

17 June 2021

Dear Member,

The next Management Committee will be held on **Thursday 24th June 2021, at 11AM via Zoom**

Agenda Item	Lead	Time	
1. Welcome, <i>Sederunt</i> & Apologies.	Chair	1min	Verbal
2. Jargon Buster			For Information
3. Declarations of Interest.	Chair	1min	Verbal
4. Minutes of the Committee Meeting of 25 May 2021	Chair	3min	Approval
5. Matters Arising & Actions from the minutes report	Director	3min	Note
6. Covid 19 – Impact on tenants	Income & Advice Officer	15min	Verbal
7. 30 Year Financial Projections incorporating Scottish Housing Regulator (SHR) Five Year Financial Projections (FYFP)	Finance Manager	15 min	Approval
8. Rent arrears update report	Housing Manager	10min	For Information
9. Annual Complaints Report	Housing Manager	10min	Approval
10. Development Ambitions/Surface Water Management	Director	15min	Approval
11. Allocations Consultation discussion	Housing Manager	15min	Approval
12. Anti-Social Behaviour Policy	Housing Manager	5min	Approval
13. Operational update	Management Team	10 min	For Information
14. AOCB			

Meeting close 1PM, Next meeting 26th August 2021 at 6PM

JARGON BUSTER	
Terminology	Definition
RSL	Registered social landlord. The vast majority of Registered Social Landlords are also known as Housing associations. Housing associations are independent, not-for-profit organisations that provide homes for people in housing need.
CPI	The Consumer Price Index (CPI) is the official measure of inflation of consumer prices of the United Kingdom
LIBOR	LIBOR is a benchmark interest rate at which major global banks lend to one another in the international interbank market for short-term loans. LIBOR , which stands for London Interbank Offered Rate , serves as a globally accepted key benchmark interest rate that indicates borrowing costs between banks
Reactive Maintenance	Reactive Repairs. Reactive repairs or day to day repairs are funded from rental income and are defined as those repairs which are carried out on a responsive basis as the need arises and are not deferred for inclusion in planned maintenance programmes
Cyclical Maintenance	Cyclical maintenance is work to maintain the general condition of the property and some communal fittings
Major repairs/planned renewals	Major Repairs (Investment works) – Kitchen & bathroom renewals, central heating replacements, door entry systems et
Housing Property Depreciation	Housing Property Depreciation is an accounting method of allocating the cost of the property over its useful life and is used to account for reduction in value of the property.
Covenant Compliance	A loan covenant is a condition in a commercial loan that requires the borrower to fulfill certain conditions or which forbids the borrower from undertaking certain actions, or which possibly restricts certain activities. Compliance means conditions are met in full.

**WELLHOUSE HOUSING ASSOCIATION
MINUTES OF THE COMMITTEE MEETING HELD ON
25th May 2021 at 6pm - VIA ZOOM**

1. Welcome, Sederunt & Apologies.

Present:

Maureen Morris	Vice-Chair
Jane Heppenstall	Committee Member
Michelle Harrow	Committee Member
Sarah Morris	Committee Member

In Attendance:

Martin Wilkie-McFarlane	Director
Carol Hamilton	Housing & Customer Services Manager
Bill Black	Assets & Maintenance Manager
Robert Murray	Finance & Corporate Services Manager
Linda Logan	Minute taker
Graham Gillespie	Wylie Bisset (Item 6 only)
John Stevenson	Customer Engagement Officer (Item 7 only)

Apologies:

Darron Brown	Chair
Clare Monteith	Committee Member
Shona McKenna	Committee Member
Carol Torrie	Committee Member

The Chair welcomed Graham Gillespie, Wylie Bisset, to the meeting.

2. Jargon Buster

Noted for information.

3. Declarations of Interest.

There were no declarations of interest.

4. Minutes of the Committee Meeting of 29 April 2021.

Resolution:

The minutes of the Committee Meeting of 29 April 2021 were proposed by Jane Heppenstall and seconded by Maureen Morris as an accurate record of the proceedings.

5. Matters arising and actions from the minute report.

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

6. Internal Audit – Rent Arrears

Graham Gillespie, Wylie Bisset presented the findings of the audit report relating to rent arrears management which had resulted in an overall conclusion of substantial.

He provided committee with an overview of the scope of the review and background information relating to policies and procedures and the structure of the housing section.

He asked committee to note page 5 of the audit report which provided comparators on the current level of rent arrears against the national average and further benchmarking analysis against local RSL's. He outlined the work undertaken as part of the review and sample testing to confirm staff were adhering to document procedures, effectively recording arrears and additional support and guidance provided to tenants.

He highlighted that the rent arrears audit had highlighted 4 recommendations 2 of which were graded as medium and 2 of low grading. All 4 recommendations related to procedures. 7 areas of good practice were identified. All management responses have been agreed.

He sought questions or comments from the committee. Maureen Morris commented that it had been reassuring to see the 7 areas of good practice. There were no other queries.

Resolution:

Committee;

**Noted and agreed to follow up actions as outlined with the report;
Approved the draft management responses.**

Proposed Michelle Harrow and Sarah Morris seconded follow up action and the draft management responses.

Internal Audit 20/21 – Annual Report

Graham highlighted that the internal audit annual report provides an overall opinion of the work undertaken during the year. He noted that page 3 sets out the responsibility of the internal audit service which provides the Association with an objective assessment of the adequacy and effectiveness of the management's internal control systems. He asked committee to note that Wylie and Bisset's had an external assessment within the overarching framework of the Chartered Institute of Internal Auditors in October 2019 which had concluded that Wylie and Bisset LLP Internal Audit Department had fully met all of the Standards.

He provided a brief summary of the work undertaken in 20/21. He stated that they were satisfied that sufficient internal audit work had been undertaken to allow them to draw a conclusion as the adequacy and effectiveness of the Associations risk management and governance process. In their opinion the Association has proper arrangements to achieve its objectives and to promote and secure value for money. He drew committee's attention to the comparative benchmarking data on page 7 highlighting that WHA had an overall lower number of recommendations with the associations it had been benchmarked against.

He noted that all Wylie & Bisset KKP's had been met other than the Factoring report which had been delayed due to Wylie & Bisset seeking further clarifications.

Resolution:

Jane Heppenstall proposed and Sarah Morris seconded the Internal Audit 20/21 Annual Report.

The Director stated that Wylie & Bisset had done an excellent job over the last five years and have had an excellent working relationship. He wanted to express his thanks to Graham. He reiterated that we were doing a joint tender with our colleagues in EHRA. Graham stated that he had received tender documents and that it was good practice to go to the market and they were happy to retender.

7. ARC Return

The Chair welcomed John Stevenson, Customer Engagement Officer, who joined the meeting.

All members had received a copy of the ARC for their consideration prior to the meeting.

John presented the Annual Return of the Charter. He drew committee attention to the ARC key comparators at appendix 1 which were grouped into service areas which included comparators from last year's ARC return for information. He took committee through the verification, highlighting variances, areas of improvement and satisfaction levels from last year. He stated that the greatest area of improvement was in in % of tenants satisfied with the overall service provided by their landlord which had increased from 86.45% to 94.1%. He stated that given the difficult operating circumstances during Covid that hopefully the improvement recognises the support given to tenants from the Housing Team but also how helpful our Estate Wardens have been during this period. He noted Corporate Complaints had changed due to what we were now required to report on, however we had responded to all stage 1 & 2 complaints within the required timescales. Void rent losses remained within target however 15 properties had refusals due for varied reasons. Re-let times were higher than expected due to restrictions on contractors and staff entering premises and the new process for viewings which caused further delays. In line with increased current and former tenant arrears our collection rate had reduced however was offset in this calculation by an improvement in closing balances compared to last year and was better than projected. He noted that our performance in the collection of Gross Rent Arrears had been affected by Covid 19 and legal restrictions on enforcement. He highlighted no evictions during the year.

There was an increase in the percentage of our stock meeting SHQS; however, targets were not met due to tenants not allowing access for works. Performance remained high for reactive repairs carried out first time however Covid had impacted on performance particularly during periods when the option to cap or forced entry was not available to us. The percentage of tenants who had had repairs or maintenance carried out during this period was comfortably within target. John asked if committee required further clarification or had any questions.

Jane Heppenstall considered that the next year was going to be about catching up and that we would need to keep an eye on how challenging this would be for staff.

The Director stated that for future planning he would bring a report to the June committee re: the Business Plan which he is hoping to extend for one year to try and capture the impact of these issues.

The Corporate & Finance Management confirmed that as a result of delays on services we will need to revisit a formal budget reforecast.

John stated that the regulator requires us to complete a mini quarterly mini-ARC return to monitor progress on performance, complaints and learning outcomes as a result of Covid.

Resolution:

Committee approved the ARC return to the Scottish Housing Regulator no later than 31 May 2021.

Sarah Morris approved and Michelle Harrow seconded the ARC submission to the Scottish Housing Regulator no later than 31 May 2021.

Actions: The Corporate and Governance Officer will add Business Planning to committee forward planning for June and formal budget forecasting for September/October.

John left the meeting at this time. The Chair thanked him for his work on the ARC Return.

8. Rent arrears update report

The Housing Manager asked committee to note that since the last committee update, gross current rent arrears were £336,100, 10% of annual income and former tenant arrears were at £57,334. Overall arrears had reduced slightly by £594.00, which was in the main due to monthly direct debits scheduled for payment on 31st of each month not being able to be included in April's balance and therefore the reduction in arrears would have been greater. These payments will be reflected in the account balances for May. She asked committee to note appendix 1 which set out the activity of Housing Officers in April and the significant increase in attempts to contact tenants via telephone and the monitoring of out-with working hours activity which will be reported to committee in June.

She asked that it be noted that all direct debit and standing order payments have been checked to ensure that amounts had been altered to account for the rent increase in April, 8 tenants have been contacted to remind them of the increase. There are currently 125 tenants who pay by Direct Debit, 73 by standing order. Direct debit payments will continue to be encouraged.

Jane Heppenstall asked if there was scope for Laura Reilly, Income Support Officer; to update committee on work undertaken during the lockdown period and suggestions to get tenants income maximized and perhaps additional support for Laura.

Committee noted the contents of the report.

Action: Laura Reilly will be invited to the June committee meeting to report on the impact of Covid 19 to our tenants.

9. Former Tenant Bad Debt Write Off Report

The Housing Manager presented committee with the bad debts on rent accounts for the period January 2018 to the end of March 2021. The accounts had been reviewed and deemed to be irrecoverable and therefore recommendations were made to write-off former tenant arrears of £8,494.66. She provided an

overview of the proposed write offs, giving case category and the number of cases. She sought committee approval for the proposed write-offs.

Resolution:

Committee approved the request for total write-off from former tenant rent accounts of £8,494.66.

Michelle Harrow proposed and Jane Heppenstall seconded total write-off from former tenant rent accounts of £8,494.66.

10 Management Accounts to 31 March 2021

The Finance & Corporate Services Manager presented the report to provide committee members with a comparison of the estimated and actual financial position to 31 March 2021.

He provided a brief overview of the Statement of Comprehensive Income and variances. The budgeted surplus for the period to 31 March 2021 was £641,090. The actual results for the period show a surplus of £949,884, a favourable variance for the period of £308,794.

The overall variance arises from:

Operational activities £304,738 – favourable variance
Net interest and other £4,056 – favourable variance

The Finance & Corporate Services Manager highlighted that rental income was close to budget with a slight variance of £2,364. Void losses were lower than the budget figure £26,393 as opposed to £22,202, a favourable variance in net rental income of £6,555. Commercial rent showed an adverse variance of £11,263 which was in the main to the revised rent income for 17 – 19 Newhills Road and the service charge at the Hub no longer being charged after July. Factoring income had an adverse variance of £2,375, a further report will be brought to committee on moving forward with factoring charges.

He asked committee to note the underspend in salaries of £29,059 in the main due to the replacement of the Estate Warden Supervisor not being in post in the first quarter of the year and pension savings. In addition, no Finance & Corporate Service Manager was in post from mid-December 2020 until April 2021. Repairs and Maintenance shows an underspend of £337,354,800 against budget over all areas for the year. He provided a detailed explanation of some of the over and underspend in relation to reactive maintenance, cyclical maintenance and major repairs/planned renewals as highlighted within the report. He reported that subsequent to the preparation of this report we became aware of a further unbudgeted expense of £47,000 for veranda works. Confirmation of when the works were completed is being checked the Maintenance Team.

Cash has increased by almost £911,136 to £2,929,887. He noted that although the arrears balance has increased, there had been significant shortfalls in cash going out, particularly for maintenance which had resulted in the positive movement in cash.

He reported no covenant compliance issues and a gearing result of 19.2%. He discussed loan interest rates and the need for himself and the Director to have discussions with our Lenders on the interest only loan and what is available on the market while it is in our favour.

Michelle Harrow asked if any impact was foreseen on our current loans due to Brexit. The Finance Manager stated that he did not foresee any issues with Brexit however with the current Covid 19 situation he considered the interest only loan should be revisited to ascertain if we could achieve a better debt price.

Resolution:

Committee approved the management accounts for the period to date.

Michelle Harrow proposed and Sarah Morris seconded the management accounts to 31 March 2021.

11. Approved Contractors List

The Maintenance Manager presented the review of the approved contractors and suppliers list for 21/22. He noted the following contractors being added to the approved list over the last financial year;

Total Reinstatement Ltd, Veranda Works
Akp Ltd, Newhills Road refurbishment
Sidey Solutions, Window and Door contract
Robertson Acom, Controlled entry repairs

No contractors were removed from the list.

He re-assured that contractor performance and service delivery was reviewed on a monthly basis and that an annual report was provided on our approved contractors performance.

He sought committee approval for the contractors and suppliers list 2021/22.

The Director confirmed that the list would be distributed to staff to ensure compliance with the use of WHA guidance on the use of the Association's contractors and suppliers and expectations as set out in our Entitlements, Payments & Benefits Policy.

Resolution:

Committee approved the contractors and suppliers list for 2021/22.

Sarah Morris proposed and Jane Heppenstall seconded the contractors and suppliers list for 2021/22.

12. Assurance Statement Evidence

Michelle Harrow stated that all RSL's are required to submit an Annual Assurance Statement to provide assurance that their organisation complies with the relevant requirements of chapter 3 of the Regulators Framework. Where a landlord does not fully comply, it should set out in the Statement how and when it will make the necessary improvements to ensure compliance.

She noted that in determining our approach for each requirement we should consider:

Trust Honesty Integrity Excellence Accountability Sustainability

- what level of assurance is proportionate, considering our organisation's business and context;
- the sources of assurance and evidence we have and whether they are sufficient and reliable; and
- whether we need independent assurance, and what that should be.

She stated that Landlords should consider how to best use a source of independent assurance when making their Annual Assurance Statements on whether they are meeting regulatory requirements and that thankfully the team in Wellhouse have a well-kept record of each standard and the evidence to support them. She noted that there were 8 different categories with 77 requirements; each with multiple sources of evidence. She confirmed that she spot-checked at least one requirement in each of the eight categories which led to 40 evidence documents being checked overall. She provided examples in relation to committee reviews, away days, committee reports, the equality and diversity policy, allocations, financial reports, staff job profiles and the business plan. She was pleased to report that all areas checked were complete with a full level of compliance.

She recommended that a full equality impact of human rights be carried out for all areas of the business which should also be extended to include an anti-racism statement. She reaffirmed the need for our IT systems to be upgraded, noting her frustration whilst using our current system

The Director thanked Michelle for her helpful feedback. He stated that he has wanted to introduce a quality impact assessment for some time. He noted that the human rights requirement was due to be rolled out this year by the Regulator. He was fully in favour of adopting an anti-racism statement.

He informed committee that himself and the Finance Manager had met with Hiper to progress, as agreed by committee on upgrading our IT system to be cloud based, introducing Office 365 and Homemaster and an update to our broadband. Committee will be provided with tablets to allow access to committee reports. A further report will be brought to committee during the summer.

13. Operational update report.

Director:

Development:

The Director informed committee that there had been a Surface Water Management Team working group including a follow up meeting between himself and Scottish Water. Our SDFP had been approved at the last committee meeting. All parties are keen to progress with some initial retro fitting to alleviate surface flooding which will include fitting water butts/rain gardens at tenemental stock at Inver Road, changing the layout of an underground pipe at Newhills Road and fitting a rain garden at the Hub/Nursery, in addition creating more green areas to absorb rain water and prevent it running off into the Camlachie burn. City property have responsibility for remedying the blocked drain outside the Hub on Wellhouse Crescent. Scottish Water have committed to provide an article for the summer newsletter.

He stated that he had met with our development agent at New Gorbals HA and the Council yesterday, and subject to committee approval, he proposed opening up further discussions for the purchase of the Balado Road site which would be land-banked in the short term for development. A report will be brought to committee later in the year.

Covid 19

The Director stated that at the time of writing he understood that level 0 would mean return to complete normality however a recent report states that we should still default to working from home if possible. He noted that Easterhouse remains a Covid hotspot and as an employer we will need to remain vigilant. A further return to work survey has been sent to staff to complete. He took committee through options available for re-opening the office. He suggested that we continue to follow the guidance of the Scottish Government. He noted the article reported in the Herald re Covid related claims being an issue for employers. An additional occupational health "Covid age" tool to assess risk to staff will be completed before any return to work.

Michelle Harrow asked is there would be any value in having our staff team providing front line services classed as essential workers to access the vaccine sooner. The Maintenance Manager stated that recent guidance had stated that over 18's can now go on line and apply to have their Covid vaccine.

Sarah Morris asked if lateral testing kits would be ordered for staff. The Director confirmed that these would be ordered. He reiterated measures that have already been put in place. He will keep committee appraised as the need arises.

Housing Manager:

The Housing Manager provided a brief update on key areas of activity as outlined within the report.

Maintenance Manager:

The Maintenance Manager informed committee the shop units at Newhills Road are now complete. 5 adaptations have been issued with 2 completed and 1 waiting for a joint visit with an OT. Electrical Periodic testing letters will be prepared to restart inspections. There are currently around 160 that are overdue which is reportable as part of the ARC. Covid has had an impact due to the various lock downs however there has been an element of people ignoring access letter. A pre-start meeting for the window and door replacement programme has been arranged.

The Director thanked the Maintenance Manager for overseeing the works and potential tenant viewings at Newhills Road. He noted the most interested parties have indicated they wish to open a food carry out service. Consultation will be held with residents.

14. AOCB

There was no other business. Meeting closed: 8pm
Next meeting: 24th June 2021 at 11am

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

Signed (Chair)

Date:.....

ACTIONS ARISING FROM PREVIOUS MANAGEMENT COMMITTEE MEETINGS June 2021

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. An update will be provided at the 25 th may 2021.
November 2019					
11. Management Team Report	The Finance Manager will email proposed dates for fraud training to interested members	Finance Manager	January 2020	Open	The Finance Manager is still waiting for proposed dates for fraud training from the auditors. Suspended during COVID-19 lockdown period
April 2020					
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 continues to follow government advice and will report on progress and measures being put in place as the need arises.

January 2021					
Policy Review					
Abandonment Policy & Anti Social Behaviour Policy	It was agreed that an additional appendix recording personal items would be added to the policy and brought to committee at a later date for approval	Housing Manager	Summer 2021	Open	
Body Cam Policy	It was agreed that residents would be informed as to the use of body cams and the purpose thereof.	Maintenance Manager	ASAP	Open	
Factoring Policy	A further updated factoring policy will be presented in October to take account of recently issued legislation	Housing Manager	October 2021	Open	
Rent Arrears update	The Housing Manager will provide committee with rent arrears case studies in line with GDPR guidelines in her next update	Housing Manager	February 2021	Open	The Housing Manager will provide an update at the 25 May 2021 committee meeting.
Tenant Christmas Bonus	Committee agreed to the Director to the Director bring a more detailed report (Summer 2021) following investigation of other models available and what the impact would be	Director	Summer 2021	Open	

May 2021					
8. Rent arrears update	Committee requested that Laura Reilly be invited to the June committee meeting to report on the impact of Covid 19 to our tenants	Housing Manager	June 2021	Closed	Laura will attend the committee meeting of 14 June 2021

Management Committee	24 June 2021
Agenda item	7
Title of Paper	30 Year Financial Projections incorporating Scottish Housing Regulator (SHR) Five Year Financial Projections (FYFP)
Author	Robert Murray, Finance & Corporate Services Manager
Attachments	Long-term projections financial reports

FOR APPROVAL

1 PURPOSE

- 1.1 To provide Management Committee members with details of the projected financial position of the Association over the medium and long term.

2 RECOMMENDATIONS

- 2.1 That Committee reviews the attached papers and, subject to satisfaction, note and approve the 30 Year projections.
- 2.2 That Committee is asked to give the Finance Manager authority to electronically submit the approved figures to SHR in their Five-Year Financial Projections (FYFP) format.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objectives: -
- Objective 5: To maintain good governance and financial management
- 3.2 This Report is relevant in respect of the following Core Values: -
- Accountability
 - Sustainability
- 3.3 This Report also meets the following points from the 2021/22 Operational Plan
- 12.16 - "Five Year Return to SHR"
- 3.4 This Report should contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be"

4. BACKGROUND and MAIN ISSUES

4.1 The setting of the long-term projections forms a part of the annual business planning cycle and should reflect the Association's current business plan, operational plans and longer-term plans.

4.2 The Housing (Scotland) Act 2010 places an obligation on SHR to monitor and report on the financial health of RSLs. One of the ways they are able to achieve this is by requiring RSLs to provide FYFP Return in a standardised format on an annual basis.

This information will also be submitted to SHR as part of the Business Planning requirements and will also be sent to Wellhouse lenders to comply with financial covenants requirements

4.3 Year 1 of the plan is 2021/22 and the figures shown here reflect the figures included in the annual budget formally adopted by Management Committee in November 2020.

4.4 At this point it has been decided to base the projections on the position Wellhouse is in at the moment i.e., no firm decision has been made in relation to Development. The amount of spend required, and the level of grant funding and all other resultant expenditure are just too indeterminate at this point in time. There are still too many unknown quantities. More importantly, however, no firm commitment has been given in respect of funding or capital contractual commitments

We are still particularly keen on developing and are planning to explore all options with Glasgow City Council. The Archdiocese has expressed an interest in dealing with Wellhouse and there is also significant political support for Wellhouse to develop. Currently, the only land owned by Wellhouse is the site on Wellhouse Crescent, therefore, the other sites will still need to be purchased. This will require District Valuer to carry out more up-to-date valuations. This has not been able to happen as planned due to the Covid 19 Lockdown requirements.

Because of all these factors, we feel that it would not be correct accounting practice to include any Development activity in the 30-year forecast. Including rental income for more than 25 years in the model with no firm commitment currently in place contradicts one of the fundamental accounting concepts of Prudence.

Future 30 Year projections models will be updated to include all Development activity once firm commitments are in place.

4.5 The model includes the new accounting treatment required for SHAPS Pension Scheme. Although the current position as of March 2021 has still to be fully determined sector knowledge indicates that the liability will increase and provision of £80k per annum believed to be prudent as the liability is likely to re-appear and possibly increase in future years.

5 DISCUSSION

5.1 The following assumptions have been used in calculating the financial projections: -

- Inflation levels (CPI) have been assumed at 2% for the 30-year term

- The model includes 2.5% rent increase as per 20/21 budget and assumes a real rent increase of 1% above inflation from years 2 until the end of the 30-year period
- Year 9 onwards assumes inflation only (CPI) rent increase.
- Void losses have averaged 0.4% over the last 3-4 years. The model assumes prudent annual increases to the losses until it reaches 1.5% in year 4.
- Real planned maintenance costs increase at 0.5% above CPI for the full plan period
- Real rises on reactive maintenance costs of 0.5% above CPI for the full plan period
- Real increases of 1% above CPI in management costs until throughout the 30 years
- The current staff structure remains in place for the full 30-year term
- LIBOR rate increases annually up until a maximum of 4% by year 5 and beyond. These rates are consistent with RBS Housing Finance Base Case assumptions.
- All debt repaid by end of plan period apart from recently re-financed RBS loan, which does not start repaying capital until year 9.
- No further new build activity (as per 4.4 above)
- Average annual spend of £10k on other fixed assets

5.2 The base model produces the following results: -

- Surpluses are generated annually over the full 30 years.
- Cash position starts at just over £1.76 million, reflecting the 2021/22 budget position at March 2021. There are surpluses made each year as the cash balance rises steadily until year 9 when capital repayments on an RBS loan commences. Between years 15 and 23, there are a few cash deficits, some quite hefty, however, these are the years when there is expected to be considerable investment in stock with a lot being spent on replacement components – each of the years in excess of £2 million invested.
- Cash begins to exceed debt by year 9, assuming no further loans are taken out.
- In the main there are no issues with lenders covenant compliance. All being achieved comfortably each year.
- Current ability to borrow, based on latest stock valuations, is a further £10 million approximately. This reflects the latest RBS funded stock valuation carried out in December 2018. Clydesdale Bank funded stock was due to be valued last year but due to COVID restrictions this was not carried out but it is anticipated this will be valued again later this year and this will increase the amount which can be borrowed.

5.3 Some results thrown up by the sensitivity analysis are as follows: -

- Changes in interest rates didn't make huge differences to the cash balance due to the larger loans being on fixed rates.

- 0.5% reduction in bad debts results in cash increasing by £0.5 million over the 30 years.
- Major repair costs in year 1 and 2 are higher than normal to catch up on the planned works delayed due to COVID restrictions
- Major repairs costs increasing by an additional 5% result in cash reducing by more than £100k
- Although lenders covenants are met comfortably in the base model, it may become an issue when adverse scenarios are introduced, particularly when more than one scenario is introduced.
- There was many more scenarios and combined scenarios tested and we are satisfied that none of the scenarios produced results that would effect the fundamental financial stability of the Association

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 6.1 There is a regulatory requirement for Wellhouse to submit Five Year Financial Projections to SHR on an annual basis.
- 6.2 Wellhouse's lenders financial covenants specify that medium/long-term forecasts are submitted to them on an annual basis.
- 6.3 It is considered good practice for RSLs to produce medium/long-term forecasts.

7 FINANCIAL IMPLICATIONS

- 7.1 N/A.

8 KEY RISKS

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Failure to submit Annual Returns to SHR could result in engagement being kept at a higher level than is necessary.	Loan covenants could be breached in future years.	
Inadequate financial planning could lead to viability and cashflow problems.		
Mitigation	Mitigation	Mitigation
Ensure that all relevant staff members are aware of deadline dates for SHR submissions and these dates are adhered to.	Prepare annual long-term financial projections, which would highlight potential hot spot years at an early stage.	

Prepare annual long-term financial projections.		
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9 SWOT ANALYSIS

Not required

10. EQUALITY AND DIVERSITY ISSUES

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

11. SUSTAINABILITY

- 11.1 There are no identified impacts on sustainability even an unintended one.

12. CONCLUSION

- 12.1 Surpluses are being generated in each of the 30 years.
- 12.2 Cash surpluses are made in most of the years but overall cash continues to rise over the full term of the plan. Cash deficits are only made in years of intense investment in stock.
- 12.3 All lenders financial covenants are achieved each year.
- 12.4 A financially healthy outlook, although, it needs to be noted that there is no development activity included.

Outputs to be copied to other model

Gross rents
Service charges

Gross rents & service charges**Net rent & service charges**

Developments for sale income
Grants released from deferred income
Grants from Scottish Ministers
Other grants
Other income

TURNOVER

Less:

Housing depreciation
Impairment written off / (back)

Management costs
Planned maintenance - direct costs
Re-active & voids maintenance - direct costs
Maintenance overhead costs
Bad debts written off / (back)
Developments for sale costs
Other activity costs
Other costs

Operating Costs

Gain/(Loss) on disposal of PPE
Exceptional Items - (Income) / Expense

OPERATING SURPLUS/(DEFICIT)

Interest receivable and other income
Interest payable and similar charges
Increase / (Decrease) in Negative Goodwill
Other Gains / (Losses)

SURPLUS/(DEFICIT) ON ORDINARY ACTIVITIES BEFORE TAX

Tax on surplus on ordinary activities

SURPLUS/(DEFICIT) FOR THE YEAR AFTER TAX**STATEMENT OF FINANCIAL POSITION****Non-Current Assets**

Intangible Assets & Goodwill

Housing properties - Gross cost or valuation
Less

Housing Depreciation
Negative Goodwill

NET HOUSING ASSETS

Non-Current Investments
Other Non Current Assets

TOTAL NON-CURRENT ASSETS**Current Assets**

Net rental receivables
Other receivables, stock & WIP
Investments (non-cash)
Cash at bank and in hand

TOTAL CURRENT ASSETS**Payables : Amounts falling due within One Year**

Loans due within one year
Overdrafts due within one year
Other short-term payables

TOTAL CURRENT LIABILITIES**NET CURRENT ASSETS/(LIABILITIES)****TOTAL ASSETS LESS CURRENT LIABILITIES**

Payables : Amounts falling due After One Year

	2020/21 Year 0 £'000	2021/22 Year 1 £'000	2022/23 Year 2 £'000	2023/24 Year 3 £'000	2026/27 Year 4 £'000	2026/27 Year 5 £'000
10: Gross rents	3,218,894.0	3,359,593.6	3,461,053.3	3,565,577.1	3,673,257.5	3,784,189.9
6: Service charges	0.0	0.0	0.0	0.0	0.0	0.0
7: Gross rents & service charges	3,218,894.0	3,359,593.6	3,461,053.3	3,565,577.1	3,673,257.5	3,784,189.9
8: Net rent & service charges	13,229.0	26,876.7	34,610.5	44,569.7	55,098.9	56,762.8
9: Developments for sale income	3,205,665.0	3,332,716.8	3,426,442.7	3,521,007.4	3,618,158.6	3,727,427.0
10: Grants released from deferred income	0.0	0.0	0.0	0.0	0.0	0.0
11: Grants from Scottish Ministers	561,945.0	578,781.0	561,945.0	561,945.0	561,945.0	561,945.0
12: Other grants	0.0	0.0	0.0	0.0	0.0	0.0
13: Other income	24,868.0	32,223.0	31,974.9	31,949.2	31,922.8	31,895.8
14: TURNOVER	70,977.0	71,531.0	74,383.3	77,078.6	79,841.6	82,673.9
15: Less:	3,863,455.0	4,015,251.8	4,094,746.0	4,191,980.2	4,291,868.1	4,403,941.7
17: Housing depreciation	1,017,945.0	1,036,607.6	1,060,290.5	1,061,251.8	1,061,013.9	1,080,461.8
18: Impairment written off / (back)						
20: Management costs	1,057,245.0	1,190,061.6	1,207,301.2	1,244,001.1	1,281,754.6	1,320,592.4
21: Planned maintenance - direct costs	162,246.0	486,796.0	221,678.7	270,110.9	661,469.5	324,681.7
22: Re-active & voids maintenance - direct costs	409,179.0	435,200.0	446,123.5	457,321.2	468,800.0	480,566.9
23: Maintenance overhead costs						
24: Bad debts written off / (back)	72,746.0	31,555.6	51,915.8	62,397.6	64,282.0	66,223.3
25: Developments for sale costs	0.0					
26: Other activity costs	86,259.0	80,000.0	80,000.0	80,000.0	80,000.0	80,000.0
27: Other costs		4.0				
28: Operating Costs	1,787,675.0	2,223,617.2	2,007,019.3	2,113,830.8	2,556,306.2	2,272,064.3
30: Gain/(Loss) on disposal of PPE	2,805,620.0	3,260,224.7	3,067,309.8	3,175,082.6	3,617,320.1	3,352,526.0
31: Exceptional Items - (Income) / Expense						
32: OPERATING SURPLUS/(DEFICIT)	1,057,835.0	755,027.1	1,027,436.2	1,016,897.6	674,548.0	1,051,415.7
35: Interest receivable and other income	7,322.0	3,750.0	12,724.4	14,122.8	15,772.4	16,555.4
36: Interest payable and similar charges	256,912.0	235,759.0	253,383.5	247,699.2	243,686.7	238,751.1
37: Increase / (Decrease) in Negative Goodwill	38,134.0	38,134.0	38,134.0	38,134.0	38,134.0	38,134.0
38: Other Gains / (Losses)	0.0	0.0	0.0	0.0	0.0	0.0
40: SURPLUS/(DEFICIT) ON ORDINARY ACTIVITIES BEFORE TAX	846,379.0	561,152.1	824,911.0	821,455.3	484,767.7	867,354.0
42: Tax on surplus on ordinary activities	0.0					
44: SURPLUS/(DEFICIT) FOR THE YEAR AFTER TAX	846,379.0	561,152.1	824,911.0	821,455.3	484,767.7	867,354.0
Check		-	-	-	0	0
49: Intangible Assets & Goodwill	0.0	0.0	0.0	0.0	0.0	0.0
52: Housing properties - Gross cost or valuation	40,921,891.0	42,170,333.0	43,114,531.9	43,683,203.7	44,206,718.7	45,207,579.3
54: Less	12,621,175.0	14,627,814.6	15,658,256.1	16,687,158.8	17,713,323.7	18,756,436.5
55: Housing Depreciation	1,067,759.0	991,501.0	953,367.0	915,233.0	877,099.0	838,965.0
56: Negative Goodwill	27,232,957.0	26,551,017.4	26,502,908.8	26,080,811.9	25,616,296.0	25,612,177.8
58: NET HOUSING ASSETS	- 991,501	- 953,367	- 915,233	- 877,099	- 838,965	
59: Non-Current Investments	0.0					
60: Other Non Current Assets	1,343,643.0	1,286,604.0	1,266,955.0	1,245,010.0	1,220,773.1	1,194,248.4
62: TOTAL NON-CURRENT ASSETS	28,576,600.0	27,837,621.4	27,769,863.8	27,325,821.9	26,837,069.0	26,806,426.2
64: Current Assets	- 991,501	- 953,367	- 915,233	- 877,099	- 838,965	
63: Net rental receivables	94,197.0	107,507.0	121,829.1	136,918.2	129,298.7	121,094.1
64: Other receivables, stock & WIP	169,716.0	90,060.0	90,060.0	90,060.0	90,060.0	90,060.0
65: Investments (non-cash)						
66: Cash at bank and in hand	2,018,751.0	2,503,748.6	2,598,718.5	3,064,540.8	3,260,173.3	3,378,555.9
67: TOTAL CURRENT ASSETS	2,282,664.0	2,701,315.6	2,810,607.6	3,291,518.9	3,479,532.0	3,589,710.0
70: Payables : Amounts falling due within One Year	221,388.0	221,431.7	222,640.8	223,562.5	225,873.9	231,115.9
71: Loans due within one year	0.0	0.0	0.0	0.0	0.0	0.0
72: Overdrafts due within one year	1,100,967.0	451,905.0	451,905.0	451,905.0	451,905.0	451,905.0
73: Other short-term payables	1,322,355.0	673,336.7	674,545.8	675,467.5	677,778.9	683,020.9
75: TOTAL CURRENT LIABILITIES	960,309.0	2,027,978.9	2,136,061.7	2,616,051.4	2,801,753.1	2,906,689.1
77: NET CURRENT ASSETS/(LIABILITIES)	29,536,909.0	29,865,600.3	29,905,925.5	29,941,873.3	29,638,822.1	29,713,115.3
79: TOTAL ASSETS LESS CURRENT LIABILITIES						
81: Payables : Amounts falling due After One Year						

Loans due after one year	80	7,933,510.0	7,448,126.3	7,225,485.4	7,001,922.9	6,776,049.0	6,544,933.2
Other long-term payables	81						
Grants to be released	82	15,043,153.0	14,549,373.0	13,987,428.0	13,425,483.0	12,863,538.0	12,301,593.0
	83	22,976,663.0	21,997,499.3	21,212,913.4	20,427,405.9	19,639,587.0	18,846,526.2
Provisions for liabilities & charges	84	0.0	83,233.5	83,233.5	83,233.5	83,233.5	83,233.5
NET ASSETS	85	6,560,246.0	7,784,867.6	8,609,778.6	9,431,233.9	9,916,001.6	10,783,355.6
		-	-	-	-	-	-
Capital & Reserves	88	118.0	122.0	122.0	122.0	122.0	122.0
Share capital	89	0.0					
Revaluation reserve	90	0.0					
Restricted reserves	91	6,560,128.0	7,784,745.6	8,609,656.6	9,431,111.9	9,915,879.6	10,783,233.6
Revenue reserves	92	6,560,246.0	7,784,867.6	8,609,778.6	9,431,233.9	9,916,001.6	10,783,355.6
TOTAL CAPITAL & RESERVES							
Pension Liability - as included above	94	0.0	190,740.5	190,740.5	190,740.5	190,740.5	190,740.5
Intra Group Receivables - as included above	95						
Intra Group Payables - as included above	96						
Balance check	97	0.0	0.0	0.0	0.0	0.0	0.0
STATEMENT OF CASHFLOWS							
Net Cash from Operating Activities	101	1,057,835.0	755,027.1	1,027,436.2	1,016,897.6	674,548.0	1,051,415.7
Operating Surplus/(Deficit)	102	489,286.0	457,826.6	498,345.5	499,306.8	499,068.9	518,516.8
Depreciation & Amortisation	103	0.0					
Impairments / (Revaluation Enhancements)	104	(243,895.0)	50,758.0	0.0	0.0	0.0	0.0
Increase / (Decrease) in Payables	105	(135,001.0)	(8,444.0)	(14,322.1)	(15,089.1)	7,619.5	8,204.6
(Increase) / Decrease in Receivables	106						
(Increase) / Decrease in Stock & WIP	107						
Gain / (Loss) on sale of non-current assets	108	1,574.0	(89.7)				
Other non-cash adjustments	109	1,169,799.0	1,255,077.9	1,511,459.6	1,501,115.3	1,181,236.4	1,578,137.1
NET CASH FROM OPERATING ACTIVITIES							
Tax (Paid) / Refunded	111	0.0	0.0				
Return on Investment and Servicing of Finance	114	7,322.0	3,750.0	12,724.4	14,122.8	15,772.4	16,555.4
Interest Received	115	(248,912.0)	(235,759.0)	(253,383.5)	(247,699.2)	(243,686.7)	(238,751.1)
Interest (Paid)	116	(241,590.0)	(232,009.0)	(240,659.2)	(233,576.3)	(227,914.3)	(222,195.7)
RETURNS ON INVESTMENT AND SERVICING OF FINANCE							
Capital Expenditure & Financial Investment	119	(443,818.0)	0.0	0.0	0.0	0.0	0.0
Construction or acquisition of Housing properties	120		(531,222.0)	(954,398.9)	(579,075.9)	(534,127.1)	(1,011,684.9)
Improvement of Housing	121						
Construction or acquisition of other Land & Buildings	122						
Construction or acquisition of other Non-Current Assets	123						
Sale of Social Housing Properties	124						
Sale of Other Land & Buildings	125						
Sale of Other Non-Current Assets	126	0.0	0.0	0.0	0.0	0.0	0.0
Grants (Repaid) / Received	127	(443,818.0)	(531,222.0)	(954,398.9)	(579,075.9)	(534,127.1)	(1,011,684.9)
CAPITAL EXPENDITURE AND FINANCIAL INVESTMENT							
NET CASH BEFORE FINANCING	129	484,391.0	491,846.9	316,401.6	688,463.1	419,195.0	344,256.5
Financing	132	0.0					
Equity drawdown	133	0.0					
Debt drawdown	134	(234,560.0)	(244,972.0)	(221,431.7)	(222,640.8)	(223,562.5)	(225,873.9)
Debt repayment	135						
Working Capital (Cash) - Drawn / (Repaid)	136	(234,560.0)	(244,972.0)	(221,431.7)	(222,640.8)	(223,562.5)	(225,873.9)
NET CASH FROM FINANCING							
INCREASE / (DECREASE) IN NET CASH	138	249,831.0	246,874.9	94,969.9	465,822.3	195,632.5	118,382.6
Cash Balance	141	1,768,920.0	2,028,298.0	2,275,172.9	2,370,142.8	2,835,965.1	3,031,597.6
Balance Brought Forward	142	249,831.0	246,874.9	94,969.9	465,822.3	195,632.5	118,382.6
Increase / (Decrease) in Net Cash	143	2,018,751.0	2,275,172.9	2,370,142.8	2,835,965.1	3,031,597.6	3,149,980.2
CLOSING BALANCE	144	0.0	(228,575.7)	(228,575.7)	(228,575.7)	(228,575.7)	(228,575.7)
Difference between Closing Balance and Cash at bank and in hand							
ADDITIONAL INFORMATION							
Units:							
Number of units owned at end of period	149	793	793	793	793	793	793
Number of units managed at end of period (exclude factored units)	150	793	793	793	793	793	793
New Social Rent Properties added	152	0	0	0	0	0	0
New MMR Properties added	153	0	0	0	0	0	0
New Low Costs Home Ownership Properties added	154	0	0	0	0	0	0
New Properties - Other Tenures added	155	0	0	0	0	0	0
Total number of new affordable housing units added during year	156	0	0	0	0	0	0
Financed by:							

Scottish Housing Grants	159	0	0	0	0	0	0
Other public subsidy	160	0	0	0	0	0	0
Private finance	161	0	0	0	0	0	0
Sales	162	0	0	0	0	0	0
Cash reserves	163	0	0	0	0	0	0
Other	164	0	0	0	0	0	0
Total cost of new units	165	0.0	0.0	0.0	0.0	0.0	0.0
Number of units lost during year from:							
Sales including right to buy	168	0	0	0	0	0	0
Demolition	169	0	0	0	0	0	0
Other	170	0	0	0	0	0	0
Assumptions:							
General Inflation (%)	173	2.5	2.5	2.0	2.0	2.0	2.0
Rent increase - Margin above General Inflation (%)	174	1.0	1.0	1.0	1.0	1.0	1.0
Operating cost increase - Margin above General Inflation (%)	175	0.5	0.5	0.5	0.5	0.5	0.5
Direct maintenance cost increase - Margin above General Inflation (%)	176	0.5	0.5	0.5	0.5	0.5	0.5
Average cost of borrowing (%)	177	3.0%	3.0%	3.4%	3.4%	3.4%	3.5%
Employers Contributions for pensions (%)	178	10.0	10.0	10.0	10.0	10.0	10.0
Employers Contributions for pensions (£'000)	179	52,422.0	66,161.0	67,815.0	69,510.4	71,248.2	73,029.4
SHAPS Pensions deficit contributions (£'000)	180	55,039.0	55,039.0	55,039.0	55,039.0	55,039.0	55,039.0
Total staff costs (including NI & pension costs)	182	331,970.0	397,176.6	399,162.4	401,158.2	403,164.0	403,729.2
Full time equivalent staff	183	20.0	20.0	20.0	20.0	20.0	20.0
EESHS Capital Expenditure included above	185	0.0	4,500.0	10,000.0	10,000.0	10,000.0	10,000.0
EESHS Revenue Expenditure included above	186	0.0	0.0	0.0	0.0	0.0	0.0

Management Committee	24 June 2021
Agenda Item	8
Title of Paper	Rent Arrears Update
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	Appendix 1 – Monthly Arrears Activity
Executive summary	<p>The following information is recorded at the end of Period 2, 31st May 2021:</p> <ul style="list-style-type: none"> • Gross current tenant rent arrears are £350,631 – 10.44% of annual income • Net arrears are £304,956 – 9.08% of annual income • Former Tenant's arrears are £48,542 • Rent collection is currently 96.34% (cumulative 2 months to end May 2021) • 106 tenants (13.38% of all tenants) owing £1,000+ now owe £229,729 collectively – 65.52% of current arrears and 6.84% of annual rent income. • 57 (53.77%) of those owing £1,000+ are UC recipients • 44 tenants (5.56% of all tenants) owe £2,000+ • The number of tenants claiming UC is 207 (26.10% of tenants). • The amount of UC arrears figure is £159,304.00 (45.44% of the current arrears) or (4.74% of annual income)

FOR INFORMATION

1 PURPOSE

- 1.1 To update Committee on the arrears position

2 RECOMMENDATIONS

- 2.1 That the update on the arrears position be noted

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 May position.

5. MAIN ISSUES:

- 5.1 Since the last Committee update, gross current tenant rent arrears have increased by £14,537. The number of tenants in arrears are broadly unchanged over recent months and the average has been 473. However, the number at the end of May was 535 which is 36 more than in April. The gross figure reflects the delay in the end of month payments due to the holiday weekend. Direct Debit payments of £10,877 and Standing Order payments of £2,558 are not able to be included in the final figure. Similarly, tenants who normally make payments at the end of the month by other methods are not included.
- 5.2 Housing Benefit (HB) is paid every 4 weeks by Glasgow City Council and the cutoff date was 9th May therefore HB payments from that date are not reflected in account balances.
- 5.3 Rent collection has increased from 90% in April to 96.16% and net current arrears have reduced by £8,916. Former Tenant Arrears have reduced by £8,791.
- 5.4 While every effort is being made by Housing Officers to tackle arrears, their efforts are being adversely impacted by several tenants, particularly those in the legal system, who continue to take advantage of the temporary legislation and are refusing to pay or engage. For Example, one household has made only 2 payments since 2019 and their legal notice only became 'live' after a 6 months' notice period on 8th June. Most court hearing dates are not able to be set yet due to a backlog of cases. The highest arrear on our accounts has now reached £8,188 and the tenants are still not paying despite contact from the Solicitor and the Housing Officer.
- 5.5 207 (26.16%) of all tenants are now in receipt of Universal Credit (UC) and arrears attributable to UC have decreased by £3,416 from 30th April to 31st May and now accounts for 45.44% of the current arrears figure. We had 6 new UC claims during May.
- 5.6 Appendix 1 sets out arrear's activity by Housing Officers for the month of May and we have recorded an increase in attempts to contact tenants by telephone and letter as well as referrals to the Income Advice Officer. Attempts to contact tenants out with normal hours have only resulted in 23 responses.

6. DISCUSSION

- 6.1 There is an article in the summer newsletter encouraging tenants to pay by Direct Debit along with details of a monthly prize draw for those who pay by that method in advance and have no outstanding balance on their rent account.
- 6.2 We will continue to monitor the value of working extra hours in the evenings and weekends with a view to making a decision on whether this should continue.

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.

Appendix 1 - Collated Housing Officers Stats May 21

Month	May 2021	
Small Balance Letters	12	
No of A01's issued	19	
No of A02's issued	9	
No of A03's issued	10	
No of Arrangements	12	
No of Broken Arrangement letters issued	5	
No of NOP's	1	
Referral's to Court	1	
No of Telephone Calls	227	
Emails sent to Tenants	24	
No of Texts sent	177	
Office Interviews	0	
House Visits	3	
ABO – NOP letters	1	
TC Young letters issued	1	
IAO support requests	11	
HBS letters	0	
HB Cancelled letters	0	
Office appointment offered	0	
Out of hours telephone calls/texts	57	
Out of hours responses	23	

Management Committee	24 June 2021
Agenda Item	9
Title of Paper	Complaints and Compliments 2020/21 Update
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	N/A
Executive summary	<ul style="list-style-type: none"> The Complaints and Compliments report is produced to assist the Board's understanding and interpretation of the volume and nature of complaints handled within the organisation The Association has a commitment to learning from complaints as well as our Complaints handling development

FOR INFORMATION

1 PURPOSE

- 1.1 This report contains information for complaints and compliments in line with the Scottish Public Services Ombudsman (SPSO) and the Association's regulatory requirements covering the period 1 April 2020 to 31 March 2021.

2 RECOMMENDATIONS

- 2.1 That the update on our complaints and compliments position be noted

3 BUSINESS PLAN, VISION AND VALUES

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

4 COMPLAINTS

- 4.1 The Association received **23** complaints during the year ending 31 March 2021.

4.2 Stage 1 Complaints

22 Stage 1 Complaints were received during the year. 3 were received on the last 2 days of the year and were not responded to in time to be included in our ARC return, which meant that **86.36% (19)** of Stage 1 complaints were responded to within the year. However, only **77.27% (17)** of Stage 1 complaints were handled within timescale. Five complaints were investigated out with the 5-day timescale without an authorised extension all due to staffing oversights.

The average resolution time is **2.74 days against an SPSO target of 5 working days** for ARC purposes. However, including the 3 cases carried forward into 2021/22 performance was **3.73 days against an SPSO target of 5 working days**. The outcome of these complaints are as follows:

Outcome - Stage 1	2020/21
Upheld	-
Partially Upheld	-
Not Upheld	6
Resolved	16
Total	22

4.3 Stage 2 Complaints

There was one stage two complaint which was escalated from stage one last year being the only Stage 2 complaint received. The average resolution time is **5 days against an SPSO target of 20 working days**. The outcome of this complaint is as follows:

Outcome - Stage 2	2020/21
Upheld	-
Partially Upheld	-
Not Upheld	1
Total	1

4.4 Complaint Issues

The table below details the main issues WHA received complaints about during last year:

Issues raised	Upheld 2020/21
Equalities issue	-
Failed to attend appointment	-

Contractor conduct	-
Poor workmanship	-
Incomplete repair	1
Staff issue	1
Delay	1
Policy/Procedure	10
Communication	8
Development	-
Not WHA Responsibility	5
Total	26 issues/23 Complaints

NB 3 complaints covered more than one area.

5 COMPLIMENTS

During the year ending 31 March 2021 we received 6 compliments.

2 compliments were about the Estate Warden service, 2 about staff service related to repairs, 1 about electrical contractor and 1 about staff service related to housing and prompt response/workmanship of electrical contractor.

6 LEARNING FROM COMPLAINTS & TRENDS

6.1 *Learning from Complaints*

The main learning outcomes from last year are:

- Complaints Management

Although overall average performance is good, closer analysis shows that there is still room for improvement. 5 stage 1 complaints went over target without an authorised extension recorded or any recorded reasons for the delays in responding to complainants. We need to ensure that our performance monitoring is improved

- Policy/Procedure Issues

This was the largest cause for complaint and is linked to the second largest – communication.

For example, 4 complaints were received after back courts were not maintained due to dog fouling. As a result of these complaints, we have amended how we advise residents affected. Previously, our Estates Team would have held off the cut and advised the relevant Housing staff to letter. This meant there was a delay between the decision not to cut and us advising the residents. Our Estates team now issue a letter to affected residents.

- Communications

This was the second largest cause for complaint. 16 complaints were resolved at the front line, and analysis shows this was primarily as a result of offering an explanation on our policies or procedures or clarifying our responsibilities.

This suggests that by improving our communication on policy changes or providing more detail on service expectations we may be able to minimise such complaints.

For example, owners complained about paying monthly for services they were not receiving. Our services had been hit by Covid restrictions and could not be delivered in accordance with Government Guidance. We had plans for dealing with delayed services, including carrying out a comprehensive one off clean prior to the normal service being resumed. This was not communicated to our owners.

6.2 Trends

This report is primarily aimed at providing information of the position over the last year. Going forward, Quarterly updates will include trend information.

However, during the pandemic it is clear that complaints have been raised about other services on the estate that are the responsibility of Glasgow City Council. Their recording has highlighted that as well as responsibility being explained to the complainants' and our staff sign posting them to Glasgow City Council, where we could assist, some of these issues were resolved via our Estates Team.

The other noticeable issue was how often communication issues were at the heart of the complaint.

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 Standard 2

The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. In addition, its primary focus is the sustainable achievement of these priorities.

Guidance 2.2

The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities. It is open about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.

Guidance 2.3

The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.

8. FINANCIAL IMPLICATIONS

- 8.1 The measures taken to resolve complaints affect staffing resources. These resources are being delivered within our existing salary budget.

9 KEY RISKS

9.1 *Reputational*

Risk associated with complaints is mainly reputational and in order to manage this risk we must learn from complaints to ensure that any trends are addressed.

10 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 Wellhouse Housing Association embraces the principles of empowerment, accountability, equality and diversity that are integral to human rights. Complaints and compliments are monitored for equality issues.
- 10.2 During the year from 1 April 2020 to 31 March 2021 no equality complaints were raised.

Management Committee	24 June 2021
Agenda item	10
Title of Paper	Development Ambitions/ Surface Water Management
Author	Martin Wilkie-McFarlane, Director
Attachment(s)	1. Strategy & Development Funding Plan 2. Wellhouse Crescent Flooding–SWM Opportunities

1 PURPOSE

To update management committee on progress with development plans.

2 RECOMMENDATIONS

- 2.1 That committee note the update and instruct Director to bring future progress reports.
- 2.2 That committee approve the further exploration of flood prevention work, including a demonstration rain water garden at the Hub.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 Our current business plan outlines that after our period of business consolidation, we will explore development opportunities with the local authority from 2021/22. To support this ambition, we submitted our annual SDFP (Strategic Development Funding Plan) in 2020 and a fully updated one in 2021 – a copy is attached as appendix 1 and will be placed on the website after this meeting.

- 3.2 This report is consistent with our Values of:

- Integrity;
- Excellence;
- Accountability;

and our vision of making Wellhouse *the Place to Be*.

- 3.3 The report reflects the following areas of our Operational Plan:

Development does not feature in the operational plan: committee approved a prudent approach to financial planning until we have certainty on funding. Part 7 of the operational plan covers all aspects of the associated matters, such as feasibility studies.

4 MAIN ISSUES

- 4.1 This report is a direct update from previous committee papers.

- 4.2 Our Strategic Development Funding Plan (SDFP) and associated documents have been submitted.
- 4.3 Glasgow City Council (GCC) produced a Strategic Housing Investment Plan (SHIP) on 25 July 2019.
- 4.4 The situation with flood risk has moved forward as well as the situation with foul water removal has been resolved.
- 4.5 The Director last met with Scottish Water consultants, to agree the first stages of the communication strategy – see appendix 2.

5 DISCUSSION

- 5.1 Phase 8. Owned by Wellhouse HA. We have now formally expressed our desire to develop and explained this to NRS in our SDFP. Ground water capacity will be directed to the Camlachie burn and normal SuDS work will be required.
- 5.2 Phase 9. Owned by the Archdiocese of Glasgow. The residual land value is £250,000. Ground water capacity being directed to the Camlachie burn is now possible, subject to normal SuDS work and some retro-fit flood mitigation measures. They own part of the main drain which will require some work. Our development agent will open dialogue with the Archdiocese, as committee approved this course of action at the May 2021 meeting.
- 5.3 Phase 10. Owned by GCC, marketed by City Property. Ground water capacity being directed to the Camlachie burn is now possible, subject to normal SuDS work and some retro-fit flood mitigation measures. The Development Agent is to talk to Site Agents and/ or the district valuer. City Property own part of the main drain which will require some work.
- 5.4 All phases are dependent upon a firm response from the statutory authorities who are dealing with foul and ground water flood mitigation issues. Scottish Water have confirmed that foul water capacity is not an issue, following further analysis by them and therefore, development can proceed without mitigation work. Ground water must be able to drain away at 4 litres per second. They would be content with flood water being diverted to the Camlachie Burn, which runs under Wellhouse Crescent. The decision on flood mitigation lies with Glasgow City Council, who informed the Director and Development Agent on 11 March that they are content with run off being directed to the Camlachie Burn, **subject to normal SuDS work**.
- 5.5 Appendix 2 outlines the options available but, in summary, the immediate priorities are – a demonstration rain garden at the Hub; remedial work to a drain at Newhills Road and the start of consultation with residents of the Langbar tenements for rainwater gardens in the back court.
- 5.6 Even with retrofit rain gardens, etc we may still need an attenuation tank. The last quote was in the region of £800,000 however, the up to date information indicates a much less expensive solution - i.e. normal drainage mitigation not the sophisticated system previously proposed.

- 5.7** The main issue at this time remains the main drain in Wellhouse Crescent – a section of it is fully blocked with mortar and will need replaced. It is owned by City Property.
- 5.8** Baille Ballantyne inquired after Vacant & Derelict Land Fund on our behalf, but this proved unfruitful. Seemingly the land has not been derelict for long enough to qualify.
- 5.9** We will need a conversation with our lenders in relation to these plans, although they remain keen to lend. We have had a proactive approach already from CAF bank.
- 5.10** GCC priorities for investment are: ensuring value of money; ensuring design quality; producing wider community benefits and meeting diverse needs. These are areas which reflect our own aims and values.
- 5.11** In May, the Scottish government allocated £120m to Glasgow City Council for the construction of new affordable housing. The council will work in partnership with the city's registered social landlords to deliver the new homes. This funding - allocated through the Affordable Housing Supply Programme - will be used to fund around 780 new housing approvals and will see the completion of at least 1,453 new homes in Glasgow during 2021/22. The award is the highest level of annual funding that Glasgow City Council has received since the transfer of the management of development funding from Scottish Government in 2003. The 2021/22 allocation means that the total funding that Glasgow City Council has received for affordable housing since 2003 is £1.298bn. The council has used this funding to deliver 14,560 new affordable homes in Glasgow through its work with its housing association partners over that period. We have started our dialogue with the council – currently I am unaware if all the funding has been committed.
- 5.12** For the North East of the city, GCC they aim for the following characteristics, which we have already reported we are willing to support.

AHSP Tenure	North East	Home Attributes	North East
Social rent	1,824	General Needs	2,980
Intermediate Mid-Market Rent	1,329	Wheelchair adaptable	242
New Supply Shared Equity	111	Supported	0
Partnership Support for Regeneration	81	Amenity	81
Total	3,345	Total	3,303

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

6.1 Regulatory: none at this time.

6.2 Legal: none at this time.

6.3 Constitutional: none at this time.

7 FINANCIAL IMPLICATIONS

7.1 none at this time

7.2 The Finance Manager will bring a detailed report to committee in time for the planning cycle for our new strategic plans once we are clearer on firm plans.

8 KEY RISKS

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Failure to submit a SDFP could lead to loss of potential future development opportunities	None at this time.	None identified at this time.
Mitigation	Mitigation	Mitigation
Submit SDFP as category C and keep liaison with GCC, development agent and EHRA		n/a

9. EQUALITY AND DIVERSITY ISSUES

9.1 None at this time

10 SUSTAINABILITY

10.1 Our development sustainability policy will apply at all times.

11. SWOT ANALYSIS

11.1 SWOT not required for the submission stage. Will be required in the future. These will all be reported to Committee

12. CONCLUSION

12.1 Questions are encouraged and the Director is to keep Committee apprised as to any progress in matters relating to future potential developments.

GLASGOW CITY COUNCIL

HOUSING AND REGENERATION SERVICES

STRATEGY & DEVELOPMENT FUNDING PLAN 2020/21 - 24/25



RSL: Wellhouse Housing Association

GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN

RSL: Wellhouse H.A.

BLOCK A: TENDERS APPROVED IN 2019/20 OR BEFORE

PROJECT NAME AND KEY DATES

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
			0

Provision for Particular Needs

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RENT	MMR	NSSE	TOTAL
			0

Provision for Particular Needs

--

RENT	MMR	NSSE	TOTAL
			0

Provision for Particular Needs

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RENT	MMR	NSSE	TOTAL
			0

Provision for Particular Needs

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ADDITIONAL

Greener Standard	Yes/No
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HA Ownership	Yes/No
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Greener Standard	Yes/No
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HA Ownership	Yes/No
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Greener Standard	Yes/No
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HA Ownership	Yes/No
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Greener Standard	Yes/No
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HA Ownership	Yes/No
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EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

	PREV. YEARS (<20/21)	YEAR 1 OF PLAN (21/22)	YEAR 2 OF PLAN (22/23)	YEAR 3 ONWARD (23/24>)	TOTAL
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

	(<20/21)	(21/22)	(22/23)	(23/24>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

	(<20/21)	(21/22)	(22/23)	(23/24>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

	(<20/21)	(21/22)	(22/23)	(23/24>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN

RSL: Wellhouse H.A.

PROJECT NAME AND KEY DATES

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

BLOCK B: TENDERS TO BE APPROVED 2021/22

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

ADDITIONAL	
Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

	PREV YEARS (<20/21)	YEAR 1 OF PLAN (21/22)	YEAR 2 OF PLAN (22/23)	YEAR 3 ONWARD (23/24>)	TOTAL
GRANT				£	-
PRIVATE				£	-
SALES				£	-
OTHER				£	-
TOTAL				£	-

	(<20/21)	(21/22)	(22/23)	(23/24>)	
GRANT				£	-
PRIVATE				£	-
SALES				£	-
OTHER				£	-
TOTAL				£	-

	(<20/21)	(21/22)	(22/23)	(23/24>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

	(<20/21)	(21/22)	(22/23)	(23/24>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

STAGE 3'S		0.040	0.040	0.040	0.120
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GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN

RSL: Wellhouse H.A.

PROJECT NAME AND KEY DATES

Phase 8	
Acquisition	
Tender	Aug-22
Start Date	Nov-22
Completion	Apr-24

Acquisition	
Tender	
Start Date	
Completion	

BLOCK C: TENDERS TO BE APPROVED 2022/23

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
40		10	50

Provision for Particular Needs
4 units for wheelchair users

RENT	MMR	NSSE	TOTAL

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RENT	MMR	NSSE	TOTAL

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RENT	MMR	NSSE	TOTAL
			0

Provision for Particular Needs

ADDITIONAL

Greener Standard	yes
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HA Ownership	yes
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Greener Standard	Yes/No
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HA Ownership	Yes/No
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EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

	PREV YEARS (<20/21)	YEAR 1 OF PLAN (21/22)	YEAR 2 OF PLAN (22/23)	YEAR 3 ONWARD (23/24>)	TOTAL
GRANT	0.015	0.200	1.128	2.68	£ 4.020
PRIVATE				£ 2.200	£ 2.200
SALES				£ 0.780	£ 0.780
OTHER					£ -
TOTAL	0.030	0.200	1.128	5.642	£ 7.000

(<20/21)	(21/22)	(22/23)	(23/24>)	

(<20/21)	(21/22)	(22/23)	(23/24>)	

(<20/21)	(21/22)	(22/23)	(23/24>)	
				0.000
				0.000
				0.000
				0.000
TOTAL	0.000	0.000	0.000	0.000

**GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN**

RSL: Wellhouse H.A.

PROJECT NAME AND KEY DATES

Balado Rd	
Acquisition	Sep-21
Tender	Jul-23
Start Date	Sep-23
Completion	Mar-25

Archdiocese site phase 9	
Acquisition	brill
Tender	Apr-24
Start Date	Jun-24
Completion	Aug-25

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

BLOCK C: TENDERS TO BE APPROVED 2023/24 - 2024/25

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
65		15	80
<u>Provision for Particular Needs</u>			
8 units for wheelchair users			

RENT	MMR	NSSE	TOTAL
40			40
<u>Provision for Particular Needs</u>			
Supported Accommodation for the elderly in conjunctionn with GCC social work			
4 units for wheelchair users			

RENT	MMR	NSSE	TOTAL
			0
<u>Provision for Particular Needs</u>			

RENT	MMR	NSSE	TOTAL
			0
<u>Provision for Particular Needs</u>			

ADDITIONAL	
Greener Standard	yes
HA Ownership	no

Greener Standard	yes
HA Ownership	no

Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

	YEAR 2 OF PLAN (<21/22)	YEAR 3 OF PLAN (22/23)	YEAR 4 OF PLAN (23/24)	YEAR 5 ONWARD (24/25>)	TOTAL
GRANT	0.530	0.200	3.269	3.256	7.255
PRIVATE				3.575	3.575
SALES				1.170	1.170
OTHER					0.000
TOTAL	0.030	0.200	3.269	8.501	12.000

	(<21/22)	(22/23)	(23/24)	(24/25>)	
GRANT	0.315	0.100	0.100	3.085	£ 3.600
PRIVATE				2.000	£ 2.000
SALES					£ -
OTHER					£ -
TOTAL	0.030	0.100	0.100	5.370	£ 5.600

	(<21/22)	(22/23)	(23/24)	(24/25>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

	(<21/22)	(22/23)	(23/24)	(24/25>)	
GRANT					0.000
PRIVATE					0.000
SALES					0.000
OTHER					0.000
TOTAL	0.000	0.000	0.000	0.000	0.000

STRATEGIC HOUSING INVESTMENT PLAN PRIORITY	Phase 8	Phase 9	Balado Rd
SUPPORT AREA BASED REGENERATION	x	x	x
SOCIAL RENTED HOUSING TO MEET HOUSING NEED	x	x	x
INTERMEDIATE HOUSING OPTIONS	x		x
SUPPORTING PRIVATE SECTOR HOUSING DEVELOPMENT			
SOCIAL CARE HOUSING PRIORITY LEARNING DISABILITY			
SOCIAL CARE HOUSING PRIORITY PHYSICAL DISABILITY			
SOCIAL CARE HOUSING PRIORITY MENTAL HEALTH			
HOUSING FOR OLDER PEOPLE		x	
PROVISION OF WHEELCHAIR HOUSING		x	x
LARGE FAMILY HOUSING	x		x
SUSTAINING EXISTING SUPPLY	x	x	x
PROTECTING GLASGOW'S BUILT FORM			
ADAPTATIONS			

Please Indicate Priority Compliance for each Project with a Tick

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Neighbourhoods, Regeneration and Sustainability

Housing Investment Programme Meeting

1. 20/21 Citywide/Team, Out-turn and Performance

Team	Spend	Approvals	Starts	Completions
NW&G	£21.094m	19	367	141
NE	£36.577m	312	461	93
South	£25.540m	68	316	163
Stage 3s	£1.789m	-	-	-
Total	£85.000m	399	1144	397
20/21 Target	£85.000m	86	1136	708
% of target complete	100%	464%	100.7%	56%

The 2020/21 programme was heavily impacted by COVID-19 and the original budget at the start of the financial year had to be reduced significantly over the course of the year. The target number of approvals, site-starts and completions were also affected by COVID-19.

The budget was reduced from £110.896m at the start of 2020-21 to £85m at the end of the year, which the team managed to spend.

For the NE outturn, our team had an original budget of £36.980m at the start of the financial year, however the budget was reduced to £34.915m but we managed to spend £36.577m by the end of the year, which was an additional £1.662m from the reduced budget.

2. Proposed Citywide/Team budget 21/22

Team	Budget
NW&G	£39.230m
NE	£36.568m
South	£41.530m
Stage 3s	£3.250m
Total	£120.578m

Citywide target for 21/22:

Approvals: 783 (with a further 457 placed in a shadow programme)

Site Starts: 1,185

Completions: 1.453

OFFICIAL

3. Project costs

The team would like to stress the importance of keeping project costs as low as possible and trying to stay close to the grant benchmarks. Going forward, if costs are high for projects, we will be looking for a justification from HAs as any projects we approve are being closely monitored by the Scottish Government.

4. Glasgow Standard Review

Glasgow City Council are being scrutinised by the Scottish Government for high project costs and that many of the houses being built are too big therefore costing a lot more than other local authorities, who have been bringing projects within benchmark. The Glasgow Standard also been quite prescriptive with sizes of cupboards and the size of kitchen units and that going forward we are looking for projects to be as close as possible to minimum standards. It is advised that architects are strategic with their designs to provide things like home office and bike storage whilst keeping costs as minimal as possible. Questionnaires have been sent out and your feedback will be valuable.

We have reviewed our strategy and from now on will be asking for a Cost Plan before the project goes to tender. This is because Planning have been frustrated that savings are changing plans, therefore there is a need to comment on costs before the project gets planning approval. Going forward, therefore, there will be a pre-planning consultation at the start of the process which would go to Planning and raise any issues and make us aware of them.

5. Acquisitions

There has been a change in the funding criteria and that going forward if there is an acquisition in a priority area which has been identified under the Scheme of Assistance, we will offer 100% grant for acquisition and 50% works cost up to a maximum of £25,000. For other acquisitions (one-offs or larger family homeless acquisitions) the grant offered would be 50% acquisition costs only and does not include work costs. This is to keep us more in line with other Local Authorities.

6. Benchmark Review

The Scottish Government are carrying out a review of the benchmark just now with a working group having been set up involving SFHA, Glasgow West of Scotland Forum and COSLA among others. The objective of this working group is to produce a report which would go to ministers and make a recommendation out of a slight uplift in benchmark which would account for inflation and also involve money for additional criteria like sprinklers, home office space and outdoor space. It should also be noted that a lot of these add-ons are things that Glasgow already do.

7. Return of forms from grant offer (Appendix 2, 3 & 4)

The team will be chasing up Schedule 2,3,4 forms from the grant offer forms from now on. We will also be looking for proposed community benefits at the start of a project and then more information at the end showing what was delivered.

8. HAG Completions

We would like to reiterate that going forward we now have got Completion Application Forms which the HAs need to submit as part of their completion submission on HARP. This is to ensure we have all the supporting documents required particularly if there's any additional grant being claimed. We will be sending out these forms and we hope that this will make the process smoother and more straight forward.

9. Departmental Changes

Patrick Flynn has a new role as the Director of City Development and is no longer Head of Housing. Under his new role he is now overseeing planning, building standards, roads/transport, housing, sustainability and City Deal. As well as this, we have had a change of department name and set-up, now under Neighbourhood Regeneration and Sustainability Services (NRS), our new director is George Gillespie. We will have a new head of housing soon and are currently reporting directly to Forbes Barron who is now Divisional Director of Planning, Housing and Building Standards.

In the meantime, in Patrick's absence, please send any queries to Michelle Mundie, Stephen McGowan or Duncan Thompson.

Management Committee	24 June 2021
Agenda Item	11
Title of Paper	Allocation Policy Review
Authors	Carol Hamilton, Housing & Customer Service Manager
Attachment	1. Appendix 1- Discussion Points for Consultation

FOR DECISION

1 PURPOSE

- 1.1 To provide the Management Committee with suggested categories and proposals for Allocation Policy review and consultation purposes.

2. RECOMMENDATIONS

- 2.1 That Committee discuss the proposals and approve those to be consulted upon.

3 BACKGROUND

- 3.1 The Common Housing Register Allocation Policy ended in April 2021. It was agreed by Committee that the policy would be reviewed.

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

- 5.1 It is important for every social landlord to have an allocation policy that complies with relevant legislation and statutory guidance, and that the policy should reflect the housing needs across the area in which the landlord has homes for rent.
- 5.2 The Housing (Scotland) Act 2014 sets out 3 categories of applicants who should be given reasonable preference in an allocation policy. These are homeless persons and those threatened with homelessness, people living under unsatisfactory housing conditions and under-occupying social housing tenants. Landlords can take the needs of other groups into account however those other groups must not dominate the policy at the expense of the three groups set out in the Act.

5.3 Currently there are 481 applicants on our waiting list which includes 61 transfer applicants and 31 from households within our community. Committee were advised earlier in the year that only 8 tenancies have been offered to Wellhouse transfer applicants and waiting list applicants over the last 2 years.

5.4 Committee are invited to discuss the suggestions by staff that might be considered in the review of the policy and they are set out in Appendix 1.

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 and an Equalities Impact Assessment will be carried out.

10. SUSTAINABILITY

No impact

11. SWOT ANALYSIS

Not required as no new business activity proposed.

12. CONCLUSIONS

12.1 The Policy will be reviewed to take account of legislative changes and the views of the local Community and relevant stakeholders.

Appendix 1 - Allocation Policy Review

Staff Feedback / preferences for inclusion in the policy:

1. Simple list homeless, transfer, waiting list (general needs) with % for each taking account of the Local Lettings Plan.
2. Priority groups: Homeless applicants, Looked After Children, Domestic Abuse victims, Armed Forces Personnel, Health and Social Care Partnership (HSPC) referrals for adapted properties.
3. Points based on need including overcrowding/ under-occupying/ medical/ moving to provide support, require support from family, if attends work or school in Wellhouse.
4. Points for medical (ground floor recommendations to be prioritised).
5. Ability to make best use of stock by utilising adapted properties.
6. Ability to make best use of stock by agreeing a move within a block for medical reasons.
7. Give out list places but limited to once per month.
8. Update summary policy and website with previous 2-3 years lets for each type of property.
9. Applicants applying who are advising they are homeless are pointed toward homeless teams for assessment. These applicants are picked up Glasgow City Council.

Further discussion points:

1. Management transfers
2. Weighting of points for each category including medical, overcrowding, under-occupying,
3. Cap on overcrowding points maximum 50pts for waiting lists in order to stop intentional overcrowding.
4. How we will consult e.g., survey monkey/ letter/ meetings/ website.
5. The demand from within Wellhouse for transfers/ households.
6. Do we include aspirational moves e.g., a small % for those who wish to move from a flat within Wellhouse?
7. Limit the amount of offers.
8. Heritable property – offers to owners.

Management Committee	24 June 2021
Agenda Item	13
Title of Paper	Anti- Social Behaviour Policy Review
Author	Carol Hamilton, Housing and Customer Service Manager
Attachment	1. Anti-Social Behaviour Policy

FOR DECISION

1 PURPOSE

- 1.1 To provide a draft of the review of the Anti-Social Behaviour Policy for consideration and comment.

2 RECOMMENDATIONS

- 2.1 That the Management Committee note the outcome of the consultation on the Anti-Social Behaviour Policy
- 2.2 That the Management Committee approve the Anti-Social Behaviour Policy.

3 BACKGROUND

- 3.1 The current Neighbourhood Management Policy was approved by Management Committee in November 2019 and it was agreed that a separate Anti-Social Behaviour Policy (ASB) would be drafted to take account of current legislation and changes within Partner Organisations including Glasgow City Council and to consider a joint approach to ASB with EHRA partners.
- 3.2 The policy has been reviewed to ensure that it meets current legislation and good practice.

4 OBJECTIVES

Our policies will assist to deliver our commitment and enable staff/organisation to live up to all our strategic objectives of;

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

5 MAIN ISSUES

- 5.1 The ASB element has been removed from the previous Neighbourhood Management

Policy and a separate policy has been drafted.

- 5.2 References to legislation and governance have been updated.
- 5.3 The policy has been updated to reflect the partnership working with Glasgow City Council's Neighbourhoods, Regeneration and Sustainability Team.
- 5.4 There is a requirement to consult with tenants and service users prior to Committee approval and the draft policy has been published on the website which invites service users to provide comments. The closing date is June 22nd 2021 and the Housing and Customer Service Manager will provide a verbal update of the outcome of the consultation at the Committee meeting.
- 5.5 A joint policy with other EHRA partners was explored but each of the Associations are at various stages of policy review and as such a joint ASB policy is not able to be undertaken at this time.

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

6.1 Regulatory Framework

We will comply with the Scottish Social Housing Charter requirements relating to the provision of tenancy management services as noted below:

- Outcome 1: Equalities.
- Outcome 2: Communication.
- Outcome 3: Quality of Housing
- Outcome 4: Repairs, maintenance and improvements
- Outcome 11: Tenancy Sustainment
- Outcome 13 : Value for Money

6.2 Legislative Framework

The following legislation is relevant to this policy:

- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 2010
- The Housing (Scotland) Act 2014
- Equality Act 2010
- Human Rights Act 1998
- Regulation of Investigatory Powers (Scotland) 2000
- Data Protection Act 1998 & GDPR 2018
- Schedule 7, Housing Scotland Act 2001
- Sex Discrimination Act 1975
- Race Relations Act 1976 (Amendment) Regulations 2003
- Scottish Secure Tenancy Agreement

- Short Scottish Secure Tenancy Agreement

7 FINANCIAL IMPLICATIONS

There are no financial implications.

8 KEY RISKS

- 8.1** Policies are not fit for purpose and become outdated.

9. EQUALITY AND DIVERSITY & HUMAN RIGHTS ISSUES

- 9.1** These policies have been written with our commitment to diversity and there are no adverse implications for any identified group.

10. SUSTAINABILITY

- 10.1** The Report meets the Association's commitment to sustainability.

11. SWOT ANALYSIS

- 11.1** Not required as no new business activity proposed

12. CONCLUSION

- 12.1** The Policy has been reviewed to take account of legislative changes and Partnership working.



POLICY

Anti-Social Behaviour Policy

Wellhouse - The Place to Be

Draft Policy Created	June 2021
Date of Next Review	June 2022

The policy is available on the Association's website. Customers will be provided with a copy of this policy on request. We will provide this policy in specific formats as requested, i.e., tape, Braille or another language.

Section	Content	Pages
1.	Vision and values	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	4
5.	Scottish Housing Charter	4
6.	Legislation	5
7.	The Policy	5
8.	Responding to Complaints of Anti-Social Behaviour	8
9.	Non-Legal and Legal Action	9
10.	Monitoring and Reporting	9
11.	Consultation	10
12.	Complaints	10
13.	Policy Review	10

Linked Policies/Procedures

1.	Openness and Confidentiality
2.	Customer Engagement and Participation Policy
3.	Common Allocation Policy
4.	Neighbourhood Management Policy
5.	Data Protection Policy (GDPR)

1. Vision and values

Wellhouse – the Place to Be.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of **Trust, Honesty, Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by a group of local people who are elected onto the Management Committee. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

- Ensure tenants are fully informed about their obligations and responsibilities and those of the Association and provide clear guidelines for tenants and staff alike.
- Make it easy for tenants and residents to report problems and create a culture in which they are willing to approach the Association as they feel confident of an effective response.
- Deal promptly, consistently and effectively with complaints and keep complainants fully informed throughout.

- Work positively in partnership with Police Scotland, Community Safety Glasgow and other agencies who can assist in dealing with neighbour disputes and anti-social behaviour.
- Respond to neighbour disputes in such a way as to prevent them escalating into something more serious and where appropriate encourage mediation and communication between disputing parties.
- Maintain confidentiality regarding the source of complaints, unless the complainant specifically gives permission for their identity to be revealed.
- Ensure all relevant staff are appropriately trained to deal effectively with neighbour disputes and anti-social behaviour.
- Maintain effective communication between all parties involved and adequate recording of all communications and actions taken.
- Maximise tenants' satisfaction with the way in which complaints are handled

4. Equal Opportunities and Human Rights Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012 and was reviewed in 2019. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

There are 3 outcomes under the Charter that are especially relevant to our Anti-Social Behaviour policy, these are:

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

- Every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Outcome11 Tenancy Sustainment

Social Landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their homes and ensure suitable support is available, including services provided directly by the landlord and other organisations.

6. Legislation

The following legislation is relevant to this policy:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Anti-Social Behaviour (Scotland) Act 2004
- Misuse of Drugs Act 1971

7. The Policy

7.1 Introduction

Wellhouse Housing Association (WHA) believes that all residents have the right to the peaceful enjoyment of their home and must equally have respect for the rights of their neighbours. The Association is committed to preventing anti-social behaviour in its area and ensuring that any issues that do arise are dealt with swiftly, fairly and consistently. This document sets out how the Association will respond both proactively and reactively to deter and resolve incidences of anti-social behaviour and neighbour disputes that occur within its area of operation, i.e., its properties, common spaces and surrounding environment. It lays down the level of responses available to WHA and its partners, who effectively deal with anti-social behaviour in order to provide safe neighbourhoods and sustainable communities. It also seeks to clarify WHA's responsibilities as a landlord, in such situations and the limitations on the role it can play.

7.2 Definition

WHA acknowledges that anti-social behaviour can range from noisy neighbours, uncontrolled pets or drug use, through to vandalism, serious assault and drug-dealing.

For the purposes of this document, anti-social behaviour is defined in accordance with the statutory definition contained at Section 143 of the Antisocial Behaviour etc. (Scotland) Act 2004, which states that

‘a person is involved in antisocial behaviour if they:-

- (i) act in a manner that causes or is likely to cause alarm or distress; or
- (ii) pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not of the same household as them

In the definition given in the Act,

- (i) ‘conduct’ would include speech, and
- (ii) a course of conduct’ must involve conduct on at least two occasions.

These legal definitions will be used to inform the categorisation and investigation of anti-social behaviour and guide the decision-making process in terms of deciding when it is appropriate for legal action to be instigated.

7.3 Prevention

WHA staff must ensure that appropriate action is taken at the outset of any tenancy to prevent neighbour disputes or anti-social behaviour from arising, including: -

- clear discussion on the content of the tenancy agreement and promotion of the good neighbour agreement at the sign-up stage to clarify the tenant’s/Association’s responsibilities, grounds for repossession etc.
- A Settling-in visit, posted or telephone survey to all new tenants being carried out by a member of the Property Services staff, within six weeks of the date of entry, to discuss tenancy responsibilities and highlight any potential neighbour issues.
- Suspending applicants on the Association’s waiting list who adopt threatening, violent or abusive behaviour towards any resident, visitors, employees of the Association, including agents or contractors and Committee Members until any issues are satisfactorily resolved.
- Consideration of housing mix and sensitive letting when allocating properties to prevent potential lifestyle clashes.
- WHA will work positively in partnership with Glasgow City Councils Community Relations Unit (CRU) and Police Scotland who have expressed a strong commitment to this joint policy initiative. This will enable WHA to access additional support for staff and tenants which may include one to one meetings, close meetings, signing Antisocial Behaviour Contracts and provision of mediation services, through to providing case notes for legal action. They may also support us via a range of measures to assist in gathering evidence e.g., professional witnesses, CCTV, video cameras and noise monitoring equipment.

- WHA's approach to the prevention and management of anti-social behaviour is also integrated with our management of allocations, estates and void properties, as this positively contributes to sustainable communities.

7.4 Complaint Categories

WHA recognises that there are different categories of complaints ranging from lifestyle clashes, conflict between neighbours, breaches of tenancy and serious antisocial behaviour. An important element of classifying complaints is to help establish where the primary responsibility for action lies. This should ensure that complaints are dealt with effectively and with the most efficient use of all available resources of time, expertise and cost.

WHA will therefore adopt the under-noted definitions. Categories A, B and C are widely used by other RSL's and also by the Community Relations Unit.

(i) **Category A: Serious Anti-Social Behaviour**

Complaints classified under this category are conviction(s) of drug dealing, criminal behaviour involving serious incidents of violence, or threats of violence towards any member of the public including members of staff, serious assault, serious harassment, racial harassment, incidents of sectarian abuse and serious damage to property.

Such complaints are not primarily housing matters, particularly where they involve clear breaches of criminal law. The Association recognises its limitations in dealing with criminal related complaints and may therefore refer such complaints to more appropriate agencies and liaise with them accordingly to effect appropriate actions.

(ii) **Category B: Complex Neighbour Disputes**

Complaints classified under this category are aggressive/abusive behaviour, frequent disturbance, vandalism, drug/alcohol abuse, verbal/written harassment and frequent and persistent noise.

The Association will generally be involved directly, but will also work with other agencies as required, such as Environmental Health, Social Work, Community Relations Unit Noise Team, etc.

(iii) **Category C: Minor Breaches of Tenancy Obligations**

Complaints classified under this category are minor breaches of tenancy and can include initial noise complaints and one-off parties, personal drug use causing minor nuisance such as smells in common close and repeat breaches of tenancy obligations (See Neighbourhood Management Policy) such as persistent dog fouling and misuse of common areas.

7.5 Timescales for Responding to and Closing Complaints

Complaints received which are deemed to fall under Category A will be responded to within 1 working day. Category B and C complaints will be responded to within 5 working days.

WHA will aim to close Category A cases within 5 working days. Category B and C cases within 20 working days, dependent on whether the Association is required to carry out further investigation in relation to that complaint.

8. Responding to Complaints of Anti-Social Behaviour

WHA will respond efficiently and effectively to all reported incidences of neighbour disputes and anti-social behaviour. A range of measures may be used, dependent on the category of complaint and appropriate response. Some of the measures available to the Association's staff is detailed within section 9 of this policy.

- It is not intended that every incident will be subject to the full complement of standard letters, warnings and joint agency protocols, through to court procedures and eviction, which will always be a last resort. Each case will be considered fully and specific measures used appropriately
- All reported incidences of neighbour disputes or anti-social behaviour will be recorded and all parties kept informed in writing of all action undertaken
- The Association's staff will handle all investigations sensitively to ensure the identity of witnesses is protected as far as possible
- All complainants will be encouraged to report complaints to the Police, Noise Team, Environmental Health, or other external agencies, where appropriate and staff will strive to facilitate a relationship between the parties to resolve the situation
- WHA appreciates people have differing lifestyles and perceptions and there are some issues that we will not investigate as anti-social behaviour. Examples given by the Community Relations Unit include, but are not limited to the following:
 - (i) Heavy footfall.
 - (ii) Banging of doors
 - (iii) Noise relating to children playing.
 - (iv) Incidents where no details are provided of who is involved

9. Non-Legal and Legal Action

WHA's aim is to resolve complaints as quickly and effectively as possible, whether directly or in liaison with other agencies. All disputes should initially be dealt with using measures other than legal action, such as:

- Non-Legal - Home visits, interviews with tenants in the office or close meetings, letters to all parties involved, tenants being recharged for any damage incurred, through to applications for rehousing being suspended until issues have been

satisfactorily resolved. We will also offer mediation services, issue Acceptable Behaviour Contracts or Unacceptable Behaviour Notices in liaison with Police Scotland or Community Safety Glasgow

- Legal - Issue a Notice of Proceedings for Recovery of Possession, which would advise of the start of the legal process. We may seek an Interdict, Anti-social Behaviour Order (ASBO), Conversion of the Scottish Secure Tenancy to a Short Scottish Secure Tenancy, (where an ASBO has been granted), or Eviction which would be a last resort
- WHA will only resort to legal action when all other options have been exhausted, or are deemed inappropriate.

10. Monitoring and Reporting

The outcome of investigations and all action taken by WHA will be recorded and monitored.

- WHA participates in benchmarking with other members of Easterhouse Housing and Regeneration Alliance (EHRA), via regular meetings and discussions. The Association is also a member of the Scottish Housing Network (SHN) and participates in benchmarking returns and practice exchange forums and related training, to ensure we adhere to good practice and continually assess our own policies and procedures against other housing providers.
- The role of Committee in relation to neighbour disputes and anti-social behaviour will be restricted to:-
 - (i) agreeing and reviewing the policy and related procedures
 - (ii) monitoring outcomes of the policy and procedures through reports
 - (iii) considering reports on complaints via the complaints process
- Any reports to Committee will be in a form where confidentiality and anonymity of complainants or those who are the subject of the complaint is retained.
- The number of cases reported and closed will be included in our published Key Performance Indicators (KPI) Report each quarter

11. Consultation

We aim to deliver excellent services, which respond to local needs and reflect what is most important to our customers.

To do that we need our customers to tell us how well our policy is working and help us to make the changes which will improve it. In line with our Customer Engagement and Participation Policy:

- We make it easy for customers to give us their comments and views - face to face, by telephone, e-mail, on line or in a letter.
- We commission formal independent tenant satisfaction surveys on a continuous monitoring basis carried out every three months.
- We consult our Customer Opinion Panel
- We publish the targets we set
- We publish how we have performed against those targets

We use customer feedback to review our policies and talk to customers about the changes we are making.

12. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman (4 Melville Street, Edinburgh EH3 7NS, telephone, 0800 377 7300) and how to contact the Scottish Housing Regulator.

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure

13. Review timeframe

The policy will be reviewed every three years, or sooner, in response to a change in legislation or circumstance.

14. General Data Protection Regulations

The organisation will treat personal data in line with our obligations under the current data protection regulations and our own GDPR Policy. Information regarding how data will be used and the basis for processing data is provided in Wellhouse HA's privacy notice.

Management Committee	24 June 2021
Agenda Item	14
Title of Paper	Operational Update Report
Author	Management Team
Appendices:	

FOR INFORMATION AND DECISION

EXECUTIVE SUMMARY:

1. Director – Main Issues

Covid 19

There are no changes to lockdown levels until at least 19 July 2021, after which it is anticipated that we should be on level 0, all things being equal. Even in level 0 home working remains the default. This means that we are looking at August – September as a “return to work” date, albeit that most staff members have expressed an interest in a blended home/ office working set up. Each request will be assessed and the overall needs of the business will come first, especially with our need for a reception service and home visits. At this stage, it is pragmatic to look at another remote AGM – most of our colleagues are considering that for 2021 too.

Development

See separate report

Newhills Road

We will be commissioning an agent to market the property – most of the prospective tenants feel it is a little too big and/ or requires too much fit out for a take away, although I await a formal response from them. Getting change of use permission remains a problem for tenants, due to the inability to access the correct staff at the local authority.

Bulk, refuse, fly tipping, etc

I met with Glasgow CC, who have confirmed that bulk uplift is free of charge. However, they will only uplift it if it is requested, via an app/ internet by a tenant. I am awaiting a response on whether we can order bulk on residents’ behalf.

Newsletter

Summer newsletter has gone to print and should be delivered imminently.

Trust Honesty Integrity Excellence Accountability Sustainability

Easthall Residents

See appendix (newsletter article by Andy Gilbert).

2. Housing & Customer Services Manager – Main Issues

- The collection of rent arrears continues to be a priority and an update is included in a separate report.
- The Income Advice Officer continues to support tenants by providing benefit advice and crisis support as well as supporting the Housing Officer with arrears cases and providing Universal Credit early intervention support for new claims. We now have 207 UC recipients.
- Funding from Glasgow City Council for fuel emergencies is still being used to help those experiencing fuel poverty. We have made 15 awards to tenants, totalling £1190.00. We have made 8 awards of £10.00 each to help tenants access the Ruchazie Community Pantry shop.
- The Digital Support Fund is coming to an end as funds are running down. EE sim contracts have been cancelled and we no longer provide users of the fund with mobile internet access from the 5th June 2021. Most people have internet access at home and can continue to use the loaned tablet using their own broadband connection. There is a small amount of remaining digital funding, this will be used to provide a mobile router and one data top up, to those with no internet access at home. We can also continue to provide mobile phones to those who need access to a phone, we can continue to do this until the Digital funding has been depleted.
- Officers are dealing with ongoing estate issues in relation to dog fouling and fly tipping as well as an increase in Anti-Social Behaviour complaints

3. Assets & Maintenance Manager – Main Issues

- Adaptations we received funding allocation of £25,000. We currently have 8 adaptations 7 have been issued 6 completed with one waiting on a joint visit with the OT and contractor for a ramp installation. The average time taken to complete an adaptation is currently sitting at 29 days and the spend is currently at £18,250.00 We will again ask for further funding as required.
- Electrical Periodic testing letters are being delivered to restart the inspections; we have had a very good response from the first batch of letters sent out.
- The Routine Repair Contracts have gone out for the first stage of retendering in Public Contracts Scotland, this is the ESPD (European Single Procurement Document) we will be scoring the returns for those selected to go through to the next stage.
- Kitchen and Bathroom Surveys are ongoing.

Trust Honesty Integrity Excellence Accountability Sustainability

- Windows and Doors, Sidey will start surveys first week in July and have pencilled in a site start of the first week in September. We are hoping to organise an open day for the tenants to meet the contractors and view samples of the windows and doors.
- The one-off household bulk uplift started Friday 14th May this has gone well with many tenants, thanking the Estates Team. Bulk remains a major issue and is impacting on the Estates Teams capacity.

Community Support

We are certain you'll all agree it's been a challenging past 15 months or so however as we head towards Summer we are certain there are more positive times around the corner. As Government restrictions gradually loosen and allows us all to begin meeting up albeit in smaller group's we can begin to introduce much needed support services for the community.

Community Cafe

On this note we have an exciting partnership ready to kick off with the amazing East End Flat Pack Meals. Many of you may have heard of this local organisation, better still you may have sampled some of their delicious meals, as they have been operating for a few years. Some of East End Flat Pack Meals previous work has involved supporting local schools and nurseries, Housing Associations and community groups. In addition, they provided vital support to many individuals and families throughout the pandemic.

The dedicated team led by Jackie, supported by Beth, Margaret, Susan and Katie are itching to get started within the Hub Café. They have devised an incredible plan offering lots of different services from Breakfast Clubs for children, cooking demonstrations, cooking education classes and a Community Café alongside offering their healthy nutritious Flat Pack home cook meals all from the Hub café.

As soon as the girls can get the go ahead from the Wellhouse Housing Team they will get started and will be aiming to have the community on board via consultations with residents, looking at ways to get everyone involved and help shape future services.

Cycle Repair Hub

Since the end of April we have had the brilliant partnership between The Urban Fox Programme and Easthall Residents Association delivering FREE Bike Repairs within the Hub Car Park. This service has been vital in supporting residents of all ages to get back on their bikes whether this be through having their bike health checked and serviced, minor repairs and in some cases extensive repairs carried out.

The team of qualified gold and silver level Velotech mechanics carry out all works on site and have aimed to have all works carried out the same day. This has proven to be a huge success and well utilised service with a steady stream of customers booking in their bikes via text or calling 07832616824. This service will operate up until the 8th July, so there is still time to get booked in.

In true spirit of successful partnership working the team at The Urban Fox and Easthall Residents Association have provided additional benefits through this service. We have had the community Policing team from Police Scotland along offering FREE Bike Registration, this helps guard against theft and is aimed at increasing your chances of being reunited with your bike if you have been unfortunate enough to have had your bike stolen.

The partnership also offered a FREE Bike Give away day. This involved giving away bikes suitable for all ages from toddler to adult completely FREE. The majority of bikes had been donated to the partnership there mechanics then service and fix the bikes making them as good as new and then gift them to individuals and families.

We are optimistic and excited about our partnerships moving forward. This is just the beginning and we are hopeful that we will be able to build fruitful and lasting relationships amongst residents and organisations as we look to support, enhance and most importantly not duplicate or replicate services within the great community in Wellhouse.

Wellhouse Housing Association

May PR Evaluation Report



May Results

17

Items of coverage

2.4m

Opportunities to see

100%

Of coverage included a **key message**



6

items of **online** coverage



1

items of coverage in **print** media



10

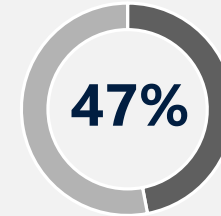
items of **social** coverage



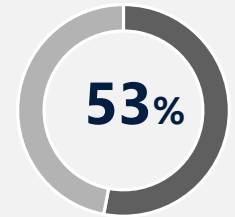
21

hours spent in total (target 23)

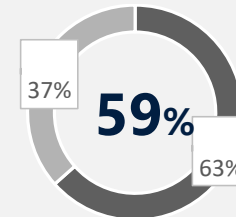
- Client admin and coverage monitoring
- Client meetings, calls and emails
- Content creation
- Media relations
- Proactive press releases
- Reactive statements and interview requests



of coverage appeared in **regional** titles



of coverage appeared in **trade** titles



of coverage appeared on **social media**

Wellhouse Housing Association



Activity Completed

Content creation and media relations

- Issued and sold in FD appointment release
- Issued and sold in bike hub release
- Arranged and liaised with media and WHA re Glasgow Lives article
- Drafted 'Vision for Wellhouse' release
- Drafted pilot rainwater project release
- Liaised with WHA re veranda release and images

Account management

- Coverage and media monitoring
- Creating evaluation report
- Liaising with WHA and researching info on releases
- Monitoring relevant Govt. updates
- Monthly meeting

Wellhouse Housing Association



Coverage Highlights

Wellhouse Housing Association



Glasgow Lives in Lockdown: Maureen

GlasgowLive

Glasgow Lives in Lockdown: Maureen, 69, Easterhouse, vice-chair of Wellhouse Housing Association and chair of Easterhouse Citizens Advice Bureau

Maureen discusses her hidden battle with depression, the importance of volunteering and why everyone should give a little back to their community.



"I first got involved in voluntary work in my local [community](#) to help me to overcome depression. My doctor told me many years ago that people wouldn't expect me to be the kind of person who suffers with depression, because I was smiling on the outside, but really on the inside I was heartbroken – that was true and whilst I've lived with and managed depression most of my life, being involved in my community helps me enormously and keeps me going and there's a lot of work to be done to make things better for all of us

"My community work really began 45 years ago, after the birth of my first child, when my friend arranged for me to go to the local playgroup in Easterhouse Community [Centre](#). I was encouraged to join the centre's Advisory Group and slowly my involvement increased. I agreed to take part in training with health visitors and the other mothers at the playgroup, which turned out to be an Open University Course. I was a bit surprised when the postman then delivered a big parcel of OU materials to my house. I thought this was something that I could never do, but from not even wanting to open that first pack of materials I went on to become the group leader working with five groups covering First Years of Life, Pre-school child, parents and teenagers, Health Choices and Planning Retirement. When the first courses were completed, we were looking for more learning materials, but we were told they had all been distributed. I suggested we open a bank account for the mothers to save to buy more OU learning materials. We didn't have much money, but we put together 10 shillings and on the day the account was opened contact was made with the Education Department and when the Head of Education heard about the bank account, she arranged for us to get all the OU material we needed. I was also involved in various other committees and community groups at the time, and I was invited as the only volunteer to join the Working Group organising the Glasgow Women's Health Fair in 1983.

"I have three children and three grandchildren. I'm really missing looking after the youngest two as I usually would but can't because of lockdown. Over the years my interests and the extent of my work changed as my family circumstances changed. I have been able to use my personal experiences of being a lone parent with young children, mental health issues and domestic violence to help in a lot of my work, and my interest in learning more, enabled and motivated me to get further involved in my community. Being involved with so many things, it felt appropriate to join the steering group for Wellhouse Housing Association, a community-controlled housing association in greater Easterhouse, following a public meeting in 1989. Currently I'm the vice-chair of Wellhouse Housing association, after previously serving as the chair for 5 years.

Wellhouse Housing Association

BIG

Community bicycle repair hub

PROJECT SCOTLAND

THE SCOTLAND'S COMMUNITY NEWS PLATFORM

Housing association partners with local organisations to launch bike repair scheme

May, 2021



WELLHOUSE Housing Association (WHA) is working in tandem with two local Glasgow organisations to carry out free cycle repairs for residents.



Scottish Housing News

For the latest news, events and jobs in the housing sector

Wellhouse Housing Association works in tandem with local organisations for free cycle repairs

Published 19 May 2021

Wellhouse Housing Association (WHA) is working in tandem with two local Glaswegian organisations to carry out free cycle repairs for residents to encourage exercise and support wellbeing.



WHA is being supported by a partnership between **Easthall Residents Association (ERA)** and **Urban Fox Programme** to create a pop-up bike repair hub where residents can bring run-down and disused bikes to be repaired by qualified bike engineers.



What's On Glasgow

Urban Fox Cycle Hub at Wellhouse Housing Association Hub

Wellhouse Housing Association (WHA) is working in tandem with two local Glaswegian organisations to carry out free cycle repairs for residents to encourage exercise and support wellbeing!



Wellhouse Housing Association

Thank you

Provided by BIG

Call: 07710 305 352

Email: Olivia.gibbons@bigpartnership.co.uk



We're BIG in Glasgow, Edinburgh, Aberdeen & Manchester