audit. Committee are invited to discuss.

7. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 Under the new SHR Regulatory Framework it is now a regulatory requirement for Wellhouse to have a comprehensive internal audit programme in place to allow it to prepare and submit an Annual Assurance Statement.

7.2 As a result of the intervention, it was recognised as a weakness that Wellhouse had no Internal Audit function in place. Wellhouse is, therefore, now committed to have a robust Internal Audit programme in place.

8. FINANCIAL IMPLICATIONS

8.1 It is not anticipated that any of the Audit Recommendations will result in any financial cost to Wellhouse.

9. KEY RISKS

9.1

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
There is a risk that if required policies are not put in place that there could continue to be weaknesses in the internal controls of the Association.		
Mitigation	Mitigation	Mitigation
Accept, where appropriate, Wylie Bisset recommendations and implement them as soon as possible.		

10. EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

10.1 None apparent.

11. SUSTAINABILITY

11.1 Not applicable.

12. SWOT ANALYSIS

12.1 Not required as no new business activity proposed.

13. CONCLUSION

13.1 This is the sixth year of the established internal audit programme. All previous audits, which have already taken place are included in appendix A and the benefits from implementing the recommendations from each Audit are beginning to show through.

WELLHOUSE HOUSING ASSOCIATION
MINUTES OF THE COMMITTEE MEETING HELD ON 30TH April 2020
AT 11:30am via ZOOM

1. Welcome, Sederunt & Apologies.

Present:

Maureen Morris	Vice Chair
Clair Monteith	Committee Member
Sarah Morris	Committee Member
Michelle Harrow	Committee Member
Jane Heppenstall	Committee Member
Shona McKenna	Co-optee

In Attendance:

Martin Wilkie-McFarlane	Director
Gordon Kerr	Finance & Corporate Services Manager
Carol Hamilton	Housing & Customer Services Manager
Linda Logan	Minute secretary

Apologies:

Darron Brown	Chair
Carol Torrie	Co-optee

The Vice-Chair welcomed everyone to the first Zoom committee meeting. Procedures and protocols for the meeting were agreed.

2. Declarations of Interest.

There were no declarations of interest.

3. Minutes of the committee meeting of 27 February 2020

The minute of the committee meeting held on 27 February 2020 was proposed as accurate by Michelle Harrow and seconded by Shona McKenna.

4. Matters arising from the minutes of 27 February 2020.

There were no matters arising that were not covered in subsequent agenda items.

5. KPI report.

The Housing & Customer Services Manager presented the report to bring to the attention of Committee the performance targets in relation to Key Performance Indicators to be in place for the financial year 20/21. She stated that there were no significant changes in customer services targets. She asked committee to note a typographical error at appendix 5.1, rent arrears, which shows a target of 9% whereas the actual agreed target should read 8%. She confirmed to committee that the allocation refusals figure of 30% was

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correct. She highlighted that the refusal rate was difficult to predict but it is hoped that last years percentage would be maintained in 20/21.

Resolution:

Committee approved the 2020/21 KPI targets.

Clare Monteith proposed and Shona McKenna seconded the 2020/21 KPI targets

6. Rent Arrears update

The Housing Manager updated on the February/March rent arrears position.

She stated that that since last reporting gross current rent arrears had increased to £283,324 in February and subsequently reduced considerably throughout March to £264,217 resulting in a reduction of £2,674 during the final quarter, which was in the main due to double Universal Credit payments from DWP. In addition, housing staff had secured substantial Discretionary Housing Payments throughout March.

She highlighted that Universal Credit applications continue to increase as a result of Covid-19. It is unclear at this stage how it has affected the ability of some tenants to pay their rent on time. She asked committee to note that since lock-down the Universal Credit arrears had changed significantly from £97,705 as reported to £130,000. The situation will be closely monitored by the housing team and contact made with tenants. A further report will be presented to committee at its meeting in May.

Committee noted the contents of the report.

7. Coronavirus (Scotland) Bill

The Housing Manager informed committee that emergency legislation had been introduced in response to the Coronavirus crisis which increased the eviction notice period, depending on the grounds used, for a period of up to 6 months and increased to 3 months for those created as a result of criminal convictions or anti-social behaviour.

Committee noted the main issues arising Coronavirus (Scotland) Bill.

8. Operational Update:

The various updates reports were noted for information.

Director:

The Director asked committee to note that the staff away day scheduled for 24th April had been cancelled. The committee away day will also be scheduled for a later date. It had been proposed that the Special General Meeting be convened to adopt our New Model Rules earlier in the year, this however is likely to be postponed due to the current Covid situation. There has been discussion within the sector of allowing 18 months between AGM's, this has not yet been confirmed.

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In relation to the query from Clare Monteith as to whether staff could be furloughed, the Director informed committee that we had not as yet furloughed any staff. All staff are working remotely and fully occupied and the Estate Wardens are carrying out the majority of their duties. He highlighted fly tipping within the estate as being a huge problem for the Wardens. He asked committee to note that if an employee is furloughed, they cannot carry out any work for the Association during the period which could mean a reduction in services. The Director highlighted additional expenditure on I.T equipment to allow staff to work remotely, however noted reduced spend on repairs at present. He asked the Finance Manager to provide an update on cashflow during the period.

The Finance Manager highlighted a current cash balance of £2M. He stated in theory the cash balance should not reduce with full rent continuing to be charged, however rent arrears could rise with tenants having issues with their own employers, which could affect their ability to pay their rent. The cash balance will be closely monitored as to how much arrears are increasing due to this issue.

Michelle Harrow sought clarification if there were staff who may have child care issues and their ability to do their work. The Director confirmed there were staff who have a degree of childcare and carer arrangements in place. They continue to work as normal at present but have been informed that flexible working is in place if needed to support them.

Housing and Customer Services Manager:

The Housing Manager stated that the housing team have been working really well, have dealt with tenant queries and are grasping the opportunity for further data cleansing. The tenant handbook is near completion and will go to print once approved.

Finance & Corporate Services Manager:

The Finance Manager provided an update of the Finance & Corporate Services team activities since the February committee meeting as outlined within the report.

He asked committee to note that external and internal audit functions were due for tender, with work planned on these for February/March. Due to the current situation, this has been delayed with no definitive timescales. He highlighted the audit function by way of a 3 year cycle audit plan. Due to the uncertainty of when normal audit will resume and to encourage consistency, he advised that it may be advisable that the tendering process for both contracts to start in 2021/22, but with work starting on both these exercises later in 2020.

He asked committee to approve an extension of the current contracts with internal auditors, Wylie & Bisset and external auditors, Scott Moncrieff for 1 year and tendering process to proceed with contract start dates of 2021/22.

Resolution:

Committee approved the extension of the current contract with internal auditors, Wylie & Bisset and external auditors Scott Moncrieff for 1 year.

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Shona McKenna approved and Jane Heppenstall seconded the extension of the current contract with Wylie & Bisset and Scott Moncrieff for a further year.

Assets & Maintenance Manager:

In the absence of the Assets & Maintenance Manager, the Director presented on his behalf.

Veranda Works.

The Director provided background information on historical veranda works that had been carried out on 5,7,8 Wellhouse Gardens and 19 Balado Road. He highlighted consistent leaks and solutions put in place to try combat the problems. He stated that committee had previously approved to proceed with the rebuilding of the verandas and the work had been provided for within the budget. Tenders for the works and the returns were detailed within the report.

Committee asked if these problems had originated during the build period. The Director confirmed that the building plans had been correct however it is thought that errors were made during the build stage.

The Director sought committee approval to accept the lowest offer from Total Reinstatement Services in the amount of £64,333.19 to complete the works.

Resolution:

Committee approved Total Reinstatement Services to complete the works and accepted the quote in the amount of £64,333.19.

Clare Monteith proposed and Sarah Morris seconded completion of the works by Total Reinstatement Services in the amount of £64,333.19.

Gas Servicing.

The Director highlighted that when lockdown commenced the Association only had two properties that required gas servicing. These have been completed. Saltire have confirmed that they have safety measures in place and are happy to continue with emergency repairs during this time. He stated that there has been conflicting information from the Scottish Government and Gas Safe for a possible relaxation for the timescale in completion of gas servicing. The SFHA is seeking clearer information from the Scottish Government.

He advised that a letter from Saltire to all tenants regarding gas servicing had not included the requirements for tenants to advise if they were self-isolating when contacted. The letter will be amended and reissued to tenants by Monday.

The Director asked the Housing Manager to update committee on discussion with GCC with regards to homelessness within the last week.

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The Housing Manager advised that prior to lockdown there had been two void properties that we were aware we would be unable to let due to restrictions in place. We had advised GCC that these properties were available for homeless people for use during self-isolation. GCC have now accepted the offer and the keys to properties have been picked up.

9. Policy Review.

The Housing Manager advised that the Complaints, Compliments and comments policy had been updated in accordance with guidance from the Scottish Public Sector Ombudsman to take account of an additional category entitled Resolution, although it remains a 2-stage complaint process.

The Collection, Debt Recovery and Write Off Policy had been updated to take account of the recommendation from Internal Audit to include the timeframe of when a tenant should be notified that a repair was rechargeable and invoiced with a rechargeable repair.

The Housing Manager sought committee approval for the above policies to be ratified for a further 3 years.

Resolution:

Committee ratified the Complaints, Compliment & Comments and the Collection, Debt Recovery and Write Off Policy for a further 3 years.

Jane Heppenstall proposed and Clare Monteith seconded approval of the above policies.

10. AOCB

Committee Appraisals.

The Corporate and Governance Officer sought confirmation from Committee Members that they were comfortable to complete their annual appraisals via a Zoom meeting.

Committee agreed to complete appraisals via a Zoom meeting.

Action: The Corporate & Governance Officer will contact Linda Ewart for suitable dates and set up appraisal meetings in due course.

Michelle Harrow sought clarification on thought given to a recovery plan and consideration given to the office facilities to accommodate social distancing upon return to work.

Committee discussed a possible return to work and processes to be put in place to ensure staff and tenant safety.

Jane Heppenstall considered that a floor plan of the office should be drawn up to ensure social distancing and that further information on track and trace was required first to mitigate the risk of infection.

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Action: The Director stated that he would bring a further report to the next committee with regards a recovery plan and measures to be put in place for return to work. He considered the risk to be too high at present and will continue to follow Government advice.

Meeting closed 12:45pm. Next meeting 28 May 2020.

I certify that the above minute has been approved as a true and accurate reflection of the proceedings:

Signed (Chair)

Date:.....

Trust Honesty

Integrity

Excellence

Accountability

Sustainability

ACTIONS ARISING FROM PREVIOUS MANAGEMENT COMMITTEE MEETINGS May 2020

MINUTE REFERENCE	ACTION	OWNER	DUE BY	STATUS OPEN/ CLOSED	PROGRESS
24 October 2019					
11. Management Team Report	Site at the former Wellhouse Primary School; The Director will report on the feasibility of progressing a development and a bid for this site.	Martin Wilkie-McFarlane	March 2020	Open	Site Investigations are suspended during Covid 19 lockdown period.
13. Rent Arrears	Universal credit will be included on the November committee meeting agenda	Carol Hamilton	November 2019	Open	An update report will be provided at the 28 May committee meeting.
November 2019					
11. Management Team Report	The Finance Manager will email proposed dates for fraud training to interested members	Gordon Kerr	January 2020	Open	The Finance Manager is still waiting for proposed dates for fraud training from the auditors. Suspended during Covid 19 lockdown period
January 2020					
10. Management Team Report Hub BP	The Director will provide a full report on the assessment of use for the hub at the end of the business year 2020	Director	December 2020	Open	An update will be provided at the June 2020 committee meeting.
February 2020					
There were no actions arising from the 27 February 2020 management committee meeting.					
April 2020					
10. AOCB Committee Appraisals	The Corporate & Governance Officer will contact Linda Ewart for	Corporate & Governance Officer	May 2020	Open	Committee appraisals have been agreed with the Chair and Linda Ewart for 10 & 11 th June 2020, with a possible additional/alternative

	suitable dates and set up appraisal meetings in due course.				date of 8 th June 2020 to take account of work commitments. Appointments and zoom meetings are in the process of being set up.
10. AOCB Return to work.	The Director will bring a further report to the next committee with regards a recovery plan and measures to be put in place for return to work. He considered the risk to be too high at present and will continue to follow Government advice.	Director	May 2020	Open	The Director will report under section updates to report on progress and measures being put in place with regards tenant and staff wellbeing upon return to work once advised by the Scottish Government that it is safe to do so.

Management Committee	28 May 2020
Agenda Item	6
Title of Paper	ARC Submission 2019/20
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment	ARC Submission 2019/20 (sent via email)

FOR INFORMATION AND APPROVAL

1 PURPOSE

- 1.1 The purpose of this report is to present the Annual Return of the Charter (ARC) for Committee approval. The date for submission is normally no later than 31 May each year although an extension has been granted this year due to Covid-19.
- 1.2 **Committee are asked to note that verification of the entries on the ARC are complete with the exception of the validators name, job role, and date of validation. If any changes are required prior to 31 May 2020, these will be highlighted at the Committee meeting on 28 May 2020.**
- 1.3 The ARC submission will take place, subject to Committee approval on the 28 May 2020, by the Director or Chairperson.

2 RECOMMENDATIONS

It is recommended that Committee raise any questions with the Director or Senior Management Team, or John Stevenson, Housing Officer, on 28 May 2020 prior to approving the ARC submission.

3 BACKGROUND

- 3.1 The Annual Return of the Charter is a regulatory requirement on our performance of the Charter outcomes. The information will be available on the Regulators website and will inform our communication with tenants in our Annual Report to Tenants of the Charter.

4 MAIN ISSUE(S)

Committee are asked to note that questions within the return have been verified by the Housing Manager, Director & Finance Manager from reports generated and submitted by staff on all business areas from our SDM or finance management systems.

The ARC return has not been issued with papers due to the length of the report, however, a copy of the return will be emailed prior to the meeting for committee members' consideration. A paper copy will also be available on request.

5 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 5.1 The governing body is required to approve the ARC prior to submission the Scottish Housing Regulator.

6 CONSULTATION

- 6.1 There are no requirements for consultation on this document although we are required to issue a report to Tenants on the Annual Return of the Charter by October 2020.

7 FINANCIAL IMPLICATIONS

- 7.1 There are no financial implications.

8 EQUALITY AND DIVERSITY IMPLICATIONS

- 8.1 There are no equality or diversity implications.

9 CONCLUSION

- 9.1 Committee are asked to consider, discuss and approve the Annual Return of the Charter for 2019/20.

ARC Comparators

ARC Indicators	Definition	2018/19	2019/20
Customer Satisfaction			
1	% of tenants satisfied with overall service provided by their landlord	83.58%	86.45%
2	% of tenants who feel landlord is good at keeping them informed about their services and decisions	91.64%	87.97%
5	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	91.04%	85.84%
7	% of tenants satisfied with the quality of their home	84.78%	83.13%
13 (Updated)	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	79.70%	79.52%
25	% of tenants who feel the rent for their property represents good value for money	85.37%	84.04%
Corporate Complaints			
3 (Updated)	% of all complaints responded to in full at Stage 1	100.00% (20)	100.00% (17)
	% of all complaints responded to in full at Stage 2	0.00% (2)	100.00% (6)
4 (Updated)	The average time taken in days for a full response at Stage 1	–	6.12
	The average time taken in days for a full response at Stage 2	–	8.33
Voids & Lettings			
14	% of tenancy offers refused during the year	31.08%	46.97%
18	% of rent lost through properties being empty last year	0.22% (52)	0.19% (35)
30	Average time taken to re-let properties in the last year	12.52 days	14.46 days
Rents			
22	% of court actions initiated which resulted in eviction (with reasons)	14.29% (1)	0.00% (0)
26	Rent collected as % of rent due in the reporting year	97.66%	98.37%
27	Gross Rent Arrears (all tenants) as at 31 st March each year as a percentage of rent due in the reporting year	6.45%	8.89%
Others			
15	Percentage of ASB cases reported in last year which were resolved	98.61%	94.2% (Covid - 19)
C4	The number of abandoned properties during the reporting year	4	6 (Impact on void loss)

Repairs			
6	Percentage of stock meeting SHQS	97.98	97.98
8	Average length of time taken to complete emergency repairs	1.98 Hrs	2.06 Hrs
9	Average length of time taken to complete non-emergency repairs	3.84 Days	3.72 Days
10	Percentage of reactive repairs carried out right first time	99.37%	99.81%
11	How many times in the reporting year did not meet your statutory duty to complete a gas safety check	0	0
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	87.43	88.18%

Management Committee	28 May 2020
Agenda Item	7
Title of Paper	Allocations and Letting Plan
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment	1. Allocation Targets 2. Demand and Outcomes 2020/21

FOR DECISION

1 PURPOSE

- 1.1 The purpose of the report is to present an Allocation Letting Plan setting out the targets for allocating properties which become available for let in 2020/21 to the groups of applicants within the Common Housing Register (CHR);
- 1.2 The report provides the Committee with information on current demand as well as lets since 2018;
- 1.3 The report sets out proposals for Wellhouse HA to maximise opportunities to alleviate homelessness and increase our Section 5 referrals from Glasgow City Council (GCC).

2. RECOMMENDATIONS

- 2.1 That the Allocation Letting Plan for 2020/21 be approved;
- 2.2 That Committee grant approval for the review of the current CHR policy to ensure that it reflects the needs of the local community.
- 2.3 That Committee note the intention to explore the opportunity to rehouse homeless individuals and families by offering Scottish Secure Tenancies (SSTs) to those who have successfully occupied temporary furnished flats, leased to GCC, for a lengthy period of time.

3 BACKGROUND

- 3.1 The letting plan provides an indication of the proportion of lets we aim to provide to each group as set out within our Common Housing Register policy. The plan will provide indicative targets which will assist Committee to monitor performance. The plan has been developed after an analysis of applicant need and demand as well as recognition of our legal, regulatory responsibilities and strategic priorities.
- 3.2 The plan has taken account of the Local Lettings Plan (LLP) for Glasgow which was introduced in October 2019 by GCC, as a result of recommendations made to Scottish Ministers by the Homelessness and Rough Sleeping Action Group (HARSAG), in an effort to eradicate homelessness and transform the use of temporary accommodation

in Scotland. The recommended target for letting to homeless applicants is 35% of lets per year for Wellhouse HA.

- 3.3 While legislation and the CHR Allocation Policy requires Wellhouse as a landlord to give preference to certain groups, other factors may be taken in to account. For example, we may require to let properties for emergency situations including those fleeing domestic abuse or Looked after Children as part of our Corporate Parenting responsibilities.

4 OBJECTIVES

Wellhouse Business Plan, Vision and Values

- 4.1 The production of this report is integral to all business activity and our ethos and is therefore consistent with:
- All of our strategic objectives;
 - Our vision and;
 - All of our values.

5 MAIN ISSUES

Current policy

- 5.1 Wellhouse HA joined 4 other EHRA landlords who are operating a current Common Housing Register Policy in 2018. Analysis indicates that over last 2 years, the CHR approach has resulted in 8 lets to our own tenants (10.53%) and 10 lets to those in our households (13.16%).
- 5.2 Statutory guidance indicates that it is acceptable for a review to take place every 3-5 years or earlier if the policy is not deemed to be working as intended. A thorough review of the impact of lets in line with the current CHR policy will determine if the approach reflects the needs of our community.
- 5.3 The outcome of a full review may determine the need to consult on a stand-alone allocation policy which would allow Wellhouse HA to make best use of stock and maximise opportunities to utilise adapted properties for those who are in most need of such facilities. If approved, details of a full review will be provided to Committee in the near future.
- 5.4 The plan for allocating our lets for the coming year is attached at Appendix 1. Details of current demand and lets in the last 2 years are attached as Appendix 2.

Homelessness

- 5.5 GCC currently lease 7 properties for use as temporary furnished flats for homeless families and individuals. As reported at a recent Committee meeting, leases will be reviewed. In March this year, GCC appealed to the social rented sector to lease any void properties to them for use as temporary furnished flats to cope with the increase in demand due to Covid-19. We immediately released 2 voids that we were unable to let due to social distancing and health and safety reasons. A revised lease was used for this purpose and we are therefore able to collect rent.

- 5.6 We have taken the opportunity to explore with GCC, an option to convert some of the current leased properties to SSTs, given the lack of opportunity for homeless families to enjoy settled accommodation coupled with the length of time that they have already occupied the properties. Some of the current temporary tenants have occupied the 'temporary' accommodation since 2016 and 2017. If successful, the families would be able to continue to use local facilities including education and health care and it would negate the expense of furnishing a new home.
- 5.7 This would allow for an increase in our acceptance of Section 5 referrals as well as contributing positively to the Glasgow Local Lettings Plan and the Rapid Rehousing Transition Plan.
- 5.8 GCC hope to use this initiative as a 'test case'.

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

None apparent.

7. FINANCIAL IMPLICATIONS

None at this time.

8. KEY RISKS

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Policies are not fit for purpose and become out dated.		
Mitigation	Mitigation	Mitigation
Our policy and practice framework and new culture supports the developments and the management team must focus on improvements		

9. EQUALITY AND DIVERSITY

- 9.1 All policies must comply with and recognise WHA's equality and diversity obligations and objectives.

10. SUSTAINABILITY

No impact

11. SWOT ANALYSIS

Not required as no new business activity proposed.

12. CONCLUSIONS

- 12.1** A letting plan that is fit for purpose as well as a robust review of the current allocation process would ensure that our current policy and process are consistent with best practice; we should review the letting plan in March 2021.

Appendix 1

Allocation Targets & Outcomes

Allocation Group	Allocation Targets 2018/19	Outcome Numbers	Outcome Overall %	Outcome CHR Percentage	Allocations Targets 2019/20	Outcome Numbers	Outcome %	Proposed Allocation Targets 2020/21
Group 1 – Homeless	25%	11	21.15%	26.83%	25%	10	28.57%	35%
Group 2 – Urgent Needs	5%	3	5.77%	7.32%	5%	4	11.43%	5%
Group 3 - Overcrowded	20%	11	21.15%	26.83%	20%	10	28.57%	20%
Group 4 – Unsatisfactory Housing	20%	7	13.46%	17.07%	20%	9	25.71%	20%
Group 5 - Transfers	10%	3	5.77%	7.32%	10%	0	0.00%	5%
Group 6 – General Needs	10%	6	11.55%	14.63%	10%	0	0.00%	5%
Group 7 – Care & Support	5%	0	0.00%	0.00%	5%	1	2.86%	5%
Group 8 - Aspirational	5%	0	0.00%	0.00%	5%	1	2.86%	5%
Choice Based Lettings				*To June 2018				
CB Lets	N/T	7	13.46%					
Section 5s - Homeless	N/T	3	5.77%					
Other - TFFs	N/T	1	1.92%					

Appendix 2

CHR Demand 2020

CHR Group	Applications	WHA Transfers	% WHA Transfers	WHA W/L	%WHA W/L
Group 1 – Homeless	32	0	0.00%	2	6.25%
Group 2 – Urgent Needs	8	0	0.00%	0	0.00%
Group 3 - Overcrowded	181	18	9.94%	4	2.21%
Group 4 – Unsatisfactory Housing	52	10	19.23%	3	5.77%
Group 5 – Transfers / Under-occupancy	88	21	23.86%	2	2.27%
Group 6 – General Needs	85	0	0.00%	11	12.94%
Group 7 – Care & Support	10	0	0.00%	0	0.00%
Group 8 - Aspirational	1	1	100.00%	0	0.00%
Totals	457	50		22	

CHR Outcomes for WHA Residents 2018/19

CHR Group	Overall Lets	WHA Transfers	% WHA Transfers	WHA W/L	%WHA W/L
Group 1 – Homeless	11	0	0.00%	1	9.09%
Group 2 – Urgent Needs	3	0	0.00%	0	0.00%
Group 3 - Overcrowded	11	0	0.00%	1	9.09%
Group 4 – Unsatisfactory Housing	7	4	57.14%	0	0.00%
Group 5 – Transfers / Under-occupancy	3	1	33.33%	0	0.00%
Group 6 – General Needs	6	0	0.00%	1	16.66%
Group 7 – Care & Support	0	0	0.00%	0	0.00%
Group 8 - Aspirational	0	0	0.00%	0	0.00%
Totals	41	5	12.20%	2	4.88%

CHR Outcomes for WHA Residents 2019/20

CHR Group	Overall Lets	WHA Transfers	% WHA Transfers	WHA W/L	%WHA W/L
Group 1 – Homeless	10	0	0.00%	2	20%
Group 2 – Urgent Needs	4	0	0.00%	0	0.00%
Group 3 - Overcrowded	10	0	0.00%	3	30%
Group 4 – Unsatisfactory Housing	9	2	22.22%	2	22.22%
Group 5 – Transfers / Under-occupancy	0	0	0.00%	0	0.00%
Group 6 – General Needs	0	0	0.00%	0	0.00%
Group 7 – Care & Support	1	0	0.00%	1	100.00%
Group 8 - Aspirational	1	1	100.00%	0	0.00%
Totals	35	3	8.57%	8	22.86%

***Over last 2 years of lets from CHR have resulted in 8 lets to our own tenants (10.53%) and 10 lets to those in our households (13.16%).**

CHR Targets & Outcomes 2018 to 2020

CHR Group	Allocation Targets 2018/19	Outcome Numbers	Outcome %	Allocations Targets 2019/20	Outcome Numbers	Outcome %
Group 1 – Homeless	25%	11	26.83%	25%	10	28.57%
Group 2 – Urgent Needs	5%	3	7.32%	5%	4	11.43%
Group 3 - Overcrowded	20%	11	26.83%	20%	10	28.57%
Group 4 – Unsatisfactory Housing	20%	7	17.07%	20%	9	25.71%
Group 5 – Transfers / Under-occupancy	10%	3	7.32%	10%	0	0.00%
Group 6 – General Needs	10%	6	14.63%	10%	0	0.00%
Group 7 – Care & Support	5%	0	0.00%	5%	1	2.86%
Group 8 - Aspirational	5%	0	0.00%	5%	1	2.86%
Totals		41			3	

Management Committee	28 May 2020
Agenda Item	8
Title of Paper	Rent Arrears Update
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	N/A
Executive summary	<p>The following information is recorded at the end of Period 1, 30 April 2020:</p> <ul style="list-style-type: none"> Gross current tenant rent arrears are £295,368 – 9.15% of annual income Net arrears are £278,128 - 8.61% of annual income Former Tenant's arrears are £34,562 Rent collection is currently 90.85% (cumulative 1 month to end April 2020) 85 tenants owing £1000+ now owe £166,021 collectively – 56.21% of current arrears and 5.14% of annual rent income. 49 of these are UC recipients. The number of tenants claiming UC is 155. The amount of UC arrears figure is £140,764.64

FOR INFORMATION

1 PURPOSE

- 1.1 To update Committee on the arrears position

2 RECOMMENDATIONS

- 2.1 That the content be noted for information

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The production of an arrears report is consistent with:
- our strategic objective 5: to maintain good governance and financial management and:
 - our values of excellence and accountability

4 BACKGROUND

- 4.1 Committee have requested regular arrears reports
- 4.2 This summary forms an update to the end of April position.

5. MAIN ISSUES:

- 5.1 Since the last Committee update, gross current tenant rent arrears have increased by £30,951 to £295,368. There are 55 new arrears cases recorded.
- 5.2 Arrears attributable to Universal Credit (UC) have increased by £10,123 to £140,764 and there were 15 more applications during the month of April. 10 of the 15 applications were as a result of loss of earnings as a result of Covid-19 and contact is being made with the remaining 5. UC applications continue to increase throughout May.
- 5.3 The following table categorises UC until the end of April:

Universal Credit EOP reporting	Universal Credit EOP 31/03/2020 Period 12	Universal Credit EOP 30/04/2020 Period 1	Difference + Increase. – Decrease
Actual EOP arrears balance	£130,641.40	£140,764.64	+£10,123.24
Actual Number of tenants on UC at last EOP	140	155	+15
Actual number of tenants with arrears between £0.01 & £499	44	49	+5
Actual number of tenants with arrears between £500 and £999.99	23	30	+7
Actual number of tenants with arrears between £1000 and £1999.99	17	27	+ 10
Actual number of tenants with arrears between £2000 and £2999.99	9	11	+2
Actual number of tenants with arrears between £3000 and £3999.99	9	10	+1
Actual number of tenants with arrears between £4000 and £4999.99	1	1	0

- 5.4 There are 88 tenants in receipt of UC for whom payments are made direct to the HA and those payments are currently suspended. In addition, 48 tenants for whom arrears are paid from benefits are also suspended.
- 5.5 During April, 3 direct debits for rent payments were returned as unpaid and a further 7 were cancelled by tenants.
- 5.6 Housing Officers are continuing to contact tenants and provide support to those who have missed payments and who's arrears are increasing. Contact is by way of telephone calls, texts, letters, email and website.

6. DISCUSSION

- 6.1 The full extent of the impact of Covid-19 on the rental income of the Association remains to be seen. It remains unclear at this stage how it has affected the ability of some tenants to pay their rent on time. The situation will be monitored closely and further reports will be provided to Committee.

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 7.1 ARC report will include our performance.
- 7.2 Regulatory and current legislation dictates that legal action will not be pursued where arrears have occurred solely as a result of the Covid-19 situation.

8. FINANCIAL IMPLICATIONS

- 8.1 Dealt with in the body of the report.

9 KEY RISKS

- 9.1 Failure to robustly manage arrears is a failure to deliver on core KPI and reduces income to the Association. Mitigation – persistent and consistent application of policy and staff performance management.
- 9.2 Any rise in evictions may lead to reputational damage. Mitigation- use only as a last resort and adhere to Coronavirus (Scotland) Bill.

10 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 The rent management policy has been written with our commitment to diversity included.

Management Committee	May 2020
Agenda Item	10
Title of Paper	Approved List of Contractors & Suppliers 20/21
Author	Bill Black, Assets & Maintenance Manager
Attachment	Appendix 1: Approved List, Appendix 2: Guidance Note

FOR DISCUSSION & APPROVAL

1 PURPOSE

- 1.1 To review our approved contractors and supplier list in order:
- To meet demand and workloads;
 - To ensure specialised works are carried out by suitably qualified contractors;
 - To meet our key performance indicators;
 - To appoint suitably qualified contractor to our approved list.

2 RECOMMENDATIONS

- 2.1 The Management Committee are asked approve the contractors and suppliers list for 2020-21.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The report is consistent with our commitment to improve our performance management and is compliant with our strategic objectives;
1. Deliver excellent services;
 2. Provide good quality homes;
 3. Anticipate, understand and respond to local needs;
 4. Foster an attractive, successful and thriving community;
 5. Maintain good governance and financial management;
 6. Value and invest in our people.

It is also consistent with our Values of:

- Trust;
- Honesty;
- Integrity;
- Excellence;
- Accountability;
- Sustainability.

3 BACKGROUND

- 3.1 It is the policy of the Association to have in place an approved list of contractors which is reviewed on an annual basis to ensure high performance, efficiency and value for money. It is good practice for the management committee to note and approve our list of contractors annually.
- 3.2 The Management Committee approved a new *Entitlements, Payments & Benefits Policy* for WHA in February 2018. This noted that use of WHA's contractors and suppliers by staff and committee members was discouraged, but could be agreed in certain limited circumstances, subject to prior approval by the Director. A schedule of WHA's contractors and suppliers is now attached for your information (**at Appendix 1**), so that committee members are aware who they are, and can avoid using them for their personal use. This schedule does not include any large, national organisations such as banks, utility companies, etc. (e.g. B & Q), from whom no "favour" or benefit could realistically be gained, and small local suppliers. A Guidance Note is also attached (**at Appendix 2**), setting out the rare circumstances in which it might be possible to seek consent for their use for personal purposes, and the process required to be followed. An application form for use in connection with this process is available, and was circulated to all management committee members.

4 MAIN ISSUES

One contractor has been removed from the approved list

- Lynn McCulloch

The following contractors have been added over the past financial year to our approved list.

- Modus Ltd - Asbestos Management sampling and inspections
- Latto Ltd - roof repairs, gutter cleaning and specialist surveying
- S.A.S - Ariel and satellite repairs and maintenance

5. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 5.1 It is a requirement in the Social Housing Charter (Outcome 5 repairs, maintenance and improvements) for Social landlords to manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- 5.2 In order to maintain transparency and our excellent reputation, you should avoid the use of our approved contractors and other suppliers for your own personal purposes. This expectation is set out in our Entitlements, Payments & Benefits Policy.

6. CONSULTATION

- 6.1 Contractors' performance meetings take place once a month or as often as require if we or the contractors have concerns.
- 6.2 Management Committee are provided with a report annually on our approved contractor's performance.

6.3 Tenants report issues through our Customer Opinion Panel.

6.4 Suppliers and consultants are monitored on performance and service delivery monthly.

7. FINANCIAL IMPLICATIONS

None we are aware of at time of report.

8. KEY RISKS

8.1 Failure to appoint suitable qualified contractors, consultants and suppliers could result in:

- Reputational damage to the association;
- Unqualified contractors, consultant and suppliers carrying out works for the association;
- Poor service delivery on our repairs programs.

9. EQUALITY AND DIVERSITY IMPLICATIONS

There are no identified impacts on any of the main minority groups or diversity implications even an unintended one.

10. CONCLUSIONS

Management Committee are asked approve the content of the report.

Name
ABSOLUTE SELF STORAGE
ACS RISK CONTROL
ADVANCE CONSTRUCTION SCOTLAND
ADVANCED PRESERVATION SPECIALISTS
ADVICE UK
AIS VANGUARD LIMITED
ALL PEST SERVICES
ALLANDER
ARCO LIMITED
ASCO EXTINGUISHERS
ASPECT LAND & HYDROGRAPHIC SURVEYS
AUSTIN SMITH LORD
AUTOCLOCK SYSTEMS LTD
B AND Q
BAKER TILLY UK AUDIT LLP
BIELD RESPONSE 24
BIFFA
BLU JANITORIAL SUPPLIES
BT
CALEDONIAN TREE SERVICES LTD
CAPITA CONFERENCES
CARPET TILE SOLUTIONS LTD
CASTLE WATER
CENTRAL VAT CONSULTANTS
CF ASSET
CGPM CONSULTIN LLP
CHARTERED INSTITUTE OF HOUSING
CHRIS FITZPATRICK
CIPFA BUSINESS LTD
CITRUS ENERGY LTD
CITY BUILDING
CITY OF GLASGOW COLLEGE
CITY TECHNICAL SERVICES (UK) LTD
CLEANSCE
CMS WINDOWS
CONNECT COMMUNITY TRUST
CONNECT-IN ENTERPRISES
CROWN DECORATING CENTRES
CRUDENS BUILDING & RENEWALS
DANWOOD GROUP LTD
DEM-MASTER
DMS OFFICE SUPPLIES
DOORTEK
EDEN SPRINGS
EDMUNDSON ELECTRICAL
EILEEN SHAND
ENGIE POWER
ENVIRAZ (SCOTLAND) LTD
ENVIRAZ SURVEYS LTD

EUROPRINT
EVH
FIRST AID 4 LESS
FMD FINANCIAL SERVICES
FUEL GENIE
FUTURETEC SYSTEMS LTD
G.E.S (U.K) LIMITED
G4S CASH SOLUTIONS UK LTD
GEORGE BOYD
GFS FACILITIES MAINTENANCE
GLASGOW WEST OF SCOTLAND FORUM
GLSGOW PRIVATE HIRE
GLSGOW TAXI
GOLDSEAL
GOSTA TRAINING LTD
GRAHAM ROOFING (SCOTLAND)
GRAVITATE HR
HAVEN
HIPER LTD
HMDC LTD
HOUSING REGENERATION CONSULTANTS
HSE SOLUTIONS LTD
HUGH STIRLING LIMITED
IAN MACDONALD FLOORING
INNOVATE ALARMS LIMITED
INTEGRAL OCCUPATIONAL HEALTH
IRONMONGERY DIRECT
ITAGG LIMITED
J G GRAY ARCHITECTS
J.S. MCCOLL
JB BENNETT CONTRACTS LTD
JEWSON
JOIN THE DOTS CONSULTANTS LTD
JONES LANG LASALLE LTD
KEYPRINT SECURITY LTD
KIRKTON FLOORING LIMITED
KROWMARK LTD
L&D SERVICES
Latto Ltd
LIGHTBODY CONSULTANCY
LINDA EWART
LINDSAY GEMMILL HOUSING ADVISORY
LISSEN GROVE BENEFITS PROGRAM LTD
LIVING WAGE FOUNDATION
LSK SUPPLIES
LYNN MCCULLOCH LTD
LYRECO UK LTD
MACHINE MART
MAN & VAN
MARTIN PLANT HIRE

MCLAUGHLAN FABRICATION
MCN
MIH HOUSING SERVICES LTD
MITCHELL DRAINAGE & WASTE SERVICES LTD
MITCHELL SERVICES
Modus Ltd
MOULD GROWTH CONSULTANTS
MTS DRAINAGE SOLUTIONS LIMITED
NHS LANARKSHIRE
NORTHERN SERVICES
ODS CONSULTING
OFFICE CARE SCOTLAND
OFFICE TEAM
OPUS ENERGY
OTIS LTD
PERIVAN
PESTGUARD SERVICES
PETRIE ROBERTSON DESIGN LTD
PHS DATASHRED
PITNEY BOWES
PJR CONSULTANTS
PULSANT
R M DUNCAN PHOTOGRAPHY
RAMSEY MCMICHAEL CONSULTING LIMITED
RANKIN ENVIROMENTAL LIMITED
RECOGNITION EXPRESS
REID ASSOCIATES
REIGART CONTRACTS LTD
RENTOKIL INITIAL UK LTD
RESEARCH SCOTLAND
RESOURCE TELECOM LTD
RESTORE DATASHRED
ROBERTSON TRUST
ROMECH FM LIMITED
ROYALMAIL
RSM UK CONSULTING LLP
S.A.S Ltd (ariels)
S.F.H.A
SAFELIVES
SALTIRE FACILITIES MANAGEMENT LTD
SANDRA SMITH CONSULTANT
SCOTBARK
SCOTIA PLUMBING & HEATING
SCOTTISH HOUSING NETWORKS
SCOTTISH POWER
SCREWFIX
SDM HOUSING SOFTWARE
SHARON FLYNN CONSULTANTS
SHIELS CONSTRUCTION JOINERY & MAINTENANCE LIMITED

SIMPLIFIE LIMITED
SIMPLY PUBLISHING LTD
SMS EXPERT LTD
SOFTWARE ONE UK LTD
SOUND SERVICE
SSE SOUTHERN ELECTRIC
TC YOUNG
TENANTS INFORMATION SERVICE
TENANTS PARTICIPATION ADVISORY SERVICE
THE BATHROOM SURGERY
THE BEST CONNECTION
THE PRINT BROKERS
THE ROOF ANCHOR COMPANY
THE TRANSPORT MAN
THOMAS ASH & SONS
TLC DIRECT
TUMBLETOTS NURSERY
TV LICENSING
UNIVERSAL CREDIT ADVICE
VICTORIA ROAD CARPETS
VISUAL STATS SOLUTIONS
VITTRA LTD
WEIRS TARMAC LIMITED
WISE PROPERTY CARE
WYLIE & BISSET
XERETEC SCOTLAND LTD

Use of Wellhouse Housing Association's Contractors and Suppliers

Guidance Note for Staff and Committee Members

1. Introduction

In order to maintain transparency and our excellent reputation, you should avoid the use of our approved contractors and other suppliers for your own personal purposes. This expectation is set out in our Entitlements, Payments & Benefits Policy.

2. Who are our contractors and suppliers?

So that you are clear about who these contractors and suppliers are that fall under this policy, a list is attached at Appendix 1 to this guidance note. This list does not include all of the contractors and suppliers that we use – some have been excluded because they provide services of a small value, or because they are such large organisations (e.g. banks, BT, utility companies) that no “favour” or benefit could realistically be gained from them. They have been left off the list because there is no restriction in using them.

This list will be reviewed and updated at least annually (more frequently if needed) by the Finance Manager.

3. Can we ever use our contractors or suppliers for our own personal purposes?

Yes, but only in limited circumstances, and you must apply for, and receive consent from the Director **before** you commit yourself to using them.

WHA does not wish to disadvantage its staff and committee members, so where it is not possible to find a reasonable selection of potential contractors or suppliers for the work or purchasing that you wish to make in your local area, then it may be permissible to use those contractors and suppliers on the attached list **provided that** you can demonstrate that there is no reasonable alternative, and that you will receive no preferential treatment in terms of service or cost.

Given our location close to Glasgow, there should always be plenty of alternative suppliers of any goods or services that you may require, so it is expected that this process will be used only on rare occasions.

4. Applying for consent to use our contractors and suppliers

If you believe you have identified a situation where there is no economic alternative but to use one of WHA's contractors or suppliers, you must submit the attached application form (WHA/DECLN4) to the Director. This application must include a written quotation for the works or goods required from the proposed supplier, and at least one other quotation from an alternative supplier, or evidence of unsuccessful efforts to obtain alternative quotations.

Provided that the Director is not absent from work, you can expect to receive a response to your application within 3 days of submitting it.

Any such application by the Director will be dealt with by the Chair.

5. Certification by approved contractor and supplier

If you receive consent to use one of our contractors or suppliers, you must obtain and submit a copy of the receipted invoice for the work undertaken or the goods supplied to the Director, within 5 days of receipt of those goods or services. You must also obtain and submit a signed and dated copy of the following certification from the supplier, on their headed notepaper:

"I certify that the goods/service that I have supplied to ..(your name).. at a cost of did not represent preferential treatment in terms of price, quality or in any other way, because of their involvement with Wellhouse Housing Association"

You must establish with the supplier that they will be prepared to make and sign this statement on completion of the works, before you commit yourself to proceeding.

6. Making an entry on WHA's Register of Interests

If you receive consent to use one of WHA's contractors or suppliers, an entry recording the details of this must be made in WHA's Register of Interests. The Director will ensure that this entry is made within 5 days of consent being given, with further details of date and cost of supply being added once the receipt and certification are received from you. It is your responsibility to check and confirm the accuracy of any entries made on the Register under your name, from time to time.

7. Accidental use of WHA's contractors or suppliers

If you inadvertently use a contractor or supplier on the attached list, for instance in an emergency situation, you must notify the Director as soon as possible thereafter, providing all necessary information so that an appropriate entry can be made in the Register of Interests.

8. Failure to declare the use of WHA contractors and suppliers for personal purposes

If it subsequently comes to light that a staff or committee member may have used a WHA contractor or supplier for personal purposes but failed to declare it, this will be investigated as a potential breach of the Staff or Governing Members Code of Conduct.

9. Managing and reporting approved use of our contractors and suppliers

The management team is responsible for reviewing all declared potential conflicts of interest, and entries on the Register of Interests, to consider how such conflicts should be managed. Following any granting of consent, the management team may take steps to ensure that the individual granted consent is not involved with any transactions with such contractors and suppliers, or decisions about them on behalf of WHA.

A report will be provided to management committee at least annually (but potentially quarterly) on the total number of people to use our contractors and suppliers, including reasons for approval, and confirmation that no advantage was gained.

Management Committee	28 th May 2020
Agenda Item	11
Title of Paper	Management Accounts – March 2020
Author	Gordon Kerr, Finance & Corporate Services Manager
Attachment(s)	Management Accounts

FOR INFORMATION & APPROVAL

1 PURPOSE

- 1.1 To provide Management Committee members with a comparison of the budget and actual financial positions to 31st March 2020.

2 RECOMMENDATIONS

- 2.1 That members review the attached papers and, subject to satisfaction, approve the management accounts for the period to date.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objective to provide good governance and financial management
- 3.2 This Report is relevant in respect of the following Core Values:-
- Accountability
- 3.3 This Report also meets point 12:2 from 2019/20 Operational Plan – “Quarterly Management Accounts”.

4 BACKGROUND

- 4.1 Management Accounts are the provision of financial and non-financial information to managers and Committee members. The Management Accounts are a basis for gauging financial viability and are also used as a tool for decision-making to allow the Association to achieve strategic and corporate objectives. Good Governance dictates that Management Accounts are presented to and approved by Management Committee.
- 4.2 Scottish Housing Regulator: Regulatory Standards of Governance and Financial Management – Standard 4 states “The governing body ensures it receives good quality information and advice from staff, and where necessary, expert independent advisers, that is timely and appropriate to its strategic role and decisions. The governing body is able to evidence any of its decisions.”

- 4.3 The attached Management Accounts to March 2020 have been prepared using the Accruals Concept where expenditure is charged to the period in which it is incurred and not when the invoice is received or paid and income is credited to the period when it is realised as opposed to the date the sales invoice is raised or paid.
- 4.4 The budgeted results to date are based on the annual budget for the year which shows a projected surplus of £535,563 for the year. A draft budget for 2019/20 was considered in January 2019 and the final budget was approved in February 2019.

5 MAIN ISSUES

5.1 Statement of Comprehensive Income (SOCl) -

The budgeted surplus (24) for the period to 31st March 2020 is £535,563. The actual results for the period show a surplus of £962,911. There is, therefore, a favourable variance for the period of £427,348.

The overall favourable variance of £427,348 arises from-

- Operational activities £422,669 – favourable variance
- Net interest and other £4,679 - favourable variance

Income

Rental income (1) is slightly higher than budget - £3,362. Void losses (2) are also lower than the budget figure - £13,229 (0.41%) as opposed to £25,721 (0.80%). A favourable variance in net rental income of £15,854.

Stage 3 Medical Adaptations Grant Income (5a) – only one claim was submitted during the year for this grant. £24,868 as opposed to £33,000 reflecting fewer referrals received in the year.

Grants released from Deferred Income (4) – the budget figure was calculated on a projected figure based on the 2018/19 outturn; however, the actual charge is based on the final 2018/19 position. Slightly less due to disposal of components which have now been replaced.

Expenditure

Management & Maintenance Admin - £66,647 under-spend against budget. The following make up this favourable variance:-

- Salaries (6) (£45,548 under-spend) – due to replacement Assets & Maintenance Manager and one Estate Warden not being in place for the full 12 months.
- Overheads (7) – an underspend of £21,099 against budget. The attached overheads schedule shows a more detailed analysis of all variances.

Repairs & Maintenance – an underspend of £355,800 against budget over all areas of maintenance, from a total budget of almost £1million for the full year. A more detailed explanation of some of the over- and under-spends as follows:-

- Reactive maintenance (9)– slight under spend of £1,446 against budget. Responsive repairs (overspend £14,346 – due to storm works), voids maintenance (£37,726 underspend due to reduced voids coming through before year-end) These underspends are offset by Estate services being overspent by £28,934 due to contractor being on-site covering staff shortages.
- Cyclical maintenance (10) – large under-spend of £66,952. Actual £94,548 against budget £161,500, mostly due to the external paintwork and the gutter cleaning programmes not having started until the third quarter. The Cyclical Painting Programme and the gutter cleaning are now complete but we have not managed to spend the full budget.
- Major repairs/planned renewals (11) – large under-spend of £287,402. Actual £67,348 against budget £354,750. Extractor fans had been budgeted but no spend as yet as these will be included in the main Kitchen and Bathroom replacement programmes. Kitchen and Bathroom program is virtually complete. No spend yet on Back Courts as we are awaiting GCC to come back with responses on our proposals. A meeting was held with GCC route assessor on Friday 21/02/20 to carry out a further site visit.

Housing Property Depreciation (12) – favourable variance of £9,319. The budget figure was calculated on a projected figure based on the 2018/19 outturn; however, the actual charge is based on the final 2018/19 position updated to include any replacement components. Slightly less due to disposal of components in previous year and replacement components this year much lower than budget so far.

Bad Debts (13) – this is actually the charge to income and expenditure, which will increase the provision rather than the actual amount of bad debts written off. Being phased equally over the year in line with budget but will be adjusted at year-end to reflect the actual charge required. Required provision will be determined on level and type of arrears at year-end and whether each type should be fully or partially provided for.

5.2 **Statement of Financial Position-**

The Statement of Financial Position shows the actual position at March 2020 and also the position at March 2019 and the resulting movement in this financial year.

Housing Properties (18) has increased by £441,337, the cost of replacement components – kitchens, bathrooms, boilers and doors, however, this spend is much lower than the budgeted spend of £753,558 for the year. An underspend of over £300,000. Delays to the replacement components programmes - the boiler replacement is currently ongoing. The kitchen programmes were due to complete mid-March but still a few outstanding. Due to time constraints and procurement issues, the external doors and external windows programmes are not expected to proceed until next financial year.

Cash (19) has increased by almost £250,000 to £2,018,751. Although, there were large payments towards 2018/19 creditors and accruals reducing the cash balance in the early part of the financial year, the delays in the maintenance/component renewals programmes has resulted in the balance increasing quite significantly.

Payables < 1 Year (20)

- Misc. creditors have reduced significantly due to the purchase ledger control A/C reducing from just over £441,000 to around £132,000. This was due to the large volume of invoices received just prior to the 2018/19 year-end having now been paid.
- Due to the new accounting treatment for pensions, we no longer show the element of pension deficit payable within one year separately.

Payables > 1 Year

- Loans and Pension deficit (21) – have reduced by £234,648 and £50,453 respectively due to the monthly contributions being paid towards these liabilities. The pension deficit reflects the revaluation/initial recognition of multi-employer DB scheme, due to the new accounting treatment for pensions, and has increased the opening position by £172,000.
- Deferred income (22) – similarly, the monthly release of deferred grant to Statement of Comprehensive Income has reduced these balances to just over £15 million.

Reserves (23) – has increased by almost £963,000 in line with surplus made for the period.

5.3 Cash-flow Report

This report shows the transactions for the year-to date using the receipts and payments method as opposed to the accruals method. The cashflow report shows a cash inflow (surplus) of £249,831 as opposed to a surplus of £962,911 in SOCI.

Generally, a broad-brush method of reconciling these two figures is as follows: -

- Start with SOCI surplus;
- Add back depreciation;
- Deduct grants released from Deferred income;
- Deduct capital spend; and
- Deduct loan capital repayments.
- Adjust for movement in debtors and creditors.

5.4 Covenant Compliance -

There are no covenant compliance issues with the following results being achieved at March 2020: -

- Interest cover - Target > 110%, Result = 449.88%
- Gearing - Target < 30%, Result = 19.83%

Both lenders – Royal Bank of Scotland and Clydesdale Bank - have used the same financial covenants, calculated the same way with the same target result.

6. DISCUSSION

Committee is invited to discuss any of the points reported on above.

7. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 As laid out in Scottish Housing Regulator: Regulatory Standards of Governance and Financial Management (particularly standards 3 and 4) there is a regulatory requirement for Wellhouse to report regularly to Management Committee and for Management Committee to approve these financial reports.

7.2 It is also considered Good Practice for Wellhouse to prepare quarterly Management Accounts in order to demonstrate financial viability and to allow for the decision-making process to achieve corporate objectives.

8. FINANCIAL IMPLICATIONS

8.1 Any material points are noted at section 5 above.

9. KEY RISKS

9.1

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Failure to provide up to date and accurate financial reports and budget monitoring would result in the Association being unaware of its actual financial position. This could lead to decisions being taken on incorrect information and could result in financial and reputational damage.		
Mitigation	Mitigation	Mitigation
Quarterly Management Accounts, and other financial reports, are presented to Management Committee for discussion and approval".		

10. EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

10.1 None apparent.

11. SUSTAINABILITY

11.1 Not applicable.

12. SWOT ANALYSIS

12.1 Not required as no new business activity proposed.

13. CONCLUSION

- 13.1 Some over- and under-spends against budget in the Statement of Comprehensive Income, however, overall the actual surplus position is considerably higher than the budget surplus for the year to March 2020. The delayed start in carrying out some of the maintenance programmes has contributed, in no small way, to the underspend. Also, staff posts vacant for periods has also contributed to the variance, however, apart from that the actual performance is pretty close to budget.

Cash position is higher than the position at March 2019, and is in a reasonably healthy position finishing the year at over £2 million.

Overall, a good performance so far in 2019/20 resulting in a healthy financial position.

MANAGEMENT ACCOUNTS TO 31ST MARCH 2020

(Adverse) / Favourable

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WELLHOUSE HOUSING ASSOCIATION LTD

STATEMENT OF FINANCIAL POSITION AS AT

31 March 2020



ANNUAL BUDGET			AS AT 31/03/2019	ACT YTD 31/03/2020	MOVEMENT
£	Ref		£	£	£
Non Current Assets					
41,819,077	(18)	Housing Properties - gross cost	40,686,513	41,127,850	441,337
(13,081,386)		Depreciation	(11,811,668)	(12,789,483)	(977,815)
28,737,691			28,874,845	28,338,366	(536,479)
1,318,645		Other	1,376,927	1,341,483	(35,444)
30,056,336			30,251,772	29,679,850	(571,922)
(1,067,758)		Negative Goodwill	(1,105,893)	(1,067,759)	38,134
Current Assets					
99,860		Debtors	128,912	243,916	115,004
0		Inventory	0	0	0
1,306,623	(19)	Cash at Bank and in hand	1,768,920	2,018,751	249,831
1,406,483			1,897,832	2,262,668	364,836
(20) Payables < 1 year					
(1,098,388)		Misc Creditors	(1,295,299)	(1,014,358)	280,941
(54,500)		Pension Deficit	0	0	0
(219,714)		Loans	(219,625)	(219,625)	0
(1,372,602)			(1,514,924)	(1,233,983)	280,941
33,881		Net Current Assets/ (Liabilities)	382,908	1,028,685	645,777
29,022,459		Total Assets less current liabilities	29,528,787	29,640,776	73,855
(21) Payables > 1 year					
(7,950,011)		Loans	(8,169,783)	(7,935,135)	234,648
(49,151)		Pension Deficit	(356,564)	(306,111)	50,453
(7,999,162)			(8,526,347)	(8,241,247)	285,100
(22) Deferred Income					
(14,240,466)		Social Housing Grant	(14,855,967)	(14,313,667)	542,300
(789,108)		Non Housing Grants	(742,052)	(718,524)	23,528
(15,029,574)			(15,598,019)	(15,032,191)	565,828
5,993,723		Net Assets	5,404,421	6,367,338	962,917
Capital and Reserves					
313		Share Capital	196	201	5
5,993,410	(23)	Reserves	5,404,225	6,367,137	962,912
5,993,723			5,404,421	6,367,338	962,917

WELLHOUSE HOUSING ASSOCIATION LIMITED

MANAGEMENT ACCOUNTS TO

31 March 2020



CASHFLOW STATEMENT

Operating Surplus		1,166,280
Adjust for Depreciation and other non-cash transactions		<u>447,429</u>
Adjusted Operating Surplus		1,613,709
Movement in Debtors		(115,004)
Movement in Creditors		(331,391)
<u>Investing Activities</u>		
Purchase of Properties and Components	(441,337)	
Purchase of Other Fixed Assets	0	
Disposal of Other Fixed Assets	0	
Grants received	<u>0</u>	(441,337)
<u>Financing Activities</u>		
Interest receivable	7,322	
Interest payable	(248,825)	
Loan capital repaid	(234,648)	
Share capital issued	<u>5</u>	(476,146)
		<u><u>249,831</u></u>
Movement in Cash per Balance Sheet		249,831

WELLHOUSE HOUSING ASSOCIATION

COVENANTS AS AT 31 MARCH 2020



This page compares the Association's performance in key areas against financial covenants included within loan agreements.

INTEREST COVER	Accounts	Target set by Bank	Actual	Covenant Satisfied?
Operating Surplus	1,166,280	Greater than 110%	449.88%	Yes
Housing Grants Amortised	(565,829)			
Pension Deficit Contribution	(50,453)			
Housing Depreciation	977,814			
Component Replacements	(441,337)			
	1,086,476			
Interest Payments	248,825			
Interest Receipts	(7,322)			
	241,503			

GEARING	Accounts	Target set by Bank	Actual	Covenant Satisfied?
Balance of Outstanding Loans	8,154,760	Less than 30%	19.83%	Yes
Historic Housing Cost	41,127,850			

WELLHOUSE HOUSING ASSOCIATION LTD
MAINTENANCE BUDGET TO MARCH 2020

	Budget Apr-Mar'20	Actual Apr-Mar'20	(Adverse) Favourable Variance
CYCLICAL MAINTENANCE			
ELECTRICAL TESTING	22,500	30,269	(7,769)
EXTERNAL PAINTING- phase 2B	16,500	24,596	32,404
EXTERNAL PAINTING- phase 8	25,200		
EXTERNAL PAINTING - phase 10	15,300		
GAS SERVICING	30,000	31,175	(1,175)
GUTTER CLEANING	40,000	1,239	38,761
GAS SAFETY AUDIT	6,000	1,267	4,733
FIRE SERVICE - 14 LANGBAR GDNS	6,000	229	5,771
WATER TESTING	0	5,772	(5,772)
	<u>161,500</u>	<u>94,548</u>	<u>66,952</u>
REACTIVE MAINTENANCE			
REACTIVE MAINT	207,168	234,510	(14,346)
SCOTTISH POWER L/LSUP	12,996		
ESTATE SERVICES - Materials	23,040	82,694	(28,934)
ESTATE SERVICES - Van/Fuel	12,120		
Close Cleaning	18,600		
VOIDS	129,996	92,270	37,726
Facilities Management Costs	5,000	Code st	5,000
	<u>408,920</u>	<u>409,474</u>	<u>(554)</u>
Stage 3 Adaptations- Ex GHA	12,996	-72	
Stage 3 Adaptations	30,000	22,147	20,921
	<u>42,996</u>	<u>22,075</u>	<u>20,921</u>
MAJOR REPAIRS - NON-CAPITALISED			
KITCHEN EXTRACTOR FANS Phase 5	29,946	10,634	19,312
Bathroom EXTRACTOR FANS Phase 5	29,946	4,872	25,074
	0		
Smoke Alarms Phase 8	32,704	18,032	14,672
External Paths	20,000	11,734	207,424
Back Courts Phase 1	89,004		
Back Courts Phase 2A	50,154		
External Verandas	60,000		
	<u>311,754</u>	<u>45,272</u>	<u>266,482</u>
MAJOR REPAIRS - CAPITALISED COMPONENTS			
Kitchens Phase 5	309,546	296,679	12,867
Bathrooms Phase 3	145,377	51,791	93,586
Gas Boiler Replacements Phase 10	99,072	75,281	23,791
External Doors 2B	84,987	17,586	67,401
External Windows 2A	114,576	Code st	114,576
	<u>753,558</u>	<u>441,337</u>	<u>312,221</u>

WELLHOUSE HOUSING ASSOCIATION

2019/20 Budget



<u>Overheads</u>	Budget Apr-Mar'20	Actual Apr-Mar'20	(Adverse) Favourable Variance
24). Advertising (Publicity & Promotions)	1,030	360	670
25). Audit Fee - External	10,600	12,056	(1,456)
- Internal	11,745	12,480	(735)
26). Bank Charges - Allpay	12,000	9,439	2,561
- General	720	314	406
27). Depreciation - Other Fixed Assets	33,282	35,444	(2,162)
28). General Expenses - Miscellaneous	3,608	8,156	(1,088)
- Provisions	1,800		
- Staff Welfare Costs	660		
- Cash Collection Costs (G4S)	500		
- Health & Safety Costs	500		
29). General Committee Expenses	3,500	3,653	(153)
30). Heat & Light	16,800	22,507	793
31). Cleaning	6,500		
32). Insurance - Housing Stock	50,676	52,434	(1,758)
- Non-Housing premiums	16,789	16,255	534
33). Office Maintenance - Repairs & Renewals	50,000	73,001	17,999
- Equip Maintenance	13,000		
34). Office Equipment	2,500		
IT Maintenance Support Costs	23,000		
IT Expenses	2,500		
35). Printing (External)	7,000	15,378	(3,378)
Printing (Internal Photocopier Charges etc)	3,000		
Stationery	2,000		
36). Postage	4,350	2,973	1,377
37). Rent & Rates	1,200	1,522	(322)
38). Seminars & Training - Staff	15,000	14,704	296
39). Seminars & Training - Committee	10,500	3,044	7,456
40). Staff Recruitment	2,000	2,034	(34)
41). Subscriptions	24,500	25,862	(1,362)
42). Telephones	9,200	4,903	4,297
43). Legal Fees - General	10,000	17,570	(7,570)
44). Legal Fees - Housing	10,000	7,761	2,239
45). Professional Fees	8,149	21,766	(13,617)
Housing ~Agency Fees - WR	0		0
46). Commercial Property Cost	1,000	0	1,000
47). Donation -CCT Contribution	20,000	21,300	(1,300)
-Others	400	2,100	(1,700)
48). Tenant Participation	25,000	8,394	16,606
49). Vehicle Costs	0		0
50). AGM Costs	1,500	Code s	1,500
51).	0		0
			0
	416,509	395,410	21,099

Management Committee	28 May 2020
Agenda Item	12
Title of Paper	Operational Update Report
Author	Management Team
Appendices:	

FOR INFORMATION AND DECISION

EXECUTIVE SUMMARY:

1. Director – Main Issues

1.1 Covid 19 - Plans for phased return to work

Committee be aware of the Prime Minister's announcement on 10 May and the change of emphasis in England of how the Coronavirus measures will be managed, including the proposed relaxation of previous work restrictions for some sectors of the economy.

For all of us working for Wellhouse Housing Association, nothing has changed. We continue to follow advice from the Scottish Government and their message remains a clear 'Stay at Home'. At the time of writing, this has not changed. The next main announcement is due to be on 28 May.

We don't have any indications of when social distancing measures will ease or when our sector can begin to come back to near normal again. We need this information so we can start to make plans for a phased return to work in our building.

In the meantime, we are exploring:

- The purchase of additional sanitiser for staff and customers - Purchase of 3 wall mounted dispensers, 6 x 1 litre sanitiser for including in dispenser, 30 x 500ml bottles of hand sanitisers and several smaller portable bottles, 3 x 100 packs of gloves in S, M & L, 20 face masks and 50 disposal face masks – **Cost Totalling £370.**
- The purchase and installation of screens – reception and interview rooms - estimated cost for 2 interview/Income Advice rooms screens and made to measure one for reception – **Cost Totalling approximately £600.**
- The purchase of social distancing signage. – **Cost c£700 on signage**

In addition:

- A deep clean of the office will be arranged;
- We intend to introduce a rota of 50/50 office and home working to ensure distancing;

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- Any staff with underlying health conditions; staff with caring responsibilities for vulnerable people and those who rely on public transport will continue to work from home meantime;
- CCT will not be permitted to restart their activities in the Hub as we cannot ensure safety of our own staff and customers;
- Plans for managed use of the staff room will be required;
- Home visits will remain suspended;
- Meetings with outside agencies and staff/ committee meetings will remain via Zoom.

The situation will remain under close scrutiny and we will follow Scottish Government guidance closely.

2. Housing & Customer Services Manager – Main Issues

The following is a summary of the activity of the Housing & Customer Service Team since the April Committee:

- Completion of the Annual Return on the Charter;
- Ongoing data cleansing of all e -files in relation to tenant and property information in line with GDPR requirements;
- Completion of review of tenants' handbook (copy to be provided by email);
- Continuing to contact vulnerable service users, providing support and referring to CCT for food parcels;
- Continuing to take rent payments;
- Monitoring rental income and contacting tenants regarding missed payments;
- Assisting with claims for UC/ HB;
- Monitoring impact of Covid-19 on rental income;
- Continuing to Liaise with Police Scotland in relation to ASB and potential tenancy issues;
- Leases to Glasgow City Council (GCC) completed for void properties for use as temporary accommodation;
- Liaising with GCC for bulk and refuse issues.

3. Assets & Maintenance Manager – Main Issues

- We are in regular contact with our contractors and emergency works are being carried out, we also have a list of other works/issues that have been reported but we are unable to attend

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at the moment. Invoicing is ongoing to ensure Contractors are paid. Staff have also attended a few inspections as required.

- Gas servicing is continuing with several tenants reporting they are self-isolating. These services have been rearranged with Saltire and recorded in accordance with the Guidance from the Regulator, Gas Safe and HSE.
- Staff have also been compiling information for the ARC and year end reports.
- The Tender documents for the replacement of the Hub boilers was issued 11/05/20 with a return date of 02/06/20. Staff are also working on several other tenders at the moment.
- Estate Services – There has been an increase in bulk rubbish being left/fly tipped also issues with the bin collections. The Wardens are continuing to lift the dumped items and keep the back courts as tidy as they can they are also liaising with Housing on the issue. We are continuing with litter picks and close inspections, grass cutting will commence week beginning 18th May this will mean a reduction in the amount of bulk we are able to remove.

4. Finance & Corporate Services Manager – Main Issues

4.1 Operational Update

The following is a summary of the ongoing day-to-day operational activity of the Finance & Corporate Services Team continuing to be carried out since remote working began:

- Adjusting to home working, with the following functions continuing to be carried out remotely;
- Posting all rent payments to tenant's accounts;
- Posting all factoring payments to owner's accounts;
- Sending out sales invoices to commercial customers;
- Processing purchase invoices and pay suppliers;
- Process payroll and pay staff, HMRC and Pensions Trust;
- All statutory and regulatory reporting and Returns;
- Internal management reporting;
- Treasury management and loan repayments;
- Dealing with GDPR and FOI requests;
- Internal and external audit functions;
- Liaising with Hiper and Resource to ensure IT/Telephony functions continue to operate smoothly

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- Update website;
- Preparation for the Year-End Annual Statutory Accounts;
- Regular staff contact.

In addition to these day-to-day activities, the following tasks have been undertaken: -

- Ordering and delivery of additional PPE equipment in preparation of staff returning to office-based work – hand sanitisers dispensers, hand sanitiser portable bottles, face masks, gloves;
- Contacting Allander to organise a full deep clean of the office in preparation of staff returning to office-based work;
- Contacting Office Care to organise a full deep clean of the office IT equipment in preparation of staff returning to office-based work;
- Organising new mobile phone handsets to be ordered and delivered to staff who use a business mobile phone;
- Additional Covid-19 Regulatory returns completed for SHR (monthly return and one-off staff costs) and SFHA Financial Data Collection return.