

**17 February 2022**

Dear Member,

The next Management Committee will be held on **Thursday 24 February 2022 at 6PM 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 27 January 2022	Chair	2min	Approval
5. Matters Arising & Actions from the minutes report	Director	2min	Note
6. Budget 22/23 – Final Draft	Finance Manager	15min	Approval
7. Standing Orders and Delegated Authority Review	Director	5min	Approval
8. Bulk uplift report	Maintenance Manager	10min	Approval
9. KPI's Qtr. 3	Housing Manager	10min	Note
10. Complaints update report	Housing Manager	10min	Note
11. Rent Arrears update report	Housing Manager	10min	Note
12. Policy Review Report	Management Team	10min	Approval
1. Complaints' policy			
2. Legionella policy			
3. Gas Servicing policy			
4. Asbestos policy			
13. Operational update	Management Team	10min	Note
14. AOCB	Chair	2min	Approval

Leave of absence

Close of Meeting: 8PM

Next Meeting: 28 April 2022 at 6PM.

Terminology	Definition
<b>Bad Debts</b>	A <b>Bad Debt</b> is an outstanding sum of money owed to the <b>Housing</b> Association that has not been paid, despite repeated efforts to collect the <b>debt</b> .
<b>Covenant compliance</b>	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.
<b>CPI</b>	The Consumer Price Index ( <b>CPI</b> ) is the official measure of inflation of consumer prices of the <b>United Kingdom</b>
<b>Cyclical Maintenance</b>	<b>Cyclical maintenance</b> is work to maintain the general condition of the property and some communal fittings
<b>FTA</b>	Former Tenant Arrears
<b>Housing Property Depreciation</b>	<b>Housing Property Depreciation</b> 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.
<b>KPI</b>	Key performance Indicator
<b>LIBOR</b>	<b>LIBOR</b> is a benchmark interest rate at which major global banks lend to one another in the international interbank market for short-term loans. <b>LIBOR</b> , which stands for <b>London Interbank Offered</b> Rate, serves as a globally accepted key benchmark interest rate that indicates borrowing costs between banks
<b>Major repairs/planned renewals</b>	Major Repairs (Investment works) – Kitchen & bathroom renewals, central heating replacements, door entry systems etc.
<b>Negative Goodwill</b>	An accounting concept to acknowledge the challenges of quantifying the value of intangible fixed assets
<b>Reactive Maintenance</b>	<b>Reactive</b> 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 <b>maintenance</b> programmes
<b>RSL</b>	Registered social landlord. The vast majority of Registered Social Landlords are also known as <b>Housing</b> associations. <b>Housing</b> associations are independent, not-for-profit organisations that provide <b>homes</b> for people in <b>housing</b> need.
<b>SHAPS</b>	Scottish Housing Association Pension Scheme
<b>SHIP</b>	The purpose of the Strategic Housing Investment Plan (SHIP) is to set out the priorities for investment in housing in Glasgow over the 5-year period 2019/20 to 2023/24, and outline how the Council and its partners will deliver these priorities
<b>SHR Regulatory Framework</b>	This Framework is the Scottish Housing Regulators Statement on Performance of Functions and sets out

	how they regulate both Registered Social Landlords (RSLs) and the housing and homelessness services provided by local authorities.
<b>Statement of Comprehensive Income (SOCl)</b>	A statement of comprehensive income contains two main things: the <b>net income and other comprehensive income (OCI)</b> . The net income is the result obtained by preparing an income statement. On the other hand, OCI consists of all the other items that are excluded from the income statement. This was previously known as the Income & Expenditure Statement
<b>Statement of Financial Position (SOFP)</b>	The statement of financial position. The statement <b>lists the assets, liabilities, and equity of an organization</b> as of the report date. This was previously known as the Balance Sheet.
<b>Short Scottish Secure Tenancy (SSST)</b>	A Short Scottish Secure Tenancy (SSST) is <b>a short term or probationary tenancy</b> . SSSTs can only be created in specific circumstances as outlined in Schedule 6 of the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014.
<b>Technical arrears</b>	' <b>technical arrears</b> ' – <b>arrears</b> relating to outstanding housing benefit that a landlord has <b>not</b> received
<b>Tenancy Sustainment</b>	Tenancy sustainment is the <b>provision of a range of measures which provide tenants with the necessary support to give them the best chance of successfully managing their tenancy</b>

**WELLHOUSE HOUSING ASSOCIATION  
MINUTES OF THE COMMITTEE MEETING HELD ON  
27 January 2022 at 6PM - VIA ZOOM**

**1. Welcome, Sederunt & Apologies.**

**Present:**

Maureen Morris	Chair
Carol Torrie	Treasurer
Jane Heppenstall	Committee Member
Sarah Morris	Committee Member
Michelle Harrow	Committee Member

**In Attendance:**

Martin Wilkie-McFarlane	Director
Carol Hamilton	Housing & Customer Services Manager
Robert Murray	Finance & Corporate Services Manager
Linda Logan	Minute taker

**Apologies:**

Darron Brown	Committee Member
Clare Monteith	Vice Chair
Shona McKenna	Committee Member

**2. Jargon Buster**

Noted for information.

**3. Declarations of Interest.**

There were no declarations of interest.

**4. Minutes of the Committee Meeting of 30 November 2021.**

**Resolution:**

**The minutes of the Committee Meeting of 30 November 2021 were proposed by Jane Heppenstall and seconded by Carol Torrie as an accurate record of the proceedings.**

**5. Matters arising and actions from the minute report.**

The Director proposed that Employee Terms and Conditions of Employment; associated risks and cost implications be deferred to the Staffing Committee for detailed discussion. Committee agreed to the proposal.

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



## 6. Rent Consultation update and decision.

The Housing Manager highlighted that the rent consultation process that ended on Friday 14th January 2022. She advised committee of the consultation methods undertaken to involve residents and encourage feedback on the CPI (3.1%) plus 1% - i.e., 4.1% rent increase proposal, which was consistent with our Business Plan projections. She provided a breakdown of the percentages and responses that were submitted, as detailed at appendix 1 of the report. She noted that 643 residents who had received the newsletter detailing the proposed rental increase and the text messaging service, had not responded at all. She reported on a rental increase comparison exercise with other local RSL's which had ranged between a 2.5% to 5.1% increase based on their business plan requirements. She apologised for the late submission of Appendix 3 of the report, which was discussed in closed session. She sought questions and comment from the committee.

Committee expressed, with no criticism intended, concern that we were not using additional measures to engage with our tenants during the consultation process. A higher response than in previous years was noted, however given peoples current circumstances with increased cost of living, fuel bills, benefit cuts etc, it was felt to be a bad time to not know how more people felt about this.

The Housing Manager acknowledged the observation and agreed that that these were uncertain times. She noted that our peer groups were consulting on increases that were not dissimilar to us however the responses returned were no different from previous years as most tenants do not respond to the proposed rental increases consultation.

Michelle Harrow queried what percentage of our tenants were on Housing Benefit and whether a 4.1% rental increase would be paid by HB. The Housing Manager confirmed there were 330 tenants on Housing Benefits and 244 on Universal Credit with some on partial HB and Universal Credit, however most would be of full benefits.

The Director noted that the Housing Manager had been engaging with TPAS to promote further engagement before we went into lockdown. It is hoped that this will resume in the near future.

A lengthy discussion ensued with regards the proposed rental increase and the impact to our tenants. The Director noted that as Trustees, committee should consider previous discussions with regards the 15% price increase across the board and additional challenges for larger pieces of work. Committee discussed the risk of the Housing Association being able to deliver on our business plan, governance and the impact of a loss of income. The Director sought clarification from the Finance Manager as to what impact a 1% decrease in rental income would have to the budget. The Finance Manager confirmed an income loss of around £38,000 in year one, which would be reflected on an annual basis in the 5-year plan and would be submitted to the Regulator in May.

The Director discussed some difficult decisions that may need to be visited to reduce costs. He stressed the need for us to undertake further joint procurement exercises and partnership working with our peer groups to reduce costs further.

The Chair asked if there was approval to implement a 4.1% increase as per the business plan. Committee discussed at length their discomfort at implementing a 4.1% increase. Alternatives were discussed and how they would impact on business plan.

**The proposed rental increase of 4.1% recommended by staff was rejected by the committee. A 3.8% rental increase was proposed.**

**Resolutions:**

**Committee noted the content of the report and the responses received from tenants.**

**Committee approved progressing to a 3.8% rental increase.**

**Maureen Morris proposed and Jane Heppenstall seconded progressing to a 3.8% rental increase as at 1 April 2022.**

**Action:** It was agreed that further discussion with regards providing further options in rental increases would be discussed at the Business Planning away day and the impact they may have on future business planning. It was also agreed that the committee decision to reduce the rental increase and the cost implications be relayed to our tenants.

**7. Management Accounts to November 2021**

The Finance Manager presented the report to provide Management Committee members with a comparison of the budget and actual financial positions to 30 November 2021

He provided a brief overview of the Statement of Comprehensive Income and variances. The budgeted surplus for the 8 months to 30 November 2021 was £369,001. The actual results for the period showed a surplus of £427,874 a favourable variance for the period of £58,873.

The overall variance arises from:

Operational activities £55,643 – favourable variance  
Net interest and other £3,231 – favourable variance

Rental income was close to budget with void losses being slightly lower than budget, a variance in net rental income of £551.

He noted over and underspends against budget. Overheads had an increase against budget of £40,259 in the main due to increased heating cost, legal fees staff recruitment and professional fees as outlined within the report.

Repairs and Maintenance had an underspend of £60,654 against budget over all areas. He provided an explanation of the overspend within reactive maintenance of £23,533, which was in the main due to the poor condition of voids.

Cash had increased by £162,797 to £3,092,684, resulting in a healthy financial position. There were no issues with covenant compliance.

**Resolution:**

**Committee approved the management account to 30 November 2021.**

**Michelle Harrow proposed and Carol Torrie seconded the management account to 30 November 2021.**

## **8. Budget 22/23 – 2<sup>nd</sup> draft**

This item was deferred to the February 2022 meeting to allow for adjustment given committee decision to progress with the 3.8% rental increase as at 1 April 2022.

## **9. Rent arrears update report.**

The Housing Manager reported that since the last committee update, gross current rent arrears had reduced by £8,048 to £290,516. For the same period net current arrears had reduced by £2,199 to £279,958 and former tenant arrears had increased by £5,734, in the main due to abandonments.

She noted that direct debits to the value of £3,982 were cancelled or returned as unpaid during the month of December. Universal Credit is now claimed by 244 of Wellhouse households and account for £167,107 of total gross current rent arrears.

Despite the above factors, arrears have improved considerably since January 2021, when arrears had increased by £10,449 over the festive period.

She stated that Glasgow City Council have now provided an update on the Covid-10 Tenant Grant Fund and confirmed that Wellhouse HA have been allocated £7,817. The Housing Team are prioritising those households who fulfil the criteria and the emphasis will be on preventing homelessness.

Committee noted the update on the arrears position.

## **10. Policy review report**

The Housing Manager presented to committee the Short Scottish Secure Tenancy Policy (SSST) and the Tenancy Sustainment Policy (TSP) for their consideration and approval.

She asked committee to note that the SSST Policy had been drafted in accordance with the Housing (Scotland) Act 2014 and subsequent guidance published in 2019. The TS Policy was updated in accordance with current legislation. In addition, the directory of external tenancy support agencies had been reviewed and the updated tenancy support leaflet will be distributed to new and existing tenants and had been published on the Association's website.

### **Resolution:**

**Committee ratified the Short Scottish Secure Tenancy Policy and the Tenancy Sustainment Policy for a further 3 years and approved the Tenancy Support Leaflet.**

**Michelle Harrow proposed and seconded the Short Scottish Secure Tenancy Policy and the Tenancy Sustainment Policy for a further 3 years.**

## **11. ABS complaints report.**

The Housing Manager reported that the Association had received 52 complaints during the period 1 April 2021 to 21 December 2021. She provided a brief overview of each category and the main issues Wellhouse HA had received during the year. She asked committee to note 4.7 of the report which contained information on the interventions by Glasgow City Council on our behalf under the terms of the Gold Support Package approved by the Committee in February 2021.

**Committee noted the update on our ASB complaints position.**

## **12. Operational update report.**

**Director:**

**Flood Mitigation:**

The Director advised that we continue to work well with Scottish Water and Glasgow City Council on our flood mitigation measure. A one-off special newsletter to present the ideas and comments to the community is being prepared and it is proposed that an open day held in May to allow for further consultation.

**EHRA Covid report:**

The Director advised that himself and the Chair had met with Susan Aitken, GCC last week to discuss the EHRA Covid report and the launch thereof. She will visit Easterhouse within the next few weeks to meet the key organisations in the area.

**Housing and Customer Services Manager**

The Housing Manager advised that the Income Advice Officer had made a successful bid for a further £6,000 from the Scottish Housing Fuel Support Fund. In addition, the STV fund had awarded us a £3,000. She sought committee's preference to make payment by vouchers or via a cash transfer. She advised that that families in need had already been identified.

**Committee agreed that payment methods would be left to the discretion of the Housing Manager.**

**Finance Manager:**

Committee noted the update from the Finance Manager as outlined within the report.

## **13. AOCB**

The Director will circulate dates for the Business Planning away day. He requested that members confirm their preference by return email.

The Director noted that our Auditors had requested that our 25 August 2022 committee meeting be put forward by a week to 1<sup>st</sup> September 2022. Committee agreed to the change of date.

Committee agreed that all committee meetings would revert back to 6PM to accommodate those members who could not attend the morning sessions.

There was no other business. Meeting closed: 8:00PM

Next meeting: 24<sup>th</sup> February 2022 at 6PM

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 November 2021**

MINUTE REFERENCE	ACTION	OWNER	DUE BY	STATUS OPEN/ CLOSED	PROGRESS
<b>24 October 2019</b>					
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	<b>Open</b>	Ongoing – new development agent appointed in Dec 2021
<b>November 2019</b>					
11. Management Team Report	The Finance Manager will email proposed dates for fraud training to interested members	Finance Manager	January 2020	<b>Open</b>	The Finance Manager is still waiting for proposed dates for fraud training from the auditors. Suspended during COVID-19 lockdown period
<b>April 2020</b>					
10. AOCB Return to work.	The Director will bring a further reports as required	Director	Monthly	<b>Open</b>	The office re-opened to the public on 14 <sup>th</sup> February 2022. Most of our usual services will be provided and appointments can be made to speak to the Housing Officers.
<b>August 2021</b>					
Business Plan	The Director will present an updated business plan to the October committee meeting.	Director	October 2021	<b>Open</b>	Committee agreed in November to use JHC consultancy and the company have started the initial stages of the work: SMT have submitted information to the consultant at time of writing. A report will be presented to committee at a later date.
Factoring Policy	Review of Factoring Policy	Housing Manager	October 2021	<b>Open</b>	The Factoring policy was approved at the January 2021 meeting. The factoring process is still under review and will be presented to future committee meeting.
<b>October 2021</b>					
Rent arrears report	The Housing Manager will contact GCC for further	Housing Manager	November 2021	<b>Open</b>	The Housing Manager will report back to committee at the February 2022 committee meeting.

	information on their administration of the Scottish Gov fund and feedback to committee				
November 2021					
Budget 22/23	Committee discussed employee terms and conditions of employment	Director	Future Committee Meeting	Open	The Director will look at alternative arrangements. Risk assessments and cost implications will be included within the report. Committee agreed to remit to the Staffing Committee
Budget 22/23	<p>The Finance Manager will provide a remodelling exercise to take account budgetary and cost pressures and include a rental freeze within the comparisons.</p> <p>Further explanation will be provided on the bad debt provision within the budget.</p>	Finance Manager	January 2022	Open	The Finance Manager will complete a remodelling exercise to take account of discussions at the January 2022 committee meeting and present the final draft to the February 2022 committee meeting.
January 2022					
Rent Consultation and Decision	It was agreed that further discussion with regards providing further options in rental increases would be discussed at the Business Planning away day and the impact they may have on future business planning. It was also agreed that the committee decision to reduce the rental increase and the cost implications would be relayed to our tenants	Housing Manager	April	Open	Committee were provided with potential dates for the Business Planning away day. Not all committee have responded so unable to arrange as yet.

<b>Management Committee</b>	8 March 2022
<b>Agenda Item</b>	6
<b>Title of Paper</b>	2022/23 Draft Budget (Revised Version 4 )
<b>Author</b>	Robert Murray, Finance & Corporate services Manager
<b>Attachment(s)</b>	1) Draft budget statement of comprehensive income, statement of financial position and cashflow statement and loan covenant 2) Maintenance Budget 3) Summary of changes between Version 3 and Version 4

## FOR INFORMATION AND APPROVAL

### 1 PURPOSE

- 1.1 To provide a revised budget based on additional work and information for the 2022/23 budget. This rework of the budget has been carried out to review that costs are accurately reflected due to the version 3 showing that the loan covenant requirements would not be met.
- Detailed discussions have taken place between the Finance & Corporate Services Manager and the Housing Manager and Assets & Maintenance Manager. The main finding of the review was that some of the cost increases with regards maintenance had been increased by both the Asset & Maintenance Manager and the Finance & Corporate Services Manager. It was also noted that a blanket 15% increase in cost was not realistic as much of the expense is labour only.
- 1.2 To present the budget as a final version to be discussed for the 2022/23 year

### 2 RECOMMENDATIONS

- 2.1 That the Committee notes the current levels of Consumer Price Index (CPI), Retail Price Index (RPI) and Consumer Price Index with Housing costs (CPIH) are higher than the current rental increase of 3.8% and that this may present challenges in the future with regards to meeting the requirements of having a budget that services the housing stock to a satisfactory level and leaves sufficient surplus to meet the loan commitments and component replacements.
- 2.2 To instruct the Finance Manager to adopt the budget as the final version to be used for budget setting and reporting to the regulator in the 30-year business plans

### 3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objectives:-
- Objective 1: Deliver excellent services
  - Objective 5: To maintain good governance and financial management
- 3.2 This Report is relevant in respect of the following Core Values:-

**Trust    Honesty    Integrity    Excellence    Accountability    Sustainability**



- Accountability
- Excellence
- Sustainability

3.3 This Report also meets point 12:4 from 2022/23 Operational Plan – “Monitor the external financial environment and economy closely”.

3.4 This Report also meets point 12:12 from 2021/22 Operational Plan – “Draft and Final budget for following year”.

3.5 This Report should ultimately contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be"

## 4 BACKGROUND

4.1 All Registered Social Landlords (RSLs) are expected to carry out a review and consultation exercise on an annual basis to gauge the level of rent increase to be applied to tenant's rents on the following 1 April. This exercise has been carried out and reported upon at the January Committee meeting. At the meeting, the recommendation of the Housing manager was rejected an alternative level of a 3.8% rent increase was proposed and agreed by committee. The level of increase in rental income gives clarity of income and in determining how much funding we have available to manage the operational expenditure of the Association in the financial year 2022/23.

4.2 The management team recognises the challenges that the committee faces in determining the budget setting process and therefore wants to provide updated information to help in the process.

## 5 MAIN ISSUES

5.1 The previous version of the budget circulated for the meeting showed that the loan covenant was not being satisfied. A lengthy discussion took place between the Assets & Estates Manager and the Finance & Corporate Services Manager to review the costs and ensure that the figures were reasonable and that the revised budget was achievable. The revised budget also meets the requirement of the loan covenants. Discussions also took place with the Housing Manager around the costs under her control.

5.2 With £1.04m expenditure the Maintenance budget represents the highest percentage of the expenditure. A line-by-line review of the expenses has taken place and the details are as below

### Cyclical Maintenance (£316,562 total cost)

- Electrical testing costs have been increased by only 8% as it is considered that the majority of the costs for this work is labour only (£51,840 cost including irrecoverable VAT)
- External Painting has a budget of £15k including VAT and is slightly higher than the original plan to aim and cover some of the areas that were not covered due to COVID restrictions



- Gas servicing is an agreed contract with Saltire and covers servicing and the annual gas safety of each property that has gas. The budget represents provision for 785 properties (£110,400 cost)
- Gutter cleaning is mainly labour only and through conversation with the contractor a provision of 8% increase is reasonable (£90,720 cost)
- To ensure that Saltire are providing a robust and accurate service approximately 10% of all tests are independently retested by Scotia and the budget of £8,970 allows for approximately 80 homes to be rechecked as part of the audit of gas safety.
- Asbestos management covers the cost of a consultant to site visit to carry out tests as required and maintain a dedicated database with all survey details and an uplift of 8% was considered appropriate given that it is mainly labour only charges.
- Water testing has previously identified that some remedial works are required and therefore an increased budget of £30,700 has been provided
- We are required to provide and maintain various systems within the HMO at Langbar Gardens and this is shown as Fire service within the budget (£6210)

#### **Reactive Maintenance (£484,100 total cost)**

- Reactive maintenance of £220,320 covers the day-to-day repairs requested by tenants and a provision of an 8% increase has been made as the work is predominately labour only
- Estates services covers the cost of servicing the plant and equipment used by the estate wardens. There is a provision of approx. £8k to cover charges for bulk uplifts that may be required due to fly tipping in the back courts that needs removed. Glasgow City council no longer provide this free.
- Estate services -van and fuel. The budget of £16k may be able to be reduced slightly if we are able to negotiate a new lease on the vehicle but it was considered prudent to include the amount at today's prices
- Based on the current rate of voids to date we have provided a budget for approximately 50 voids next year. This would equate to a maximum budget of approx. £3,500 per void property and the Assets & Maintenance Manager is confident that budgetary controls will enable this to be achievable
- The landlord supply provides for the lighting and has assumed an increase of 22% in costs. The various suppliers will be reviewed during the year to see if any savings can be made as part of the value for money exercise
- Facilities costs covers the statutory testing and servicing of equipment within the Hub building

#### **Major Repairs Non-Capitalised ( £189,700)**

- Kitchen and Bathroom extractor fans are replaced when required. It was considered appropriate to budget for 15% increases as there is a high material costs in replacing some of the communal fans (£13,800)

- Most smoke alarms and heat detectors have previously been provided. The budget provides for approx. 35 homes
- The back court upgrades provide for the demolition costs in one area (£45,000). Consultation with council and tenants may take some time
- Footpaths will be repaired as required and £10k is considered appropriate
- In previous years work was carried out on the external verandas. When the work was retendered, the costs was significantly higher and therefore this budget is to scope an alternative method of repair
- Several Chimney breasts now require to be removed for safety reasons and the budget of £27,600 allowed for an increase of 15% due to scaffolding costs
- Consultant costs have been provided at £25,000

**In addition to the detailed maintenance budget above the Association plans to spend £901k on Major repairs/Upgrades that are considered to be of a capital nature.**

- £115,000 will be spent on kitchens. There are currently 34 kitchens noted to be replaced this budget year.
- 50 Bathrooms are planned to be replaced at a cost of £130,000
- Saltire have provisionally confirmed costs to replace 26 boilers for £70k
- The widow and door replacements have already a signed contract for the value of £585,600

### **5.3 Payroll Costs (£873,024)**

- The existing budget assumes the current staffing level of 18 full time members of staff and 3 part time (1.5 FTE)
- Provision has been made for the Health Supplement NI increase of 1.25% effective from 1 April 2022
- At present we have not been aware of any Maternity or Adoption leave being forthcoming. Provision has been made to cover statutory payments for maternity etc. equivalent to 6 months' pay at the midpoint of an officer (PA22). Unless there has been a known case of Maternity/Adoptive leave no amount has previously been provided for in a budget and this has given exposure to unbudgeted costs (£20,515)
- The budget has been prepared on the assumption that the EVH current 2.5% annual increase will be the level of increase. Recent communication from EVH has indicated that discussions are still ongoing with employee representatives and the unions.
- Each additional 1% increase in the salary costs equates to £9k

### **5.4 Management Expenses- Overheads £435,915**

This section of the budget is over several distinct expenditure groups and the detail is provided below

#### **Housing Management (£92,356)**

The expenses within this section of expenses covers the insurance of the properties and costs associated with chasing rents, pursuing debts and anti-social behaviour

- Insurance of homes £39,856

- Legal Fees £20,000
- Glasgow City Council Anti-Social Behaviour team £10,000
- Tenant Participation £12,000

### Commercial lettings (£1000)

The budget of £1000 is to cover any unbudgeted expense for these properties as all leases are currently on a tenant repairing lease

### The Hub Services (£5,500)

These expenses are for the sections of The Hub occupied by others who pay for the services within their rent. £4000 is allocated for Heat and Light and £1500 for cleaning which is the commercial waste uplift

### Corporate Services (£333,133)

This section of the budget covers the expenses required to operate the organisation safely and according to regulatory authority. The line-by-line details of the expenses are provided below. To facilitate discussion some of the higher value headings are shown in bold and are expanded upon below

#### **Advertising (Publicity & Promotions) 36,000**

The Advertising budget is used for the monthly fee of The Big Partnership who promote WHA in various print and digital media each month

Audit Fee - External	11,900
- Internal	12,500
- General	500
Depreciation - Other Fixed Assets	27,349
General Expenses	
General Expenses	2,800
Provisions	1,900
Staff Welfare costs	700
Cash Collection costs	600
Taxi	1,250
Health & Safety	6,000
General Committee Expenses	3,600
Heat & Light	8,000
Cleaning	9,500

#### **Insurance - Non-Housing premiums 24,534**

This expense covers the various insurances that WHA require to provide a safe and comprehensive service. The broker is currently carrying out a Value for money

review and this figure is the best estimate available at present

Office Maintenance -	
- Repairs & Renewals	14,000
- Equip Maintenance	4,000
- IT Equip Maintenance & Support Fees	16,500
- IT Expenses (Other)	3,000
<b>HomeMaster Annual Support</b>	<b>25,000</b>

This is the annual licence fee for the new CRM and accounting system. Any upgrades and amendments would be additional but none are anticipated in the first year of use

Disaster Recovery	3,000
Office Equipment ( incl.new PCs)	2,000
Printing & Stationery	
Printing External	8,200
Printing Photocopier charges	5,000
Stationery	2,500

Postage	3,000
Rent & Rates	1,900
Seminars & Training - Staff	15,000
Seminars & Training - Committee	2,000
Staff Recruitment	5,000
<b>Subscriptions</b>	<b>25,000</b>

This cost covers the subscriptions we have to member organisations such as SHFA, EVH, EHRA,

Telephones	8,500
Legal Fees – General	6,000
Professional Fees	11,000
Housing ~Agency Fees – WR	
Commercial Property Cost	

<b>Donation -Grant funding Wider Role</b>	<b>22,000</b>
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This is to be paid to Easthall Residents Associations for the provision of wider community activities

<b>-Others</b>	<b>1,400</b>
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This cost is a contribution to the local gala day if this is reinstated

AGM Costs	2,000
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## 5.5 Bad Debts (£10,000)

- At present the provision for bad debts is less than the provision held at 31 March 2021 due to the level of collections in recent months. There has been significant progress in collecting and reducing the level of rent arrears. It is anticipated that the level of collection will be maintained. Currently provision is made for 100% of all former tenant debts, 100% for all debts over £1000 for current tenants and 25% for debts below £1000 from current tenants.
- It was considered prudent to recognise that rent increases could result in an increase in rent arrears and bad debts and a provision of £10k bad debts has been made in this budget

## 6. DISCUSSION

- 6.1 The budget has been prepared based on the agreed rate of increase at 3.8%. The letters have been sent to all tenants and the relevant request to Glasgow City Council for Housing benefit uplift has been made
- 6.2 It is assumed that the commercial properties will all have tenants during the 2022/23 year.
- 6.3 The current Business Plan assumed an inflationary rise plus 1% for each of the first five years. By adopting a rate of 3.8% rental increase this has been a departure from this assumption and will need to be considered carefully for future years to ensure that regulatory responsibilities are met. By not increasing the rents by CPI plus 1% the association has reduced potential income by £14,876 in 2022/23 and potentially £81k over 5 years
- 6.4 We also must ensure that any proposed increase, should not be too far removed from the rest of the RSLs in the sector. Particularly other RSLs in Wellhouse Peer Group or neighbouring RSLs.
- 6.5 Remaining financially viable is not only determined by increasing income but by also cutting costs or operating more efficiently. This should help cap the level of rent increase. An increased focus on Value for Money (VFM) should identify areas where costs can be controlled.

The SHFA rent affordability toolkit has been used to review the rents against Local authority and national averages. The test was carried out with various household types and incomes and showed that the rents were less than LHA amounts and significantly less than market rents.

### 6.6 Other Financial Assumptions

- The CPI measure of inflation has risen from 0.3% in November 2020 when last year's budget was set to 5.4% in December 2021 (the latest available figure)
- No provisions have been made for development costs during the 2022/23 year
- No budget has been provided for remodelling the Hub to make use of the IT suite or project a rental income from this facility

## 6.7 Draft Budget Results

- Results highlighted below are achieved based on the assumption that rent increase at 3.8% is applied. Tenants have already been provided the rent increase letters as required
- Surplus for 2022/23 will be £512,782
- Cash is expected to reduce by £140k to leave a balance at March 2023 of £3.m. This reduction is mainly due to the capital spend of windows and door replacements.
- Lenders' covenants are now being achieved. The level required is 110% and 110.59% is being achieved
- The conclusion of the Pension review will not be concluded until September 2022. In the year to 31 March 2021 there was a significant reversal of the gains recognised in the year to 31 March 2020 and therefore it was considered appropriate to keep the level of provision at £100k for the 2022/23 year

## 7. **REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES**

- 7.1 There is a regulatory requirement for Wellhouse to consult with tenants prior to applying any rental increase and this has taken place and was discussed at the January 2022 meeting. This was conducted and it was agreed a 3.8% increase be applied
- 7.2 It is also considered Good Practice for Wellhouse to regularly carry out financial viability exercises.
- 7.3 This also complies with SHR Regulatory Standard 3: The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay. Specific Guidance noted below:-
- 3.1 – The RSL has effective financial and treasury management controls and procedures, to achieve the right balance between costs and outcomes, and control costs effectively.
  - 3.3 – The RSL has a robust business planning and control framework and effective systems to monitor and accurately report delivery of its plans. Risks to the delivery of financial plans are identified and managed effectively.
  - 3.4 – the Governing Body ensures financial forecasts are based on appropriate and reasonable assumptions and information, including information about what tenants can afford to pay and feedback from consultation with tenants on rent increases.

## 8. **FINANCIAL IMPLICATIONS**

- 8.1 Outlined in main body of the report.

## 9. KEY RISKS

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
<ul style="list-style-type: none"> <li>- The budget must aim to recognise all costs and balance expenditure in line with the level of income. Damage to Wellhouse reputation as well as financial implications</li> <li>- not providing for investment in housing stock or staff will go against that of our business plan assumptions and will in future years impact on our ability to deliver that plan</li> </ul>	Failure to control costs will lead to upgrade projects being delayed or abandoned, debts not being serviced and staff not being adequately paid or supported	
Mitigation	Mitigation	Mitigation
<ul style="list-style-type: none"> <li>- Continually monitor costs and contracts to ensure expenditure is maintained at or below budget</li> </ul>	Through regular robust forecasting and good financial viability practice, expenditure should be matched to income	

## 10. EQUALITY AND DIVERSITY IMPLICATIONS

10.1 None apparent.

## 11. SUSTAINABILITY

11.1 The budget must include all costs to maintain the housing stock, provide the services as required by the Housing Regulator and ensure staff with sufficient skills and competences continue to be employed and trained as appropriate

11.2 The budget must provide sufficient surplus each year to ensure that sufficient reserves are maintained to meet future funding requirements of lenders

11.3 The budget must provide sufficient surplus to ensure that Component upgrades in future years are able to be funded

## 12. SWOT ANALYSIS

12.1

Strengths	Weaknesses
We have prepared a detailed budget in line with previous years	The budget is prepared several months in advance of the financial year and costs may change significantly after the process has concluded
The budget process satisfies the SHR recommendations	
Opportunities	Threats

**Trust    Honesty    Integrity    Excellence    Accountability    Sustainability**



There is an opportunity to discuss the budget and affordability before the commencement of the new financial year	Potential reduction in investment in upgrading housing stock in the short term may result in more significant investment being required in later years
	Possible increase in rent arrears if tenants are unable to pay rent increases

### 13. CONCLUSION

- 13.1 This is a key decision for Wellhouse and impacts the business plan and financial viability
- 13.2 This is the fourth draft budget is showing moderate surplus of around £0.5 million and a cash outflow in excess of £140k.



**WELLHOUSE HOUSING ASSOCIATION**

**2022/23 Budget**

**STATEMENT OF COMPREHENSIVE INCOME**



	Social Lettings Rental Income	Social Lettings Service Charges	Commercial Lettings	Factoring	Development	The Hub Services	Corporate Services	Total	V3 24 Feb	Movement
Rental Income & Service Charges	3,482,460.19							3,482,460.19	3,482,460.19	0.00
Less: Voids losses	(27,859.68)							(27,859.68)	(27,859.68)	0.00
Commercial Rental Income			32,228.68			20,858.84		53,087.52	57,787.52	4,700.00
Factoring Income				18,589.09				18,589.09	18,589.09	0.00
Grants released from Deferred Income	498,781.00							498,781.00	498,781.00	0.00
Other Revenue Grants	44,000.00							44,000.00	44,000.00	0.00
Other Income							0.00	0.00	0.00	0.00
	3,997,381.51		32,228.68	18,589.09	0.00	20,858.84	0.00	4,069,058.12	4,073,758.12	4,700.00
								4,069,058.12	4,073,758.12	4,700.00
Management Expenses - Staff Costs	466,272.71	51,381.54		5,709.06			349,660.52	873,023.83	879,739.18	6,715.35
Management Expenses - Overheads	92,356.00	0.00	1,000.00	3,925.92	0.00	5,500.00	333,133.40	435,915.32	452,215.32	16,300.00
Reactive Maintenance	433,228.00	50,872.32		2,000.00				486,100.32	504,980.32	18,880.00
Cyclical Maintenance	316,561.60							316,561.60	324,778.00	8,216.40
Planned Renewals/Major Repairs	232,696.00							232,696.00	297,596.00	64,900.00
Depreciation on Housing Properties	909,298.85							909,298.85	912,936.49	3,637.63
Bad Debts	10,000.00							10,000.00	0.00	10,000.00
	2,460,413.17	102,253.86	1,000.00	11,634.98	0.00	5,500.00	682,793.92	3,263,595.92	3,372,245.31	108,649.38
								3,263,595.92	3,372,245.31	108,649.38
Operating Surplus	1,536,968.34	(102,253.86)	31,228.68	6,954.11	0.00	15,358.84	(682,793.92)	805,462.19	701,512.81	103,949.38
								805,462.19	701,512.81	103,949.38
Release of Negative Goodwill	38,134.00							38,134.00	38,134.00	0.00
Gain/Loss on Disposal of Fixed Assets	0.00							0.00	0.00	0.00
Interest Receivable							3,750.00	3,750.00	3,750.00	0.00
Interest Payable/Other Finance Costs	(234,563.39)							(234,563.39)	(234,563.39)	0.00
										0.00
Surplus for the Year	1,340,538.95	(102,253.86)	31,228.68	6,954.11	0.00	15,358.84	(679,043.92)	612,782.80	508,833.42	103,949.38
										0.00
Actuarial Gain/(Loss) in Pension Scheme							(100,000.00)	(100,000.00)	(100,000.00)	0.00
										0.00
	1,340,538.95	(102,253.86)	31,228.68	6,954.11	0.00	15,358.84	(779,043.92)	512,782.80	408,833.42	103,949.38

## 2022/23 Budget

## STATEMENT OF FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION		Movement between Dec '21 and Mar'22								2022/23 Movement								Mar'23	Mar'22
		Dec '21 £	1 Operating Activities	2 Non-cash Transactions	3 Loan Repayments	4A Pension Deficit	4B Pension Revaluation	5 Arrears/ Bad Debts	6 Replacement Components	1 Operating Activities	2 Non-cash Transactions	3 Loan Repayments	3 Loan Repayments	4A Pension Deficit	4B Pension Revaluation	5 Arrears/ Bad Debts	6 Replacement Components		
Non Current Assets																			
Housing Properties - gross cost	41,497,897								41,497,897							901,466	42,399,363	41,497,897	
Depreciation	(14,337,314)		(498,691)						(14,836,005)		(909,299)						(15,745,304)	(14,836,005)	
	27,160,583								26,661,892								26,654,059	26,661,892	
Other	1,316,214		(14,845)						1,301,369		(27,349)						1,274,020	1,301,369	
	28,476,797								27,963,261								27,928,079	27,963,261	
Negative Goodwill	(1,001,025)		19,062						(981,963)		38,134						(943,829)	(981,963)	
Current Assets																			
Debtors	168,009						7,500		175,509		(10,000)					(40,000)	125,509	175,509	
Inventory	0								0								0	0	
Cash at Bank and in hand	3,072,509	100,000	215,099	(182,352)	(14,380)		(20,000)		3,170,876	612,783	419,733	(211,818)		(59,246)			(901,466)	3,170,876	
	3,240,519								3,346,385								3,156,370	3,346,385	
Payables < 1 year																			
Misc Creditors	(1,012,292)								(1,012,292)		(10,000)					40,000	(982,292)	(1,012,292)	
Pension Deficit	0								0								0	0	
Loans	(241,503)								(241,503)				(23,634)				(265,137)	(241,503)	
	(1,253,795)								(1,253,795)								(1,247,429)	(1,253,795)	
Net Current Assets/ ( Liabilities )		1,986,723							2,092,590								1,908,941	2,092,590	
Total Assets less current liabilities		29,462,496							29,073,889								28,893,192	29,073,889	
Payables > 1 year																			
Loans	(7,490,675)			182,352					(7,308,323)			211,818	23,634				(7,072,870)	(7,308,323)	
Pension Deficit	101,955				14,380	(277,955)			(161,620)					59,246	(100,000)		(202,373)	(161,620)	
	(7,388,720)								(7,469,943)								(7,275,244)	(7,469,943)	
Deferred Income																			
Social Housing Grant	(13,476,050)		279,375						(13,196,675)		498,781						(12,697,894)	(13,196,675)	
Non Housing Grants	(677,237)								(677,237)								(677,237)	(677,237)	
	(14,153,286)								(13,873,911)								(13,375,130)	(13,873,911)	
Net Assets		7,920,490							7,730,035								8,242,818	7,730,035	
£																			
Capital and Reserves																			
Share Capital	118								118							4	122	118	
Reserves	7,920,372	100,000				(277,955)	(12,500)		7,729,917	612,783				(100,000)		(4)	8,242,696	7,729,917	
	7,920,490								7,730,035								8,242,818	7,730,035	
	(0)								(0)								(0)	(0)	

**WELLHOUSE HOUSING ASSOCIATION****2022/23 Budget****CASHFLOW STATEMENT****Mar'23**

Operating Surplus	805,462
Adjust for Depreciation and other non-cash transactions	437,863
Adjusted Operating Surplus	<u>1,243,325</u>

Movement in Debtors	50,000
Movement in Creditors	(89,246)

**Investing Activities**

Purchase of Properties and Components	(901,466)
Purchase of Other Fixed Assets	(0)
Grants received	<u>0</u>
	(901,466)

**Financing Activities**

Interest receivable	3,750
Interest payable	(234,563)
Loan capital repaid	(211,818)
Share capital issued	<u>4</u>
	(442,628)
	<u><u>(140,015)</u></u>

Movement in Cash per SOFP	(140,015)
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# WELLHOUSE HOUSING ASSOCIATION

2022/23 Budget



## COVENANTS AS AT 31 MARCH 2023

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

### Royal Bank of Scotland & Clydesdale

		Accounts	Target set by Bank	Actual	Covenant Satisfied?
<b>INTEREST COVER</b>					
Operating Surplus	A	805,462	Greater than 110%	110.59%	Yes
Housing Grants Amortised	B	(498,781)			
Pension Deficit Contribution	C	(59,246)			
Housing Depreciation	D	909,299			
Component Replacements	E	(901,466)			
	X	255,268			
Interest Payments	H	234,563			
Interest Receipts	J	(3,750)			
	Y	230,813			
Calculation: X divided by Y; where X=A+B+C+D+E+F & Y=H+J					

GEARING		Accounts	Target set by Bank	Actual	Covenant Satisfied?
Balance of Outstanding Loans	A	7,338,007	Less than 30%	17.31%	Yes
Historic Housing Cost	B	42,399,363			
Calculation: A divided by B					

## WELLHOUSE HOUSING ASSOCIATION LTD

## MAINTENANCE BUDGET TO MARCH 2023

	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL			
<b>CYCLICAL MAINTENANCE</b>																
ELECTRICAL TESTING	4,320	4,320	4,320	4,320	4,320	4,320	4,320	4,320	4,320	4,320	4,320	4,320	51,840	40,000	51,840	allow 8% increase
EXTERNAL PAINTING- phase 2B	1,250	1,250	1,250	1,250	1,250	1,250	1,250	1,250	1,250	1,250	1,250	1,250	15,000	10,000	15,000	some catchup
EXTERNAL PAINTING- phase 8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EXTERNAL PAINTING - phase 10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GAS SERVICING	9,200	9,200	9,200	9,200	9,200	9,200	9,200	9,200	9,200	9,200	9,200	9,200	110,400	80,000	110,400	141 Per saltire
GUTTER CLEANING	7,560	7,560	7,560	7,560	7,560	7,560	7,560	7,560	7,560	7,560	7,560	7,560	90,720	70,000	90,720	allow 8% increase
GAS SAFETY AUDIT	748	748	748	748	748	748	748	748	748	748	748	748	8,970	6,500	8,970	112 Per Scotia
Asbestos Management	227	227	227	227	227	227	227	227	227	227	227	227	2,722	2,100	2,722	allow 8% increase staff & database update
Water Testing	2,558	2,558	2,558	2,558	2,558	2,558	2,558	2,558	2,558	2,558	2,558	2,558	30,700	15,000	30,700	some catchup remedial works
FIRE SERVICE - 14 LANGBAR GDNS	518	518	518	518	518	518	518	518	518	518	518	518	6,210	4,500	6,210	HMO
<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>26,380</b>	<b>316,562</b>	<b>228,100</b>	<b>316,562</b>	
<b>REACTIVE MAINTENANCE</b>																
REACTIVE MAINT	18,360	18,360	18,360	18,360	18,360	18,360	18,360	18,360	18,360	18,360	18,360	18,360	220,320	170,000	220,320	allow 8% increase
ESTATE SERVICES - Materials	2,898	2,898	2,898	2,898	2,898	2,898	2,898	2,898	2,898	2,898	2,898	2,898	34,776	25,200	34,776	allow for additional bulk charges
ESTATE SERVICES - Van/Fuel	1,341	1,341	1,341	1,341	1,341	1,341	1,341	1,341	1,341	1,341	1,341	1,341	16,096	11,664	16,096	may save if can get new lease for van
VOIDS	14,683	14,683	14,683	14,683	14,683	14,683	14,683	14,683	14,683	14,683	14,683	14,683	176,200	160,000	176,200	3,524 allow 8% increase as mainly labour
SCOTTISH POWER L/SUP	2,484	2,484	2,484	2,484	2,484	2,484	2,484	2,484	2,484	2,484	2,484	2,484	29,808	21,600	29,808	allow 22% increase
Facilities Management Costs	575	575	575	575	575	575	575	575	575	575	575	575	6,900	5,000	6,900	
Office Repairs - Hub Remodelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>40,342</b>	<b>484,100</b>	<b>393,464</b>	<b>484,100</b>	
<b>Stage 3 Adaptations- Ex GHA</b>																
Stage 3 Adaptations	0	2,166	0	2,166	0	2,166	0	2,166	0	2,166	0	2,166	12,996	12,996	14,945	allow 15% as high material costs
	5,000		5,000		5,000		5,000		5,000		5,000		30,000	35,000	34,500	allow 15% as high material costs
<b>5,000</b>	<b>2,166</b>	<b>5,000</b>	<b>2,166</b>	<b>5,000</b>	<b>2,166</b>	<b>5,000</b>	<b>2,166</b>	<b>5,000</b>	<b>2,166</b>	<b>5,000</b>	<b>2,166</b>	<b>5,000</b>	<b>42,996</b>	<b>47,996</b>	<b>49,445</b>	
<b>MAJOR REPAIRS - NON-CAPITALISED</b>																
													0			
KITCHEN EXTRACTOR FANS Phase 5	575	575	575	575	575	575	575	575	575	575	575	575	6,900	5,000	6,900	allow 15% as high material cost
Bathroom EXTRACTOR FANS Phase 5	575	575	575	575	575	575	575	575	575	575	575	575	6,900	5,000	6,900	allow 15% as high material cost
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Smoke Alarms Phase 8	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	20,000	25,000	20,000	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Back Courts Phase 1	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	45,000	60,000	45,000	phase 1 demolition as consultation required
Back Courts Phase 2A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
External Paths	833	833	833	833	833	833	833	833	833	833	833	833	10,000	20,000	10,000	repair as required
External Verandas	4,025	4,025	4,025	4,025	4,025	4,025	4,025	4,025	4,025	4,025	4,025	4,025	48,300	35,000	48,300	more detailed review required
Chimney Breast Removal	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	27,600	20,000	27,600	allow 15% as high material costs
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Consultants costs	2,083	2,083	2,083	2,083	2,083	2,083	2,083	2,083	2,083	2,083	2,083	2,083	25,000	25,000	25,000	25,000
<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>15,808</b>	<b>189,700</b>	<b>195,000</b>	<b>189,700</b>	
													189,700			
<b>MAJOR REPAIRS - CAPITALISED COMPONENTS</b>																
													0			
Kitchens Phase 5	9,583	9,583	9,583	9,583	9,583	9,583	9,583	9,583	9,583	9,583	9,583	9,583	115,000	105,400	115,000	3,382 per discussion with con #VALUE!
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Bathrooms Phase 3	10,833	10,833	10,833	10,833	10,833	10,833	10,833	10,833	10,833	10,833	10,833	10,833	130,000	117,500	130,000	2,600 per discussion with con #VALUE!
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gas Boiler Replacements Phase 10	5,831	5,831	5,831	5,831	5,831	5,831	5,831	5,831	5,831	5,831	5,831	5,831	69,966	50,700	69,966	2,691 per Saltire
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
External Doors 2B	0	0	0	0	0	0	0	0	0	0	0	0	0	150,000	0	
External Windows 2A	48,875	48,875	48,875	48,875	48,875	48,875	48,875	48,875	48,875	48,875	48,875	48,875	586,500	425,000	586,500	per contract
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
the Hub boiler replacment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
the Hub poss remodeling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>26,247</b>	<b>75,122</b>	<b>101,513</b>	<b>75,122</b>	<b>26,247</b>	<b>75,122</b>	<b>26,247</b>	<b>55,022</b>	<b>26,247</b>	<b>75,122</b>	<b>69,525</b>	<b>75,122</b>	<b>901,466</b>	<b>848,600</b>	<b>901,466</b>		

Assume a £2,000 spend on Factored Owners properties

2,000

2,000

£1,934,824

£1,713,160 £1,941,273

**WELLHOUSE HOUSING ASSOCIATION**

2022/23 Budget Movement between Version 3 & Version 4

**STATEMENT OF COMPREHENSIVE INCOME**



	Social Lettings Rental Income	Social Lettings Service Charges	Commercial Lettings	Factoring	Development	The Hub Services	Corporate Services	Total	V3 24 Feb	Movement
Rental Income & Service Charges	3,482,460.19							3,482,460.19	3,482,460.19	0.00
Less: Voids losses	(27,859.68)							(27,859.68)	(27,859.68)	0.00
Commercial Rental Income			32,228.68			20,858.84		53,087.52	57,787.52	4,700.00
Factoring Income				18,589.09				18,589.09	18,589.09	0.00
Grants released from Deferred Income	498,781.00							498,781.00	498,781.00	0.00
Other Revenue Grants	44,000.00							44,000.00	44,000.00	0.00
Other Income							0.00	0.00	0.00	0.00
	3,997,381.51		32,228.68	18,589.09	0.00	20,858.84	0.00	4,069,058.12	4,073,758.12	4,700.00
								4,069,058.12	4,073,758.12	4,700.00
Management Expenses - Staff Costs	466,272.71	51,381.54		5,709.06			349,660.52	873,023.83	879,739.18	6,715.35
Management Expenses - Overheads	92,356.00	0.00	1,000.00	3,925.92	0.00	5,500.00	333,133.40	435,915.32	452,215.32	16,300.00
Reactive Maintenance	433,228.00	50,872.32		2,000.00				486,100.32	504,980.32	18,880.00
Cyclical Maintenance	316,561.60							316,561.60	324,778.00	8,216.40
Planned Renewals/Major Repairs	232,696.00							232,696.00	297,596.00	64,900.00
Depreciation on Housing Properties	909,298.85							909,298.85	912,936.49	3,637.63
Bad Debts	10,000.00							10,000.00	0.00	10,000.00
	2,460,413.17	102,253.86	1,000.00	11,634.98	0.00	5,500.00	682,793.92	3,263,595.92	3,372,245.31	108,649.38
								3,263,595.92	3,372,245.31	108,649.38
Operating Surplus	1,536,968.34	(102,253.86)	31,228.68	6,954.11	0.00	15,358.84	(682,793.92)	805,462.19	701,512.81	103,949.38
								805,462.19	701,512.81	103,949.38
Release of Negative Goodwill	38,134.00							38,134.00	38,134.00	0.00
Gain/Loss on Disposal of Fixed Assets	0.00							0.00	0.00	0.00
Interest Receivable							3,750.00	3,750.00	3,750.00	0.00
Interest Payable/Other Finance Costs	(234,563.39)							(234,563.39)	(234,563.39)	0.00
										0.00
Surplus for the Year	1,340,538.95	(102,253.86)	31,228.68	6,954.11	0.00	15,358.84	(679,043.92)	612,782.80	508,833.42	103,949.38
										0.00
Actuarial Gain/(Loss) in Pension Scheme							(100,000.00)	(100,000.00)	(100,000.00)	0.00
										0.00
	1,340,538.95	(102,253.86)	31,228.68	6,954.11	0.00	15,358.84	(779,043.92)	512,782.80	408,833.42	103,949.38

<b>Management Committee</b>	24 February 2022
<b>Agenda Item</b>	7
<b>Title of Paper</b>	Review of Standing Orders
<b>Author</b>	Martin Wilkie-McFarlane
<b>Attachment(s)</b>	1.Reviewed Standing Orders and Scheme of Delegated Authority

## FOR DECISION

### 1 PURPOSE

- 1.1 To present the reviewed Standing Orders and Scheme of Delegated Authority for consideration and approval.

### 2 RECOMMENDATIONS

- 2.1 That the set of proposed Standing Orders attached at Appendix 1 be approved and reviewed in 3 years.

### 3. BACKGROUND

- 3.1 WHA's Rules define the aims and set out the power and authority of the Association, which is vested in the Committee. The Association's Standing Orders set out how the Committee and its Sub-Committees conduct their business. The Association's Financial Policies form part of the Association's Standing Orders and define the authority of the Committee, Sub-Committees, Office Bearers and WHA team members in the control and use of financial resources and assets, and define how they must be accounted for.

- 3.2 Nothing in the Standing Orders can override:
- Statutory requirements;
  - Guidance from the Scottish Housing Regulator which has the force of statute;
  - WHA's Rules.

- 3.3 These Standing Orders reflect the Committee and Sub-Committee structure of the Association. They reflect changes to the Association's Rules which were approved by shareholders at a Special General Meeting 9<sup>th</sup> December 2020.

### 4 BUSINESS PLAN, VISION AND VALUES

- 4.1 This paper is compliant with objective 5 of our business plan – *to maintain good governance & financial management*. It is also consistent with our vision and all values of *excellence and integrity*.

## 5 MAIN ISSUES

- 5.1 The proposed Standing Orders are in five sections:
- Scope
  - Responsibilities of management committee members
  - Meeting arrangements
  - Scheme of delegation of authority
  - Financial regulations

The Scope sets out the areas covered by the Standing Orders, and the second section sets out the key roles and responsibilities of the management committee. **The Standing Orders have been reviewed and amended to reflect the Role Description for Governing Body Members of WELLHOUSE HA as agreed by committee in January 2022. (See Appendix 5). Changes to the Role Description have been highlighted at point number 6. There were no further amendments.**

- 5.2 These reviewed Standing Orders contain many key requirements for the practical governance arrangements for WHA, and both committee and management team members will need to ensure that they are aware of its contents and complying with its requirements.

## 6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 6.1 These Standing Orders are fully aligned and consistent with WHA's Rules.

## 7 FINANCIAL IMPLICATIONS

- 7.1 None apparent.

## 8. KEY RISKS

- 8.1 Failure to have effective Standing Orders and a Scheme of Delegated Authority could lead to failure to meet the SHR standards

## 9. EQUALITY AND DIVERSITY ISSUES

- 9.1 These are covered in our overarching equality and diversity statements.





MODEL ROLE DESCRIPTION  
FOR A GOVERNING BODY  
MEMBER

Wellhouse - The Place to Be

Approved	January 2022
Date of Next Review	January 2025

**Role Description for Governing Body Members of WELLHOUSE HA****1. Introduction**

*“The Governing Body leads and directs the RSL to achieve good outcomes for its tenants and other service users.”* Regulatory Standards of Governance and Financial Management, Standard 1<sup>1</sup>

- 1.1 This role description has been prepared to set out the responsibilities that are associated with being a governing body member (GBM) of Wellhouse Housing Association (WHA). It should be read in conjunction with the accompanying person specification [or GB profile] and WHA's Rules and Standing Orders.
- 1.2 WHA is a Registered Social Landlord [and a Scottish Charity]. The role description reflects the principles of good governance and takes account of (and is compliant with) the expectations of the Regulatory Standards of Governance and Financial Management for Scottish RSLs and relevant guidance produced by the Office of the Scottish Charity Regulator (OSCR).
- 1.3 WHA encourages people who are interested in the Association's work to consider seeking election as a GBM and is committed to ensuring broad representation from the communities that it serves. GBMs do not require 'qualifications' but, from time to time, we will seek to recruit people with specific skills and experience to add to or expand the existing range of skills and experience available to ensure that the governing body is able to fulfil its purpose. We have developed a profile for the GB which describes the skills, qualities and experience that we consider we need to lead and direct WELLHOUSE HA and carry out an annual review of the skills that we have and those that we need to inform our recruitment activities.
- 1.4 This role description applies to all members of the governing body, whether elected or co-opted or appointed, new or experienced. It is subject to periodic review.

**2. Primary Responsibilities**

- 2.1 As a GBM your primary responsibilities are, with the other members of the governing body, to
  - Lead and direct WHA's work
  - Promote and uphold WHA's values
  - Set and monitor standards for service delivery and performance
  - Control WHA's affairs and ensure compliance
  - Uphold WHA's Code of Conduct and promote good governance
- 2.2 Responsibility for the operational implementation of WHA's strategies and policies is delegated to the Chief Officer.

**3. Key Expectations**

- 3.1 WHA has agreed a Code of Conduct for Governing Body Members which every member is required to sign on an annual basis and uphold throughout their membership of the governing body.

<sup>1</sup> Scottish Housing Regulator (February 2020) *Regulation of Social Housing in Scotland: Our Framework* available [here](#)

## Appendix 5

- 3.2 Each GBM must accept and share collective responsibility for the decisions properly taken by the governing body. Each GBM is expected to contribute actively and constructively to the work of WHA. All members are equally responsible in law for the decisions made.
- 3.3 Each member must always act only in the best interests of WHA and its customers, and not on behalf of any interest group, constituency or other organisation. GBMs cannot act in a personal capacity to benefit themselves or someone they know.

**4. Main Tasks**

- To contribute to formulating and regularly reviewing WHA's values, strategic aims, business objectives and performance standards
- To monitor WHA's performance
- To be informed about and ensure WHA's plans take account of the views of tenants and other customers
- To ensure that WHA operates within and be assured that WHA is compliant with the relevant legal requirements and regulatory frameworks
- To ensure that risks are realistically assessed and appropriately monitored and managed
- To ensure that WHA is adequately resourced to achieve its objectives and meet its obligations
- To oversee and ensure WHA's financial viability and business sustainability whilst maintaining rents at levels that are affordable to tenants
- To act, along with the other members of the governing body, as the employer of WHA's staff
- To ensure that WHA is open and accountable to tenants, regulators, funders and partners

**5. Duties**

- Act at all times in the best interests of WHA
- Accept collective responsibility for decisions, policies and strategies
- Attend and be well prepared for meetings of the governing body and sub-committees
- Contribute effectively to discussions and decision making
- Exercise objectivity, care and attention in fulfilling your role
- Take part in ongoing training and other learning opportunities
- Take part in an annual review of the effectiveness of WHA's governance and of your individual contribution to WHA's governance
- Maintain and develop your personal knowledge of relevant issues and the wider housing sector
- Represent WHA positively and effectively at all times, including **[in local communities and]** when attending meetings and other events

**Trust****Honesty****Integrity****Excellence****Accountability****Sustainability**

## Appendix 5

- Respect and maintain confidentiality of information
- Treat colleagues with respect and foster effective working relationships within the governing body and between the governing body and staff
- Be aware of and comply with our policy on the restrictions on payments and benefits
- Register any relevant interests as soon as they arise and comply with WHA's policy on managing conflicts of interest

**6. Commitment**

6.1 An estimate of the annual time commitment that is expected from GBMs is:

Activity	Time
Attendance at up to 10 regular meetings of the governing body	20
Reading and preparation for meetings of the governing body	12
Attendance at up to 4 sub-committee meetings	8
Reading and preparation for sub-committee meetings	4
Attendance at annual planning and review events (including individual review meeting)	10
Attendance at events such as estate tours, tenant / customer conferences, openings and site visits	5
Attendance at internal briefing and training events	14
External Training and conference attendance (may include overnight stay or weekend)	7
<b>Total</b>	<b>84</b>

**7. What WHA Offers GBMs**

7.1 **[All GBMs are volunteers and receive no payment for their contribution]. WELLHOUSE HA** has adopted an Entitlements, Payments and Benefits Policy which prevents you or someone close to you from inappropriately benefiting personally from your involvement with WHA. This and related policies also seek to ensure that you are not unfairly disadvantaged by your involvement with WHA. All out of pocket expenses associated with your role as a GBM will be fully met and promptly reimbursed.

7.2 In return for your commitment, WHA offers:

- A welcome and introduction when you first join the governing body;
- A mentor from the governing body and a named staff contact for the first six months, with ongoing support
- Clear guidance, information and advice on your responsibilities and on WHA's work
- Formal induction training to assist settling in
- Papers which are clearly written and presented, and circulated in advance of meetings

**Trust****Honesty****Integrity****Excellence****Accountability****Sustainability**

## Appendix 5

- The opportunity to put your experience, skills and knowledge to constructive use
- The opportunity to develop your own knowledge, experience and personal skills
- The chance to network with others with shared commitment and ideals

### 8. Review

- 8.1 This role description was approved by the governing body on 27 January 2022. It will form the basis of the annual review of the effectiveness of your contribution to our governance. It will be reviewed by the governing body not later than January 2025.

<b>Management Committee</b>	24 February 2022
<b>Agenda Item</b>	8
<b>Title of Paper</b>	Bulk Uplift
<b>Author</b>	Bill Black, Assets & Maintenance Manager
<b>Attachment</b>	Appendix 1 GCC Cost Appendix 2 Bin area Appendix 3 Void

## FOR DISCUSSION

### 1 PURPOSE

To provide Committee with an update on bulk and refuse issues and potential costs in the future.

### 2 RECOMMENDATIONS

Committee are asked to note and comment on the issues as outlined within the contents of the report.

### 3 BUSINESS PLAN, VISION AND VALUES

3.1 The report is consistent with our commitment to improve our performance management and is compliant with our strategic objectives;

1. Deliver excellent services;
2. Provide good quality homes;
3. Anticipate, understand and respond to local needs;
4. Foster an attractive, successful and thriving community;
5. Maintain good governance and financial management;
6. Value and invest in our people.

It is also consistent with our Values of:

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

### 4. BACKGROUND

Before the start of the Pandemic in March 2020, Glasgow City Council (GCC) provided a weekly bulk uplift service to flatted properties within the Co-operatives area. Our Estate Wardens brought the bulk items to the pickup points for uplift. Uplifts at main

door properties were reported directly to the Council by tenants and were free of charge. The Council suspended this service to properties at the start of the pandemic in March 2020, and later announced that the service was being completely withdrawn. From July 2021 the Council introduced charges for bulk uplifts at £35 per item.

Disposal at the Council Waste Facility is currently free for both the Association and our tenants. At a recent meeting, GCC confirmed that there would be no charges imposed for 22/23, however, could not comment on subsequent years.

It should be noted that GCC is one of the last remaining Scottish Councils to withdraw the free uplift service. Appendix 1 of the report highlights the current cost for disposal at recycling depots. GCC is quick to point out that collection of bulk (as opposed to dealing with fly-tipping); isn't a legal requirement for Local Authorities:

## 5. MAIN ISSUES

Our Estate Wardens currently collect bulk waste on a Monday and Friday, resulting in 3 to 4 trips to the recycling centre on each day. Previously, the Estate Wardens would have pulled out GGC bulk uplift on a Monday only, however due to increased bulk within the area an additional day was required on a Friday as well.

GCC are introducing an appointment system from 14th February 2022 where we will be required to complete an online booking to access the site for bulk drop off. We will monitor how this will impact on the service.

The number of black bags and other items left in the bin areas is of a major concern given the additional time it takes to clean up these areas. Please see Appendix 2.

Despite numerous newsletter/website articles and letters, tenants are still leaving bulk items at the old pick-up points or at the rear of the flats. Many tenants have stated that they are unable to afford bulk uplift charges. In addition, there has been a noted increase of items being left on landings within the closes.

Tenants who are giving up their tenancy are asked to empty the property of their belongings before handing the keys into the office. Due to the new uplift charges, we have found that tenants have either not cleared the house or have dumped articles outside resulting in an increased workload, additional trips to the recycling facility, subsequently preventing the Wardens being unable to carry out their other duties, such as back-court maintenance. Please see appendix 3.

On average, we have had approximately 35-54 voids per year over the last 3 years. In the first 9 months of this year, we have had 47 voids with most needing clearance from a few items to a whole house removal. In addition, we have had to respond to an increase in requests from Housing Officers to remove refuse from the terraced houses.

### Staffing Issues

A vacancy exists in the Estate Warden Team. Following two rounds of advertising, we have been unable to recruit a suitable candidate. Agency staff are currently being utilised.

Bulk issues are not limited to WHA and the Regulator has noted that this is a city-wide issue for housing associations.

## **6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES**

- 6.1 Regulatory Issues – none that we are aware of
- 6.2 Legal issues with procurement – none
- 6.3 Constitutional issues – none

## **7. CONSULTATION**

None currently, however we will monitor the situation and given the pressures on the Estates team and potential costs being accrued by the Association, we will report back to committee on the areas noted below within 6 months with proposed recommendations.

- 1. Continue as is and absorb costs;
- 2. Take close cleaning off wardens;
- 3. Contract out refuse collection;
- 4. Charge tenants.

## **8. FINANCIAL IMPLICATIONS**

If charges are introduced in 23/24 and we average 6 trips per week to the recycling centre, at a cost of £160.00, we would incur a cost of £49,920 for disposal of items. If we allowed a maximum of two days per week, warden labour costs would be £53,842, resulting in an overall total of £103,762 per year for bulk removal at current costs.

The Association has been incurring the cost of the Wardens since the removal of the bulk service by GCC. Void clearance will be recharged labour and recycling costs per void.

## **9. KEY RISKS**

### **Reputational and Financial**

Risk associated with tenants' complaints is mainly reputational. In order to manage this risk, we will monitor complaint outcomes and the potential cost implications in relation to bulk uplifts for the Association.

## **10. EQUALITY AND DIVERSITY IMPLICATIONS**

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

## **11. CONCLUSION**

Management Committee are asked to note and comment on issues as outlined within the report.













8.3 Appendix 3 void



<b>Management Committee</b>	24 February 2022
<b>Agenda item</b>	9
<b>Title of Paper</b>	Quarter 3 - KPI Report October-December 2021
<b>Author</b>	Carol Hamilton, Housing and Customer Service Manager Bill Black, Assets and Maintenance Manager
<b>Attachments</b>	Appendix 1 – KPI results Quarter 3
<b>Executive Summary</b>	This KPI report is presented from the Management Team on our performance for the third quarter of 2021/22

## FOR INFORMATION

### 1 PURPOSE

- 1.1 The purpose of this report is to bring to the attention of Committee the performance in relation to Key Performance Indicators (KPI) for period October - December 2021.
- 1.2 The report and attached Appendix 1 details performance results for the third quarter against targets set for 2021/22. Committee is asked to discuss with the Management Team any of the presented performance trends, consider any influencing factors and suggest appropriate responsive action.

### 2 RECOMMENDATIONS

- 2.1 Committee is asked to discuss and note the contents of this report

### 3 BUSINESS PLAN, VISION AND VALUES

- 3.1 Key areas of performance are integral to business; we measure our success by setting targets against these objectives, ensuring that we deliver them effectively and efficiently. The six objectives are to: -
  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.
- 3.2 It is also consistent with our Values of:
  - Trust, Honesty, Integrity, Excellence, Accountability, Sustainability
- 3.3 The report reflects priorities set from the 2021/22 Operational Plan.

- 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 Committee is kept updated throughout the year on key areas of the business. The Annual Return of the Charter (ARC) also provides areas of performance. The KPI targets referred to in this report and attached Appendix 1 reflect areas included in the ARC. Our own internal targets and any service standard we deem important are collated and monitored separately.

The full suite of KPIs has recently been reviewed to ensure that we are reporting on relevant KPIs with proper targets in place. As well as being a working internal management document, this also appears on the website and is available for everyone to view. This now results in a more condensed version of the KPI report meaning it is less likely that important information could be overlooked.

This quarterly Committee report will still highlight areas of concern and also areas of particularly good performance or improvement and will once again have the recently reviewed table of KPIs as an appendix, as this will still be the source of any information contained in this report. The Housing & Customer Services Manager and Assets & Maintenance Manager will concentrate on certain areas for discussion each quarter and may also have some attachments displaying visual content.

#### **5 DISCUSSION**

##### **5.1 Housing & Customer Services Manager- Discussion points**

Rent collected as a % of total rent due remains above 100% being 101.68% at end of Quarter 3.

Gross rent arrears are reducing slightly although they are still an area of concern and are the subject of a separate committee report.

Former Tenant arrears are still being affected by Covid and abandoned tenancies and we are continuing to use various methods to recover or write -off arrears where appropriate.

Current Tenant rent arrears have reduced.

The % of tenancy offers refused continue to be out with target and although analysis of reasons for refusal do not raise any issues of great concern, there has been a recent trend of refusals of flats in general and a preference for main door properties only.

Relet times in Quarter 3 were still lengthier than normal at an average of 26.95 days mainly due to the delay in processes as a result of Covid coupled with an increase in refusals.

During Quarter 3 and over the preceding year, response times for adaptations have

remained consistent and within target.

## 5.2 Assets & Maintenance Manager - Discussion points

Contractors are continuing to perform well given the ongoing situation and the availability of materials and labour due to Covid.

Gas Servicing is back to 100% access, but we are still experiencing a very high level of services going to 'Forced Access' which takes up a lot of staff time.

Repairs Satisfaction rates improved to within target at 87.9%.

## 6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

6.1 There are no regulatory, legal, or constitutional issues to consider in this performance report.

## 7. FINANCIAL IMPLICATIONS

7.1 Committee are asked to note the impact of arrears and void rent losses.

## 8. KEY RISKS

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Increasing arrears impact on our income	Financially due to lost income	
Reputational through possible failure to provide excellent services.	Problems with stock – internal and external.	
<b>Mitigation</b>	<b>Mitigation</b>	<b>Mitigation</b>
Focus placed on rent arrears and void turnaround times	Redesigning arrears reports and actions	
Improvement plans are ongoing	Regular home visits and estate visits are unable to take place due to Covid-19 but will restart asap	

## 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** The usual KPIs are causing concern – rent arrears, but plenty other KPIs to take some comfort from. Covid-19 is still causing some issues but as time goes by these issues are becoming less.



KPI Monitoring  
2021/2022



Within target

Minor Concern

Concern

Business Area	ARC QUESTION	KPI Brief Description	Annual KPI Target	Performance at End of Year 2019/2020	Performance at End of Year 2020/21	End of Quarter 1	End of Quarter 2	End of Quarter 3	Variance	Comments
ARC	26	Rent Collected as % of total rent due for year	100%	98.37%	97.21%	97.63%	103.25%	101.68%		Based on rent charges raised and rental received Year To Date
	27	Gross Rent Arrears as % of rent due for year	8.00%	8.89%	10.86%	10.60%	10.52%	10.56%	2.56%	Figure includes £20.8K Written Off minus Technical Arrears of £10.5K
	18	% of Void Rent Loss	0.60%	0.19%	0.29%	0.53%	0.45%	0.60%		Covid 19 restrictions and metering continue to delayed void works and view ings.
	22	Number of court actions which resulted in eviction	n/a	0	0	0	1	1		2 Decree's secured during Q2, 1 enforced by Eviction for rent arrears
Performance		Current Tenants Arrears	7.00%	8.22%	9.20%	10.39%	8.96%	8.65%	1.65%	Current tenant arrears decreasing
		Former Tenant Arrears %	1.00%	1.08%	1.66%	1.47%	1.68%	1.61%	0.61%	Former tenant arrears increased due to Covid 19 and tenancies ending
ARC	14	Tenancy offers refused	30%	46.97%	34.09%	43.75%	41.86%	36.20%	6.20%	Analysis of reasons for refusals did not raise any issues of concern and has fallen during period
	17	Property that became vacant in the year	n/a	35	27	18	32	47		
	30	Relet time	12 days	14.46 days	30.57 days	18.23 days	27.04 days	26.95 days	14.95 days	Covd 19 restrictionsand metering issues delayed void works and view ings
Performance		No of lets made	n/a	35	24	13	25	37		
ARC	6	% of stock meeting SHQS	100%	97.98%	98.11%	98.11%	98.11%	98.11	1.89%	Some tenants not allow ing access for works but this w ill reduce w hen properties become void.
	8	Average time to complete EME repairs	4 hours	2.06 hours	2.18 hours	1.8 hours	1.9 hours	1.9 hours		
	9	Average time to complete NON-EME repairs	6 days	3.72 days	3.48 days	4 days	4.2 days	4.4 days		
	10	Reactive repairs carried out completed right first time	100%	99.81%	99.21%	100%	98%	100%		
	11	How many times did you not meet your statutory obligations to complete a gas safety check within 12 months of filment or its last check	0%	0%	4.30%	0.63%	0.00%	0%		
Performance		Average time to complete Urgent jobs	3 days	2.1 Days	2.1 days	2.1 days	2 days	2.1 days		
ARC	19	The number of Households currently waiting for adaptations to their home.	n/a	6	4	2	4	2		
	20	The total cost of adaptations complete in year	n/a	£25,118	£62,010	£22,535	£24,589	£40,163.46		
	21	The average time to complete adaptation	60 days	65.28 days	46.06 days	27 days	25 days	30 days		
ARC	15	% of ASB cases reported in the last year which were resolved	n/a	94.20%	94.20%	87.50%	90.91%	90.38%		Of cases not resolved all (5) are serious ASB cases awaiting court hearings
	22	% of court actions initiated which resulted in eviction	n/a	0	0	0	1	1		2 Decree's secured during Q2, 1 enforced by Eviction for rent arrears - none for ASB or other reasons
ARC	1	% of tenants satisfied with overall service provided by their Landlord	90%	86.5%	94.1%	100.0%	98.6%	91.7%		
	2	% of tenants who feel their Landlord is good at keeping them informed about their services and decisions	95%	88.0%	95.1%	97.2%	95.9%	90.3%	4.7%	
	5	% of tenants satisfied with the opportunities given to them to participate in the landlord's decision making processes	85%	85.8%	97.6%	98.6%	90.3%	95.9%		
	7	% of existing tenants satisfied with the quality of their home	80%	83.1%	87.2%	88.9%	88.9%	88.9%		
	12	% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.	85%	88.2%	87.8%	84.6%	69.4%	87.9%		
	13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	90%	79.5%	92.4%	97.2%	97.2%	98.6%		
	25	% of tenants who feel that the rent for their property represents good value for money	85%	84.0%	93.1%	94.4%	94.5%	91.7%		
ARC		The percentage of all complaints responded to in full at Stage 1	100%	100%	86.6%	100%	100%	100%		
	3	The precentage of all complaints responded to in full at Stage 2	100%	100%	100%	n/a	n/a	100%		
		The average time in working days for a full response at Stage 1	5 days	6.12 days	2.74 days	6 days	7.25 days	2.69 days		
	4	The average time in working days for a full response at Stage 2	20 days	14.46 days	5 days	n/a	n/a	13 days		
Service Standards		4 new sletter articles per annum	100%	100%	100%	100%	100%	100%		
ARC	29	% of factored owners satisfied with factoring service they receive	70%	87.5%	87.5%	87.5%	87.5%	87.5%		

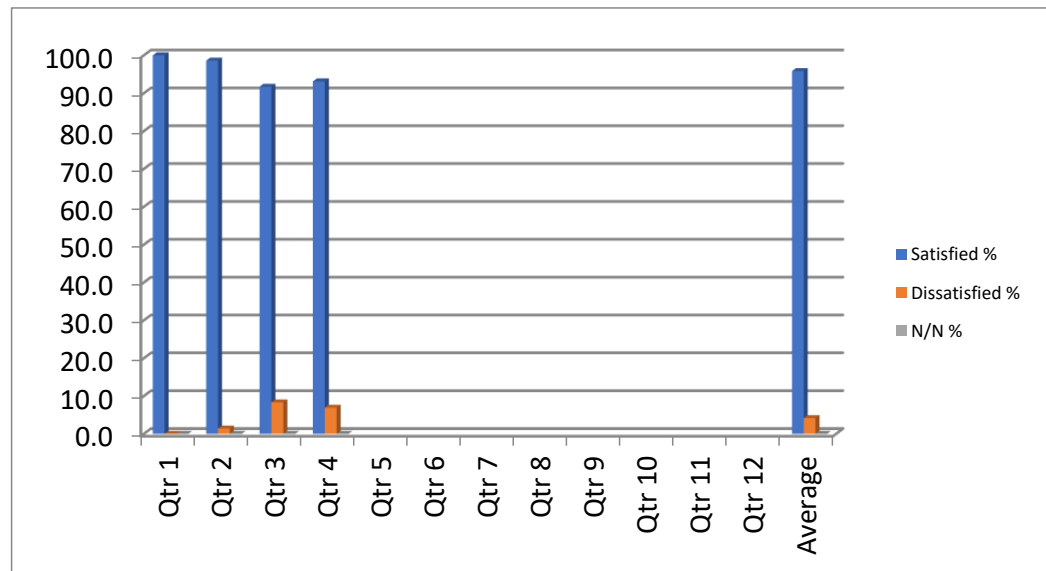


## Appendix 2

### Satisfaction Indicators 2021

#### Indicator 1

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

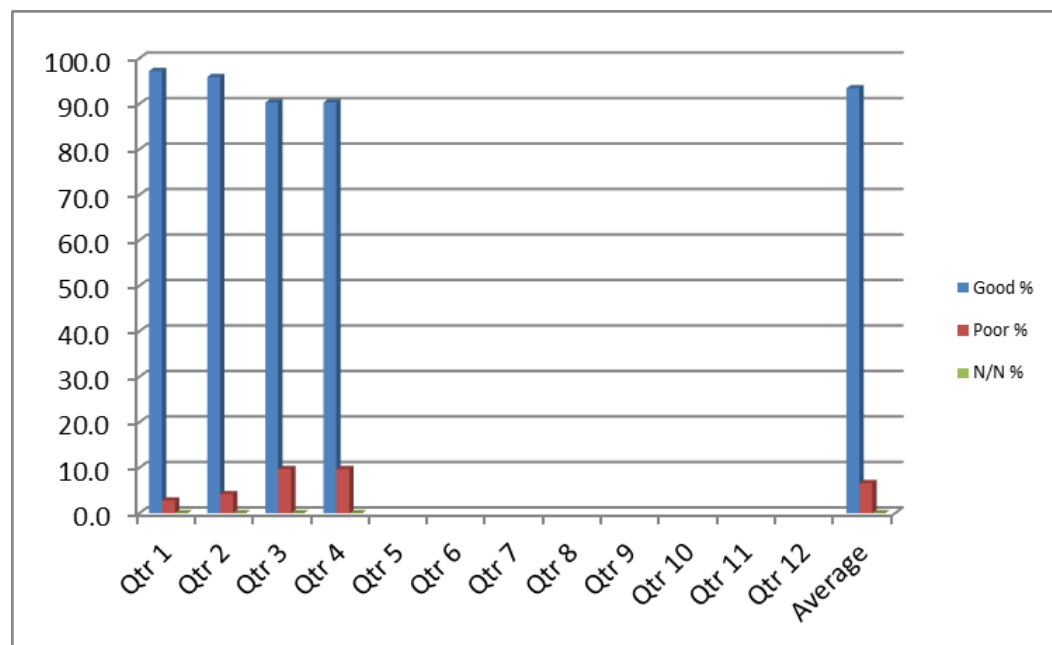


Average Satisfied % **95.9%**

WHA Target % 90%

#### Indicator 2

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

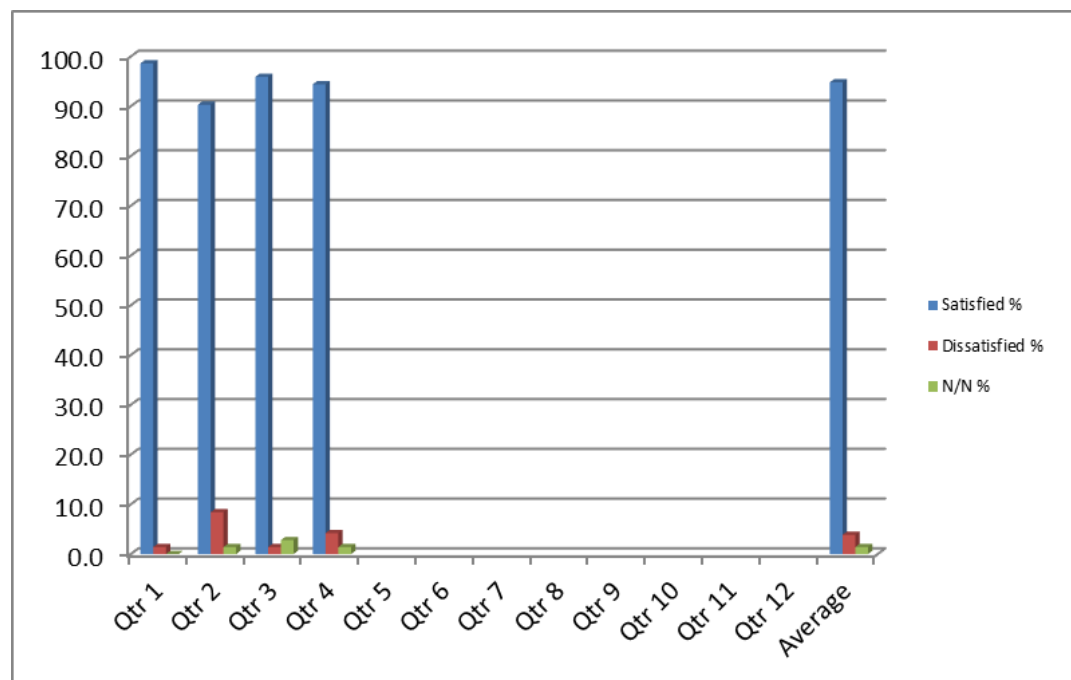


Average Satisfied % **93.4%**

WHA Target % 95%

**Indicator 5**

How satisfied or dissatisfied are you that with opportunities given to you to participate in your landlord's decision making processes?

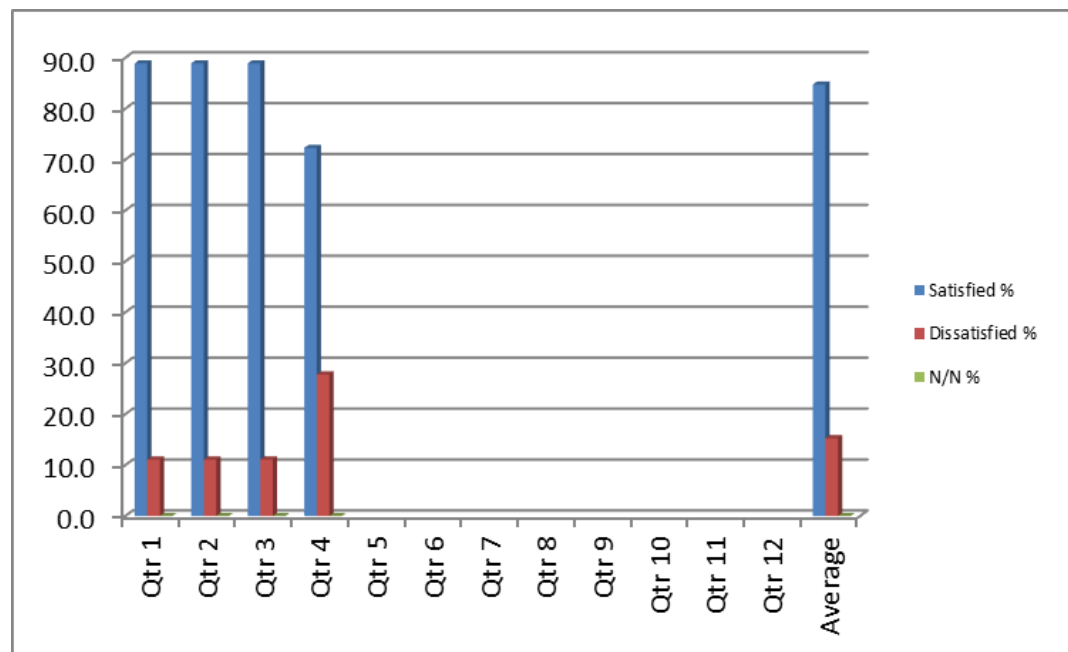


Average Satisfied % **94.8%**

WHA Target % 85%

**Indicator 7**

How satisfied or dissatisfied are you with the overall quality of your home?

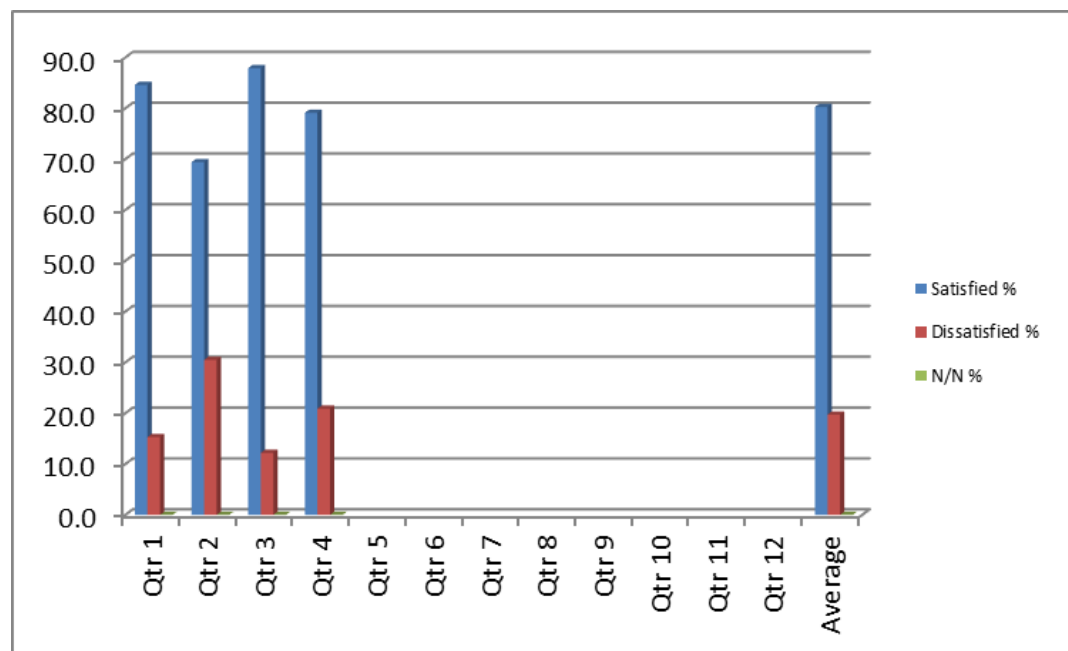


Average Satisfied % **84.8%**

WHA Target % 80%

**Indicator 12**

Thinking about the LAST time you had a repair or maintenance carried out, how satisfied or dissatisfied were you the repairs and maintenance service provided by your landlord?

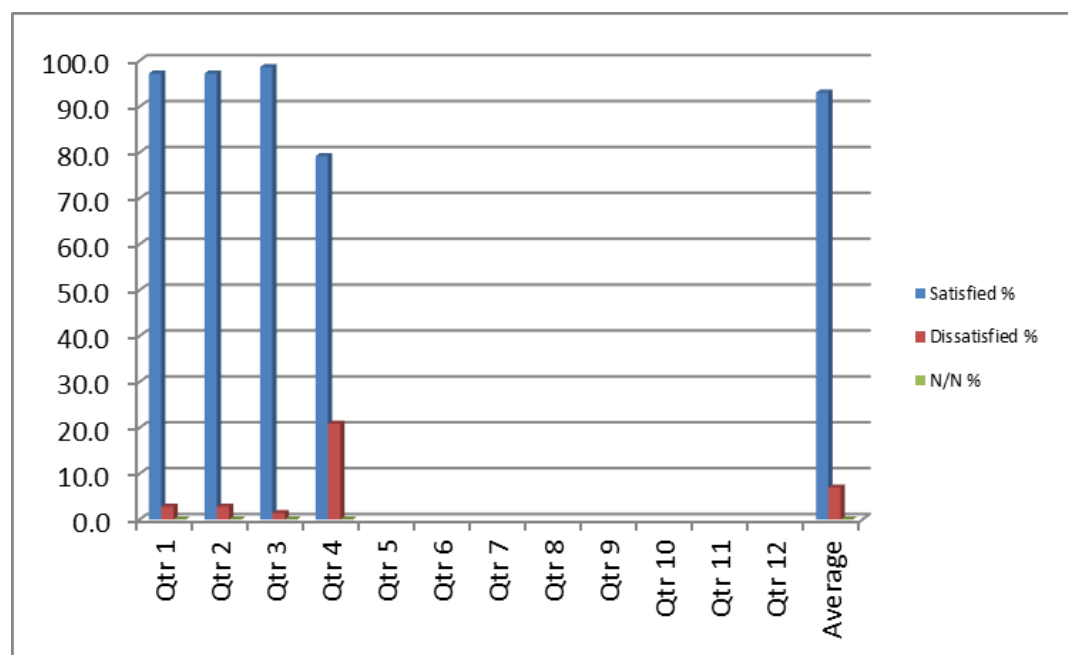


Average Satisfied % **80.3%**

WHA Target % 85%

**Indicator 13**

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

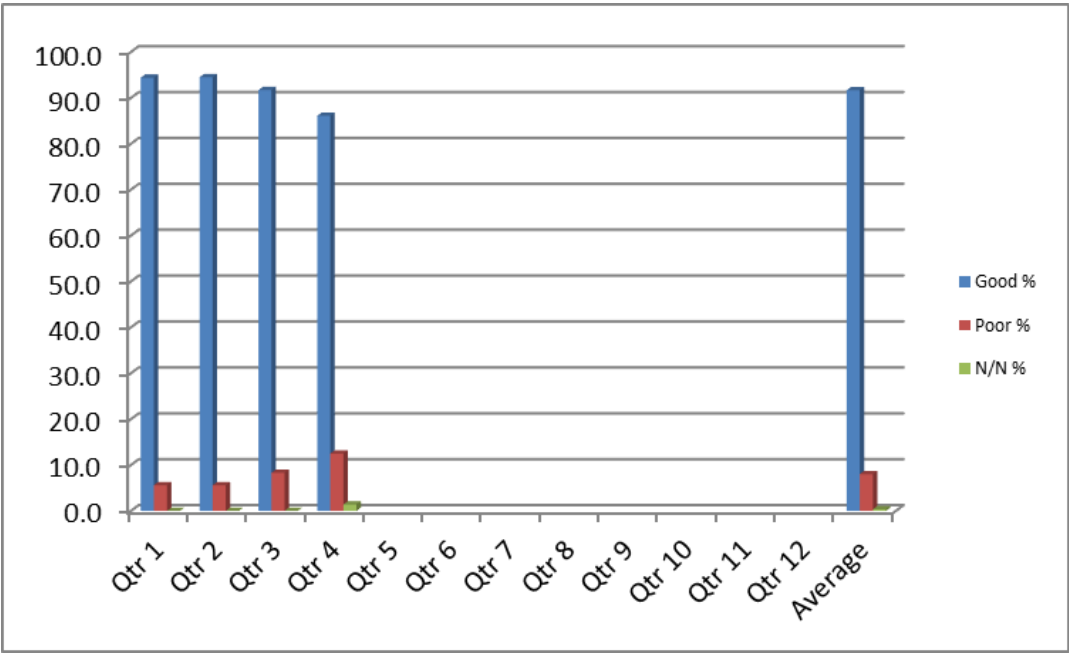


Average Satisfied % **93.1%**

WHA Target % 90%

Indicator 25

Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?



Average Satisfied % 91.7%

WHA Target % 85%

<b>Management Committee</b>	24 February 2022
<b>Agenda Item</b>	10
<b>Title of Paper</b>	Complaints and Compliments 2021/22 Update
<b>Author</b>	Carol Hamilton, Housing & Customer Service Manager
<b>Attachment(s)</b>	N/A
<b>Executive summary</b>	<ul style="list-style-type: none"> <li>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</li> <li>The Association has a commitment to learning from complaints as well as our Complaints Handling development</li> </ul>

## 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 October 2021 to 31 December 2021.
- 1.2 This report also contains performance information for the Year to Date (YTD) ending 31 December 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 **15** complaints during the Third Quarter of 2021/22.

#### 4.2 Stage 1 Complaints

13 Stage 1 Complaints were received during the period 1 October 2021 to 31 December 2021. **100% (13)** of Stage 1 complaints were responded to within Quarter 3 and were handled within timescale.

Quarter 3 performance was **2.69 days against an SPSO target of 5 working days**. For the YTD our average performance is now **3.71 days**, again within the target response times.

The outcome of these complaints are as follows:

Outcome - Stage 1	Quarter 3 2021/22
Upheld	2
Partially Upheld	-
Not Upheld	4
Resolved	7
<b>Total</b>	<b>13</b>

#### 4.3 Stage 2 Complaints

There were 2 stage two complaints received within the period. **100% (2)** of Stage 2 complaints were responded to within Quarter 3 and were handled within timescale.

Quarter 3 performance was **13 days against an SPSO target of 20 working days**. For the YTD our average performance is now **14.3 days**, again within the target response times.

\*Please Note this includes a Stage 2 Case not previously reported from Quarter 2. This had been incorrectly recorded as an Anti-Social Behaviour Case. This was picked up when analysing ASB Complaints. It was dealt with as a Stage 2, correctly, at the time. The complaint related to how staff were dealing with a rehousing request due to an ongoing ASB complaint.

Outcome - Stage 2	Quarter 3 2021/22
Upheld	-
Partially Upheld	2
Not Upheld	-
Resolved	-
<b>Total</b>	<b>2</b>

#### 4.4 Complaint Issues

The table below details the main issues WHA received complaints about during Quarter 3:

Issues raised	Q3 2021/22	Outcome
Equalities issue	-	-
Failed to attend appointment	2	2 Upheld
Contractor conduct	-	-
Poor workmanship	-	-
Incomplete repair	2	2 Front Line Resolution
Repairs Delay	1	1 Partially Upheld
Rechargeable Repairs	-	-
Common Repairs	-	-
Rent Arrears	-	-
Anti-Social Behaviour	1	1 Not Upheld
Estate Management	3	3 Front Line Resolution
Estates Team	2	1 Front Line Resolution 1 Partially Upheld
Policy/Procedure	4	1 Front Line Resolution 3 Not Upheld
Communication	-	-
Staff issue	-	-
Development	-	-
Not WHA Responsibility	-	-
<b>Total</b>	<b>15</b>	<b>15</b>

**However**, although these are the main recorded reasons for complaints, of the two partially upheld complaints one was related to delays in repairs being completed but also mentioned our improvement policy. The other was about estate service and staff response.

#### 5 COMPLIMENTS

During the Quarter to 31 December 2021, we received 4 compliments, 2 related to our estates service and 2 related to level of customer service from housing staff.

## 6 LEARNING FROM COMPLAINTS & TRENDS

### 6.1 *Learning from Complaints*

The main learning outcomes from the last quarter are:

- Complaints Management

Steps taken to improve our management of complaints has resulted in all complaints being responded to within timescale within Quarter 3. This has improved our average response over the YTD to within target.

- Individual Complaints

There was no trend to either the nature or issue of the complaints received during Quarter 3 and therefore no real learning outcomes. The vast majority were Stage 1 Complaints and quickly resolved at the frontline.

### 6.2 *Trends*

Compared to last year's outcomes, the level of stage 1 complaints increased during Quarter 3 **(13)** and over the YTD **(21)** and is now higher than the previous year's outcomes **(22)**. Last year we only received **1** Stage 2 complaint, but **2** were received this Quarter, and **3** during the YTD. This means that complaints in both categories are higher for this year to date than at this point last year.

Policy and procedural issues remained a feature of about a third of the complaints, but the areas being complained about ranged from contractors keeping appointments, through repairs delayed or not properly completed, issues on the estate and how these were resolved by housing and estates team. Issues regarding allocations featured in three complaints for the first time this year.

## 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 Quarter to 31<sup>st</sup> December 2021 no equality complaints were raised.

<b>Management Committee</b>	24 February 2022
<b>Agenda Item</b>	11
<b>Title of Paper</b>	Rent Arrears Update
<b>Author</b>	Carol Hamilton, Housing & Customer Service Manager
<b>Attachment(s)</b>	N/A
<b>Executive summary</b>	<p>The following information is recorded at the end of Period 10, 31<sup>st</sup> January 2022:</p> <ul style="list-style-type: none"> <li>• Gross current tenant rent arrears are £293,457 – 8.73% of annual income</li> <li>• Net arrears are £279,556 – 8.32% of annual income</li> <li>• Former Tenant's arrears are £54,803</li> <li>• Rent collection is currently 101.15% (cumulative 10 months to end January 2022)</li> <li>• 96 tenants (12.12% of all tenants) owing £1,000+ now owe £209,934 collectively – 71.54% of current arrears and 6.25% of annual rent income.</li> <li>• 59 (7.45% of all tenants) of those owing £1,000+ are UC recipients</li> <li>• 37 tenants (4.67% of all tenants) owe £2,000+</li> <li>• The number of tenants claiming UC is 245 (30.93% of tenants).</li> <li>• The amount of UC arrears figure is £165,132 (56.27% of the current arrears) or (4.92% of annual income)</li> </ul>

## 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 January position.

## **5. MAIN ISSUES:**

5.1 Since the last Committee update, gross current tenant rent arrears have increased by £2,941 to £290,516.

5.2 During the same period, net current arrears have reduced by £402 to £279,556.

5.3 The number of tenants in arrears across most bands remains fairly static during the last few weeks. 96 tenants owe more than £1000, which is 6 more than reported at last Committee update, and those owing more than £2,000 has decreased by 3 to 37.

5.4 The Former Tenant Arrears (FTAs) have increased by £827, and Committee are asked to approve FTA write-offs in a separate paper.

5.5 Direct Debits to the value of £889.26 were cancelled or returned as unpaid during the month of January and one Housing Benefit payment of £1,020 was incorrectly coded by GCC and will accounted for in February's figures.

5.6 Universal Credit (UC) is now claimed by 245 of WHA households and UC arrears now accounts for £165,132 (56.27% of the total gross current rent arrear).

5.7 The Housing Team will now focus on reducing the UC debt by ensuring that affordable arrangements are made for those with outstanding balances and the arrears process will be followed while awards are being processed. Priority will also be given to reducing Former Tenant Arrears. Currently there are 18 cases in the legal system.

## **6. DISCUSSION**

6.1 The Housing Team have lodged applications for households who fulfil the criteria for funds from the Glasgow City Council Coronavirus (Covid-19) Tenant Grant Fund. It is unclear when any payments will be paid.

## **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.

<b>Management Committee</b>	24 February 2022
<b>Agenda Item</b>	12
<b>Title of Paper</b>	Policy Review
<b>Author</b>	Carol Hamilton, Housing & Customer Service Manager Bill Black, Assets & Maintenance Manager
<b>Attachment</b>	12.1 Complaints, Compliments and Comments Policy <b>Maintenance Policies:</b> 12.2 Legionella Policy 12.3 Gas Management Policy 12.4 Asbestos Policy

## FOR DECISION

### 1 PURPOSE

- 1.1 To provide the updated Complaints, Compliments and Comments Policy to the Management Committee for approval.
- 1.2 To provide the updated Legionella, Gas Management and Asbestos Policy to the Management Committee for approval

### 2. RECOMMENDATIONS

- 2.1 That the policy be ratified for a further 3 years.

### 3 BACKGROUND

- 3.1 The attached Complaints, Compliments and Comments Policy has been updated to take account of 3 low level recommendations as a result of feedback from Wylie & Bisset, Internal Auditors, who reviewed the complaints handling process in January 2022. The Policy is attached (Appendix 1) and all changes are in bold and will return to normal type upon Committee approval.
- 3.2 The overall conclusion of the review resulted in a 'Strong' classification. It was recommended that: -
  - The Association includes details of roles and responsibilities within the Policy
  - That the staff member investigating a complaint should directly contact the complainer after the investigation is concluded, to enquire about the level of satisfaction from the way the complaint was handled as well as the outcome of the complaint. The findings are to be recorded and used to make future decisions about the complaint handling process
  - That the Association continues to endeavour to conclude all complaints within appropriate timescales.

3.3 The attached Maintenance policies have been reviewed and the main changes are

- Legionella Policy reviewed and actions updated, inspections and works ongoing.
- Gas Policy reviewed and section covering Covid added.
- Asbestos Policy reviewed and details of Modus data base added for both contractors 12.2 and WHA 5.5.

## 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 CHANGES

- 5.1 The updates and changes to the Policies are described above at 3.1, 3.2 and 3.3

## 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.		
<b>Mitigation</b>	<b>Mitigation</b>	<b>Mitigation</b>
Our policy and practice framework and new culture supports the developments and the management team must focus on improvements		

## 7. EQUALITY AND DIVERSITY

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

## **8. SUSTAINABILITY**

No impact

## **9. SWOT ANALYSIS**

Not required as no new business activity proposed.

## **10. CONCLUSIONS**

- 10.1** Our current policies are consistent with best practice; we should review them in three years' time.

## Policy

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## Complaints, Compliments & Comments

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# Wellhouse - The Place To Be

Policy Created:	March 2016
Policy Reviewed:	March 2017, June 2019, April 2020, <b>February 2022</b>
Date of Next Review:	<b>April 2025</b>



Section	Content	Pages
1.	Vision and values	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	3
5.	Introduction	3
6.	The Policy	4

#### Linked Policies/Procedures

1.	Neighbourhood Management Policy
2.	Anti-Social Behaviour Policy
3.	Social Media Policy

## 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 and 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. 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

The aim of the Complaints, Compliments & Comments policy is: -

- To deliver a complaints service that meets Wellhouse HA's service standards.
- To facilitate organisational learning from complaints.
- To work collaboratively internally, with partner organisations and other agencies where necessary to coordinate comprehensive outcomes to complaints.
- To facilitate the effective and early resolution of complaints.
- To use the analysis of complaints to help Wellhouse improve services and reduce the level of complaints.
- To manage all complaints in an open and accountable way.

## 4. Equal Opportunities & 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. Introduction

Wellhouse HA recognises that providing a high standard of service delivery is essential. The proper handling of complaints is therefore one of Wellhouse HA's highest priorities. Staff members are trained to perceive complaints as a valuable source of information about services and processes that handled in the correct manner can assist in continuous improvement.

**The Housing and Customer Service Manager is responsible for reviewing and updating the Policy.**

## 6. The Policy

### Wellhouse Housing Association Complaints Procedure

We are committed to providing high-quality customer services. We value complaints, compliments and other comments, and use information from them to help us improve our services.

Compliments and comments give us useful feedback on what is working well. If something goes wrong or customers are dissatisfied with our services, we want them to tell us. This is our complaints procedure.

#### What is a Complaint?

Anyone can make a complaint to us; e.g. tenants, former tenants, factored owners, housing applicants or local residents, including the representative of someone who is dissatisfied.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf (e.g. by our contractors). Complaints may involve more than one of our services or be about someone working on our behalf.

Customers can complain about things like:

- delays in responding to enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- a request for compensation
- our policies and procedures that have a separate right of appeal: for example, if a customer is dissatisfied with the level of priority given when applying for a house, they may have the right to appeal against the decision
- issues that are in court or have already been heard by a court or a tribunal
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If a customer is still not satisfied, they can ask the Scottish Public Services Ombudsman for an independent review of the complaint.

If other procedures or rights of appeal can help resolve concerns, we will give information and advice to help.

### Complaints Procedure

Customers can complain in person at our office, in writing, email, social media, or by using the contact form on our information leaflet.

**Any member of staff can receive or identify a complaint and seek to resolve them and provide a resolution immediately. However,** it is easier for us to resolve complaints if they are made quickly and directly to the service concerned. Therefore, we will encourage customers to talk to staff so they can try to resolve any problems on the spot **and the most relatively skilled team will deal with a complaint at each stage.**

**Complaints relating to repairs, planned maintenance, contractors, gas servicing, medical adaptations, close cleaning, back court maintenance and energy efficiency, will be investigated by the Assets and Maintenance Team.**

**Complaints relating to the factoring service, rent payments, housing applications, allocations, housing support and estate management will be investigated by the Housing and Customer Service Team.**

**Complaints relating to office contracts, data protection, financial reporting, invoicing, website maintenance and office contracts will be investigated by the Finance and Corporate Services Team.**

**Line Managers will investigate complaints about members of staff.**

When complaining, we ask customers to tell us:

- their full name and address
- as much as they can about the complaint
- what has gone wrong
- how they want us to resolve the matter.

### **Timescales**

Normally, we expect a complaint to be made within six months of:

- the event complained about, or
- finding a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If a customer feels that the time limit should not apply, we will ask them to tell us why.

### **Anonymous Complaints**

These can be difficult to investigate and resolve. However, we will consider the content of any anonymous complaint and where feasible, act upon them. We will accept complaints that are received via social media; however, we will block vexatious or malicious posts.

### **Compliments & Comments**

These also help us to improve our service to Customers. We welcome verbal or written comments to staff by telephone, email, social media or the feedback form on our information leaflet.

Our complaints procedure has two stages:

#### **Stage one – Frontline resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation, if something has clearly gone wrong, and immediate action to resolve the problem. All cases where issues have been resolved amicably at the outset will be recorded and the outcomes will be used as learning points to improve future service delivery. This will be called a Resolution Category and as such they will be recorded, monitored and reported in the Annual Return on the Charter to the Scottish Housing Regulator, along with all other categories of complaints. In all cases where complaints have been resolved at the outset, complainers will be advised that they may escalate the complaint to Stage 1.

We will give a decision at stage 1 in five working days or less, unless there are exceptional circumstances. If we can't resolve a complaint at this stage, we will explain why. If the customer is still dissatisfied, they can ask for their complaint to be investigated further (Stage 2). We can help customers to make this request.

## Stage two – Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation. Stage 2 complaints will be handled **by the relevant Senior Manager**.

At stage 2 we will:

- acknowledge receipt of the complaint within three working days
- discuss the complaint with the customer to understand why they remain dissatisfied and what outcome they are looking for
- Give the customer a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell the customer. We will agree revised time limits with the customer and keep them updated on progress.

## Reporting, Monitoring and Learning from Complaints

**When a complaint has been concluded, the investigating officer will directly contact the complainer by telephone, email or other suitable method, to enquire about the level of satisfaction about the way the complaint was handled. This information will be recorded and utilised to improve the customer journey and service delivery.**

The Management Team will make regular reports to the Management Committee on the nature, number and resolution of complaints at the Resolution stage, stages 1 and 2. The Committee wishes to be assured that matters have been properly investigated and fairly resolved. Reports will include details of learning outcomes and changes as a result of complaints, compliments and comments.

## Unresolved Complaints

After we have fully investigated, if a customer is still dissatisfied with our decision or the way we dealt with their complaint, they can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure
- events that happened, or that the customer became aware of, more than a year ago
- A matter that has been or is being considered in court.

The SPSO may be contacted:

*In Person:*

SPSO  
99 McDonald Rd  
Edinburgh  
EH7 4NS

*By Post:*

Freepost SPSO  
(this is all you need to write  
on the envelope)

Freephone: 0800 377 7330

Or call : 0131 225 5300

Online contact [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile site: <http://m.spsso.org.uk>

## Factoring Complaints

We will treat complaints from owners about our factoring service according to this procedure. The SPSO does not normally look at complaints about our factoring service. The Scotland Housing and Property Chamber will try to resolve complaints if they are not resolved by this internal procedure.

Glasgow Tribunals Centre  
20 York Street  
Glasgow  
G2 8GT  
Tel- 0141 302 5900

Website – [HPCA@scotcourtribunals.gov.uk](mailto:HPCA@scotcourtribunals.gov.uk)

## Significant Performance Failure Reports to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. We ask customers affected by a problem like this, to first report it to us. If we have been told about it but the customer feels we have not resolved it, they can report it directly to the SHR.

A complaint between an individual tenant and us as their landlord is not a significant performance failure. However, customers can ask us for more information about significant performance failures. We will refer them to the SHR and its website <http://www.scottishhousingregulator.gov.uk/>

## Providing help to make a complaint

We understand that customers may be unable, or reluctant, to make a complaint. We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. We will assist customers to explain and submit their complaints, including by providing information in appropriate languages and formats (such as large print, audio and Braille).

We also accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if they have been given consent to complain on a customer's behalf. We will advise customers they can contact advocates in our area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau:

### **Scottish Independent Advocacy Alliance**

Tel: 0131 260 5380 Fax: 0131 260 5381 Website: [www.siaa.org.uk](http://www.siaa.org.uk)

### **Citizens Advice Scotland**

Website: [www.cas.org.uk](http://www.cas.org.uk)

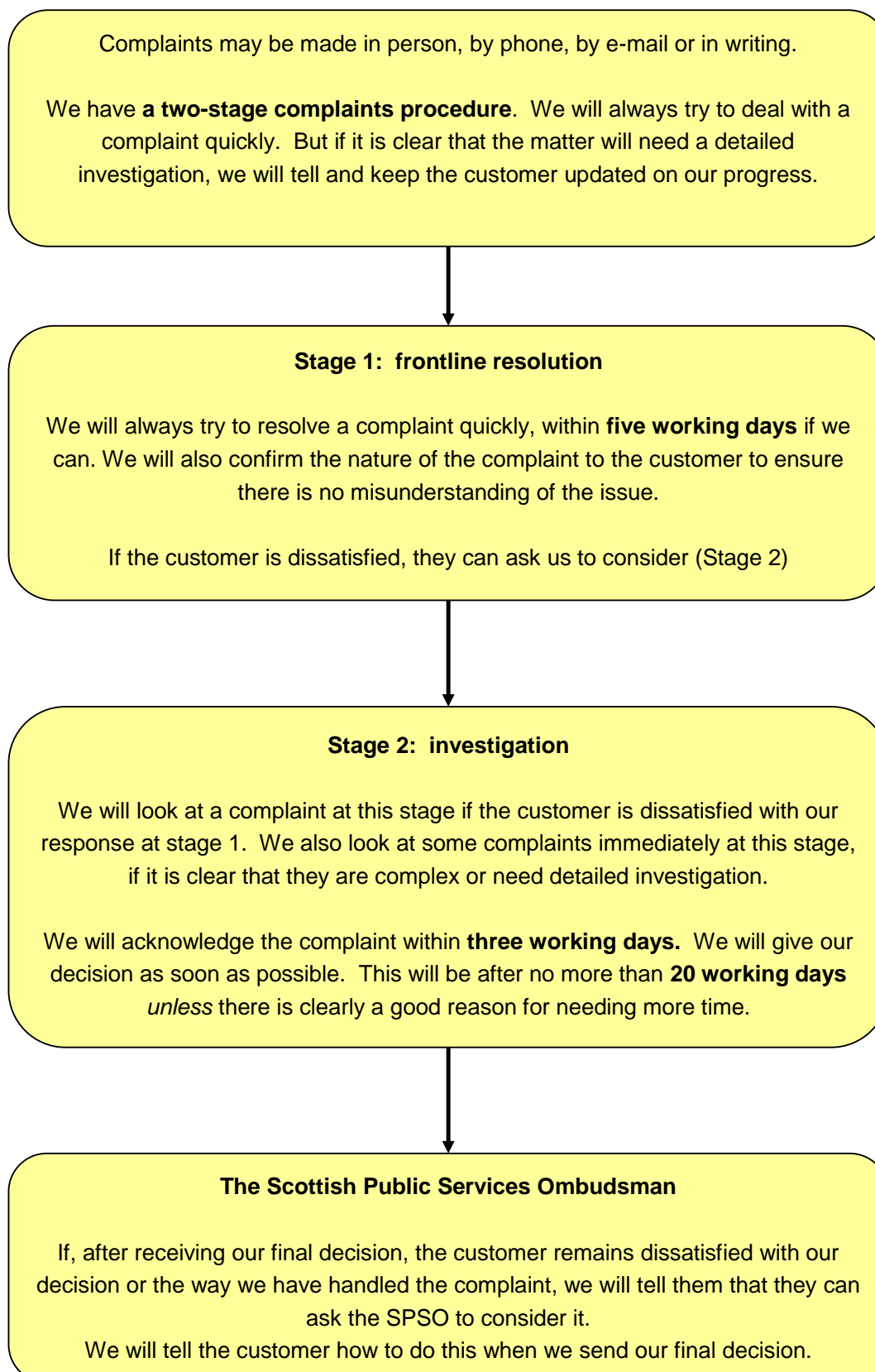
And phone book for the local bureau.

## General Data Protection Regulations

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



## Quick guide to our complaints procedure





## POLICY

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## LEGIONELLA

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# Wellhouse - The Place To Be

Policy Created:	November 2019
Date of Review	November 2021
Date of Next Review	November 2024

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

<b>Section</b>	<b>Content</b>	<b>Pages</b>
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#### **Linked Policies/Procedures**

1.	Openness and Confidentiality
2.	Customer Engagement and Participation policy
3.	Complaints Policy
4.	Equality and Diversity & Human Rights Policy
5.	Void Policy
6.	Repairs and Maintenance
7.	Asset Management Strategy

## 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

The overall aim of the policy is to set how the Association will meet its statutory duties in relation to the management of Legionella.

The document sets out the key policy objectives, control measures and accountabilities for ensuring safety from infection from Legionella.

The Director retains overall accountability for the overall implementation of the policy and is the responsible person.

The Assets and Maintenance Manager is responsible for the implementation and delivery of the policy.

## 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. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

### **Outcome 1: Equalities**

- 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 4: Quality of housing**

- Tenant's homes as a minimum meet the Scottish Housing Quality Standard (SHQS) when they are allocated are always cleaned and tidy and in a good state of repairs; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020

### **Outcome 5: Repairs, Maintenance and improvements**

- Tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

### **Outcome 13: Value for money**

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

## **6. Legislation**

The following legislation is relevant to this policy:

- The Health and Safety at Work Act 1974
- The Control of Substances Hazardous to Health Regulations 2002
- The Management of Health and Safety at Work Regulations 1999
- Approved Code of Practice (ACOP) L8 Legionnaires disease: The Control of Legionella Bacteria in Water Systems. Approved Code of Practice
- HSG274 Part 2 - The control of legionella bacteria in hot and cold-water systems and Part 3 - the control of legionella bacteria in other risk systems
- BS85801:2019- Water Quality –Risk Assessment for Legionella Control Code of Practice

## **7. The Policy**

### **7.1 Information on Legionella**

Legionella is a potentially fatal form of pneumonia, which can affect anybody, however it is known to principally affect persons who are termed 'susceptible' due to factors such as age, illness, immuno-suppression, smoking etc. Infection by legionella bacteria can prove fatal and has been identified as a cause of death in a number of outbreaks, however if adequate control measures and preventative actions are taken the risks can be significantly reduced.

Legionella bacteria occur naturally and can be found in low levels in the natural water sources from where our water supplies are obtained i.e., reservoirs, rivers and lakes. The bacteria survive in a wide variety of environmental conditions; however, research has identified that water temperatures between 20°C and 45°C are conducive to

growth of the bacteria.

It is important to note that legionella outbreaks are generally associated with large premises where water storage is of large capacity and, in addition, the water is normally subject to some form of process, i.e., condensing towers, misting equipment, central air-conditioning systems, large air scrubbers etc.

In the context of the Association's operations, it is important to note that there have been no known recorded cases of legionella outbreaks associated with domestic water systems.

## **7.2 Legislation**

The purpose of this policy is to ensure that the Association is compliant and meets its obligations under the following guidance and legislation:

- The Health and Safety at Work etc. Act 1974,
- The Control of Substances Hazardous to Health Regulations 2002,
- The Management of Health and Safety at Work Regulations 1999,
- Approved Code of Practice (ACOP) L8 – Legionnaires Disease: The Control of Legionella Bacteria in Water Systems. Approved Code of practice and
- HSG274 Part 2 - The control of legionella bacteria in hot and cold-water systems and Part 3 – The control of legionella bacteria in other risk systems.
- BS8580:2019 – Water Quality – Risk Assessments for legionella Control – Code of Practice

The Association recognises the need to protect its employees and others from the potential effects of legionella bacteria by:

- (i) complying with the above health and safety legislation,
- (ii) implementing standards not less than those described in the ACOP,
- (iii) appointing a person or persons, to take managerial responsibility for implementing and monitoring any legionella control systems,
- (iv) the provision of information, instruction and training for employees and
- (v) where appropriate, ensuring that health surveillance is carried out.

## **7.3 Risk Control**

The Approved Code of Practice & Guidance document L8 requires employers, and persons in control of premises, to control the risks associated with legionella in order to protect employees and others who may be affected by their operational activities.

It is therefore important that the Association develops, implements and monitors suitable management systems in order to risk assess possible sources where legionella bacteria may grow, based on relevant and recorded statistical evidence, and where reasonably practicable to provide appropriate control measures to reduce the risk of harm resulting from such sources.

The Association will use the legionella risk assessments to determine programmes for routine inspection and testing of water systems, including, where required a programme of modification to any deficient systems and equipment,

Ensure that dwellings left vacant for extended periods of time have a suitable drain down or flushing regime is put in place to prevent potential build-up of risk conditions.

Maintain records of risk assessments, maintenance, inspection and testing and retain such records for a minimum of five years

Keep all relevant staff adequately trained in practices and procedures in respect to the control of legionella.

The Association may engage suitably competent and qualified Consultants/Contractors to determine the appropriate control measures required for premises under its control.

Competency Checks for Consultants/Contractors will include:

- (i) Experience of undertaking Risk Assessments in accordance with ACOP L8,
- (ii) Qualifications of staff members,
- (iii) Written Statement that the company comply with the Legionella Control Association Code of Conduct.
- (iv) Accreditation to ISO 9001: Quality Management Systems.

#### **7.4 Risk Assessment**

A Risk Assessment process will be undertaken by competent and suitably qualified Consultants/Contractors acting on behalf of the Association to identify and determine where reasonable and practicable where conditions may be present that encourage legionella bacteria to proliferate and multiply.

The Risk Assessment process will be used to identify premises controlled by the Association where:

- (i) Due to the nature of the water systems installed in the premises there is a likelihood that the risks associated with legionella bacteria may be increased, giving rise to potential exposure to building occupants, or other building users.
- (ii) The occupants of the premises can be identified as a recognised 'at risk' group as described in the ACOP, (e.g., elderly, immunosuppressed, ill- health, smokers).

It should be noted that 'at risk' groups can only be identified where this is reasonably practicable and it is not considered possible, or appropriate, for the Association to seek detailed medical information from tenants.

#### **7.5 Legionella Management Plan.**

The Association's Legionella Management Plan (LMP) outlines the approach the organisation aims to take to assess the risks associated with legionella is attached as Appendix One to this document.

The outcomes from legionella risk assessments will be used to identify programmes of routine inspection, monitoring, testing and treatment of water installations. Recommendations provided by Consultant(s)/Contractor(s) engaged by the Association must be reasonable, practicable and cost effective, taking into account the level of risk, exposure group and resources available.

Any monitoring and treatment regime(s) implemented by the Association will be subject to regular reporting, dependent on testing and treatment intervals, by the responsible Contractor. These reports will be reviewed by the Maintenance Officer on a six-monthly basis to assess the effectiveness of the regime.

The Assets Section in conjunction with the appointed Consultants/Contractors may review and revise the frequency of any testing and treatment regimes where this is considered appropriate. Any changes must be clearly documented and the LMP updated accordingly.

The policy shall be implemented through the issue of a Legionella Management Plan and all relevant staff, consultants and contractors are responsible for following the requirements of the plan as set out in appendix 1.

## **7.6 Emergency Response.**

In the event of legionella bacteria being identified through active or reactive monitoring, the following process will be followed:

- The relevant Consultant/Contractor will inform the Assets Section immediately by telephone identifying the site, location and remedial action to be taken and then follow this with email confirmation.
- The Assets Section will arrange for the immediate isolation of any specific services as per the Consultant/Contractors instructions. This will mean physically isolating and preventing access where necessary, e.g., a shower room.
- The Assets Section will then arrange for the specified remedial works to be completed as soon as is practical by an approved contractor. Ensuring that the contractor is provided with written confirmation that the system is contaminated and they will need to take suitable precautions to ensure their employees and others who may be affected are not exposed to harm.
- The relevant contractor to provide a risk assessment and method statement detailing how they will protect their employees, and others who may be affected, from the risk of exposure before commencing work.
- On completion of any remedial work, a further water sample should be taken. Thereafter a sample should be taken for the following three months.

## **8.0 Complaints**

We have a separate complaints policy and procedure. Leaflets and copies of the complaint's 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, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 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

#### **9.0 Review timeframe**

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

#### **10. General Data Protection Regulations**

The organisation will treat your personal data in line with our obligations under the current GDPR regulations and our own policy. Information regarding how your data will be used and the basis for processing your data is provided in Wellhouse HA's Fair Processing Notice.

#### **11. Freedom of Information**

As at February 2022, the Association is subject to FOI and all enquiries with respect to Legionella will be handled strictly in line with FOI and confidentiality policies.

## APPENDIX 1. LEGIONELLA MANAGEMENT PLAN – updated

AREA	RISK PRIORITY	REASON FOR RISK PRIORITY	ISSUES TAKING FORWARD	ACTION TO BE CONSIDERED	CURRENT POSITION @ November 2021	FURTHER ACTIONS TO BE TAKE FORWARD
PHASE 1					Rankine Environmental will be carrying out surveys of all communal tanks.	
Adapted flat		Readily identified vulnerable group	Single adapted flat for disabled person. Issues minimal as group identified and properties self-contained.	Identify other adapted housing within Association's stock base. Appoint contractor and carry out risk assessment. Take any action necessary, identify regime required and put in place.	TO BE COMPLETED	
PHASE 2						
Cold water storage tanks.	4	Around --%of our stock is tenemental therefore some tenants including	Issues timescale and cost related i.e., in relation to identification, inspection, remedial	Internal desktop analysis across contracts to identify properties with	Tank Inspections completed next round for 22-23 to be arranged	Follow up works identified and ongoing

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		potentially vulnerable individuals may be exposed to risk via communal cold water storage systems. Although it is considered unlikely due to the daily water throughput and resultant limited likelihood of stagnation within tanks to be a limited risk, we have no information on the condition of our tanks in relation to linkages, insulation and enclosure.	action and then potential ongoing inspection regime.  Statistical evidence would indicate that the risk associated with domestic premises is minimal.	cold water storage facilities.  Risk Assessment to be undertaken to determine any further action required.		The potential level of risk associated with cold water storage tanks in domestic properties owned by the Association is low.
<b>Voids</b>	5	Potential for stagnation to	Resources internally i.e., who will carry	Ensure that in void contract where heating and hot water systems are replaced the	Repairs Section manage the technical management of voids. Our (DRAFT) Void Policy now states that: Where	Repairs, Section to ensure that void contract states that where

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		occur, particularly in long-term voids.	out regular flushing of systems etc.  Ensuring that void contractor removes or caps dead legs. Access & access for inspection regime.	contractor removes or caps deadlegs.  Risk Assessment to be undertaken to determine any further action required.	properties are void during the winter period (November-end February), the Association will ensure the gas, electricity and water supply is shut off and drained down in the interest of health and safety and to reduce the possibility of flood damage. It also states that any instantaneous electric shower should be included in the electric check. Only showers in an acceptable condition will be adopted and maintained by the Association. All hot and cold-water outlets and any shower to be retained will be flushed before letting.	heating and hot water systems are to be replaced the contractor removes or caps deadlegs.
<b>PHASE 3</b>						
<b>Showers</b>	6	Potential for risk if showers not used regularly. Potential also that these may be the more vulnerable groups due to	Being able to identify where showers have been installed due to poor record keeping in the past. This requires to be resourced. Also, access & access for	Identify (where practical) all showers owned and maintained by the Association by checking records and Stage 3 information over last 3-5 years.  Risk Assessment to be undertaken to determine	All stage 3 adaptations over the last 5 years to be checked and reviewed.	The level of risk is not considered practicable and reasonable to warrant the allocation of the resources required to determine whether each individual tenant

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			inspection regime will be a factor.	any further action required.		where a Stage 3 adaptation has been carried out could be considered to more susceptible to legionella infection than a tenant in a non-adapted property.
<b>Other housing /hot water storage</b>	7	Potential for hot water storage systems to be operating below 40 degrees.	Identifying all hot water storage systems on a contract-by-contract basis. Resources to be assessed against level of risk. Statistical evidence would indicate that the risk associated with domestic premises is minimal.	Internal desktop analysis across contracts to identify properties with hot water storage facilities.  Risk Assessment to be undertaken to determine any further action required.	The Association has hot water storage facilities in all of its electric heated properties.  A decision has to be made on how we approach the tenemental properties where cold water storage tanks are still live. This would involve significant resources, taking on board that access to individual flats is required to ascertain if it is being fed by the CWS tank. We will also have to take into account that owner occupier	<b>Most removed with upgraded heating</b>

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**Sustainability**

					involvement will play a part in this complex issue.	
<b>Deadlegs</b>	8	Potential for stagnation to occur.	Unable to identify all deadlegs without extensive invasive inspections, which is cost and resource prohibitive.	Ensure that in all future contracts where heating and hot water systems are replaced the contractor removes or caps deadlegs.	Not taken forward to date. Will be included within future planned programmes or where identified through repairs or void works.	This will be included within future planned programmes or where identified a clause will be included in the specifications noting that each installation will be required to comply with the HSE Approved Code of Practice & L8 Guidance



## POLICY

### Gas Management (Maintenance) Policy

## Wellhouse - The Place To Be

Policy Created:	April 2018
Policy Approved	
Date of Review:	February 2022
Date of Next Review:	February 2025



<b>Section</b>	<b>Content</b>	<b>Pages</b>
1.	Vision and values	
2.	Governance	
3.	Policy Aims	
4.	Equal Opportunities Statement	
5.	Introduction	
6.	The Policy	

#### **Linked Policies/Procedures**

1.	Maintenance Policy
2.	Asset Management Policy
3.	Health & Safety Policy

## 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 and Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

## 2. Governance

Wellhouse Housing Association is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. 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

The purpose of this Procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998.

## 4. Equal Opportunities 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. Introduction

The purpose of this Procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998.

## 6. Scope

This Procedure covers all tenanted properties managed by the Association containing gas appliances & supplies. It begins when an appliance or supply has been identified in the service sequence and concludes when a service record has been produced, logged, filed and updated on the gas database.

### 3. Definitions

Gas appliance refers to: Gas fires (with or without back boilers), wall mounted gas boilers, gas tumble dryers, gas cookers and hobs.

Gas supply refers to: Gas supply pipework and/or gas meter (for which a soundness test will be carried out and certification produced).

GSC refers to: Gas Servicing Contractor

HADB refer to: Housing Association Database.

### 4. References

- Gas Safety (Installation & Use) Regulations, 1998

### 5. Procedure

#### Register of Appliances

- 5.1 The Assets & Maintenance Manager will maintain a record of all gas appliances installed in the Association's managed properties, their previous service date and copies of landlord's paper gas safety certificates or approved electronic certificates. This will be the master copy of information from which budgets, and the annual planned geographical servicing programme will be derived.

#### Obligation to Service Appliances

- 5.2 The Assets & Maintenance Manager will ensure that an annual service & safety check is carried out on all gas appliances in the Association's tenanted properties and in all properties managed by the Association. This obligation will be met through the implementation of a planned maintenance gas servicing programme. *Note: Void properties will also be serviced prior to commencement of any new tenancy agreements.*

#### Programming and Preparing of Gas Appliance Service List

- 5.3 The planned programme of service visits is included in the SDM dashboard gas database and is determined by last service date. It is intended that properties will be serviced on a 10-month cycle, to allow for any no access or legal actions. This programme will be maintained each year, and where properties have been serviced out of sequence they will be programmed accordingly in the following year.

#### Notification to tenants

- 5.4 The Gas Service Contractor will issue letters with an appointment date (see Appendix No.1) to all tenants no later than 8 weeks before service due date. If the date is unsuitable the letters will give tenants a one week "window" of opportunity to allow or arrange suitable access for the service.

#### Implementation of Job Orders

- 5.5 Each month the SDM dashboard database will be checked by the Maintenance Assistant who will highlight any properties that have reached their 10-month cycle.

### **Execution of the Works**

- 5.6 On receipt of the work order or instruction, the Gas Servicing Contractor will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for servicing the gas appliances and supply pipework.
- 5.7 During the course of the gas service visit the Gas Engineer will carry out a safety inspection of any non-Association gas appliances in the property and test, the carbon monoxide detector, heat detector and smoke alarms. The Gas Engineer will record all details on their CP12 documentation including expiry dates on all alarms. The gas engineer will also replace the batteries on any wireless room stats.
- 5.8 In the event of a no access, the Gas Engineer will complete a maintenance visit slip and deposit it at the premises. Following 2 access attempts, the tenancy details will be passed to the Maintenance Assistant for further action. The Gas Engineer or Contractor Administration staff will phone or email the Maintenance Assistant and provide details of the no access. This process should be followed for no access 1 and 2.

### **Certification and Recording of Inspection**

- 5.9 Following completion of the Appliance Servicing & Safety check the Gas Engineer will:
- complete a Landlord's Inspection Service Record (or CP12,), or electronic equivalent.
  - issue a copy record to the tenant.
  - Gas Services Contractor will forward original copy to Maintenance Assistant for recording and filing.
- 5.10 In the event of the property being void the Gas Services Contractor will ensure that the original landlord's safety record is forwarded to the Maintenance Assistant. A copy should also be provided for inclusion in the void pack that is passed to the relevant Housing Officer for issue to the new tenant as part of the sign-up process.

### **Notification and Rectification of Unsafe Appliances**

- 5.11 In the event that a non-Association appliance is found to be unsafe the Gas Engineer will address the issue all as per Gas Safe Register working practices. In addition, the Gas Engineer will inform the Maintenance Assistant.

### **Logging of Completed Inspection/Servicing**

- 5.12 The Maintenance Assistant will ensure that completed gas service certificates are logged on the HADB and the gas safety certificate is scanned and filed within 7 working days of the completed service.
- 5.13 Following return of the Gas Appliance Service/Safety Record to the Maintenance Assistant will at least weekly:
- log the Gas Appliance Inspection/Servicing date on to the gas safety database.
  - file the Inspection Servicing Record in the relevant files.

- Produce weekly reports for the Assets & Maintenance Manager detailing those properties over 345 days and where there are outstanding service/safety records to be provided by Gas Services Contractor.
- Update the gas servicing database to show new properties, change of ownership or appliances.

### **No Access & Forced Entry Arrangements**

- 5.14 As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.
- 5.15 Between each of the actions detailed below, a maximum of 7 days should be allowed.
- 5.16 Action 1 – The Gas Service Contractor will issue a letter to the tenant informing them of their next gas service date. This should be no sooner than 8 weeks before the service due date. The tenants will have the opportunity to change their appointment by contacting the Gas Service Contractor. (Copy of Letter at Appendix 1)
- 5.17 Action 2 – If the Gas Service Contractor fails to gain access on the appointment date, a no access card will be left at the property encouraging the tenant to contact the Housing Association or the Gas Service Contractor to arrange a suitable appointment.
- 5.18 Action 3 – If no response received by the tenant within 7 working days of the no access card being delivered, the Gas Service Contractor will try all possible means of communication with the tenant to arrange a suitable appointment. If the Gas Service Contractor fails to contact the tenant a further appointment letter will be sent to the tenant. (Copy of letter at Appendix No.2)
- 5.19 Action 4 – Failure by the tenant to contact the Gas Service Contractor or the Maintenance Assistant within 7 days of the action 3 letter above, will result in the Maintenance Assistant contacting the Housing Officer to ascertain if there are extenuating circumstances such as serious health issues which may impair the tenant's ability to allow access, to assess any risks which may be present during forced entry, to gain alternative contact numbers/email addresses or to ascertain any other circumstances why access has not been provided – such as abandonment, custodial sentences or long term hospital stays.
- 5.20 Action 5 – Maintenance Assistant will attempt to contact the tenant by phone and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., one p.m. and one late call, and dates/times noted).
- 5.21 Action 6 – Where the intended action is to be taken to force entry, the standard pro forma (Copy at Appendix 5) should be fully completed and countersigned by Customer Service & Housing Services Manager or Assets & Maintenance Manager of the Association prior to proceeding with arrangements to force entry.
- 5.22 Action 7 – Following the enquiries made by the Maintenance Assistant in point 5.19 above, and with no response, action will be taken to make forced entry and carry out the service. At this stage a letter (Copy at Appendix 4) giving at least 7 days' notice of the Association's intention to force entry will be hand delivered to the tenant.

These letters will note the Association's intention to gain entry by force if no access is provided on a specified date and time, the consequences and costs associated with non-cooperation and also the tenant's legal obligations under their tenancy agreement with the Association.

- 5.23 Action 8 – Ensure that Forced Entry Procedure is fully adhered to during the action to force entry and carry out the gas service/safety check. In addition to this, the following actions should be carried out:

1. The lock changed (if tenant not present and entry has been forced).
2. Notification left pinned to the door (Copy at Appendix 4) that the locks have been changed and the service/safety check carried out, along with details of what the tenant must do next (contact the office to retrieve the new keys during office hours outwith keys will be left at Shettleston Police Station).
3. Minimum 2 staff members (inclusive of Gas Engineer) to remain in attendance whilst gas service is carried out, property vacated and secured all as Forced Entry Procedure.
4. **Where there is no gas supply (quantum meter) present at time of forced entry and service, the supply piping from the meter will be disconnected and capped on the Association's side of the meter.**

**The tenant will have to contact us direct to have this supply reinstated and the appliance serviced during the same visit.**

- 5.24 Action 9 – When forcing entry, a member of the Housing Association staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HA and/or its contractors as a result of the process of breaking in.
- 5.25 Action 10 – If a tenant makes, then breaks an arrangement for access the HA will move on to the next stage as if no arrangement had been made.

## 6. Quality Assurance

All contractors instructed by the Association to work with gas appliances will demonstrate to the Association that they are on the GAS SAFE register of gas installers.

Copies of Heating Engineer's Gas Safe registration cards will be provided to the Association annually. Only engineers who have submitted copies of their cards may work on Association's gas appliances.

This information will be requested by the Assets & Maintenance Manager as part of the Approved List audit information, on an annual basis from each contractor who works on gas appliances for the Association, be it of a servicing or installation nature.

At least 5% of Gas services/safety checks will receive a quality assurance inspection from an independent competent inspector. This percentage can be increased by the Assets & Maintenance Manager if they feel it necessary.

## **7. Covid Regulations**

Any regulations relating to access or servicing & repairs will be adhered to as they stand at that time Depending on the Covid Level set by the Scottish Government and advice from Gas Safe and HSE.

Where possible confirmation of a positive Covid test will be obtained in the event of no access.

## **8. Monitoring and Review**

- 7.1 The Assets & Maintenance Manager is responsible for ensuring that this Procedure is followed by all appropriate staff.
- 7.2 The Assets & Maintenance Manager will ensure that this Procedure is reviewed at least every three years.



## **APPENDIX 1 – 1<sup>st</sup> Letter**



### **The Occupier**

«Address»

«Postcode»

Dear Sir/Madam,

### **Notice of Annual Gas Safety Inspection**

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

Saltire is carrying this work out on behalf of Wellhouse Housing Association.

We are required to carry out the annual safety inspection of the gas appliances within your home for this year.

**We have arranged for an engineer to call at the property on «Planned\_Date»**

If the above appointment is not convenient, please contact the Servicing Team at Saltire's office on 01698 743647 between the hours of 8am & 4pm Monday to Friday within 7 working days of date of letter to discuss an alternative date. You can also contact the servicing team by email at [serviceappointments@sfml.co.uk](mailto:serviceappointments@sfml.co.uk)

We have a number of AM and PM slots available so please contact us on the above number if you wish to request one.

As your landlord, Wellhouse Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Failure to permit access to carry out these checks may be deemed as a breach of your tenancy agreement.

After successful completion of the Annual Gas Safety Inspection, your certificate will be available online via our portal using the following link: <https://servicecert.aeromark.co.uk>. When logging in you will be asked for your unique number which is as follows: «Job\_Name» and your postcode. On first login, you will be asked to update your contact details to include email address, mobile number and telephone number. You then click on the box for service documents to view your service certificate and you can then save, print or store as required. Should you require a hard copy to be posted, please contact us on 01698 743647 and we will be happy to send this out.

Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Thank you for your assistance with this

Servicing Co-ordinator

## **APPENDIX 2 –7 Day Letter**



Saltire Facilities Management Ltd  
10 James Street, Righead Ind Est, Bellshill, ML4 3LU  
Tel: 0330 202 0444, Email: [saltire@sfml.co.uk](mailto:saltire@sfml.co.uk), [www.saltire.co.uk](http://www.saltire.co.uk)

The Current Occupier  
Address  
Town  
Postcode

Date: As postmark

Dear Occupier

### **Reminder of annual gas safety inspection**

I am sorry that you have failed to respond to our initial appointment letter and card that our engineers have left at your home to arrange a suitable date to carry out the annual safety inspection to your heating.

We will be calling at your property for a final attempt on \_\_\_\_\_ as per the no access card left at your property.

Please ensure you have adequate supply of gas and electric in your meters to enable the service to be completed.

If the heating engineer is unable to gain access at this visit and a forced entry is arranged, Wellhouse Housing Association may recover the costs for the joiner's attendance and if you are not home and the locks have to be changed, this will incur a charge also. Potential re-charge of £\_\_\_\_\_

If you have any queries regarding this letter or you wish to re-arrange the appointment, please contact our Servicing Team on **01698 743647** as soon as possible.

If you would like a hard copy of your annual safety inspection report, please call our office on the above number and we will arrange to have a copy sent out. If you would prefer to access online, you can do so via [www.servicecert.com](http://www.servicecert.com). (Your unique number is on the sticker on your boiler).

Kind regards

Servicing Co-Ordinator  
Saltire

**APPENDIX 3 – Letter Notifying tenant of Force Entry (Date & Time) & Letter to be pinned to door following lock change.**

**Hand Delivered**



**DATE**

**NAME**

**ADDRESS**

**Wellhouse**

**Glasgow**

**POST CODE**

Dear **NAME**,

We have attempted to gain access into your property/contact you, several times over the past few weeks but we have had no response.

We require access to your property on **DATE** at **TIME** to carry out the annual gas safety check. If access is not given at this time we will force access under section 5.11 of your tenancy agreement.

**"5:11 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable time of the day. We will give you at least 24 hours' notice in writing.** We have the right of access to your house in order to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice."

We appreciate your assistance in this matter.

Regards

Name|  
Maintenance Officer  
0141 781 1884



*Wellhouse: the Place to Be*  
Wellhouse Housing Association  
The hub, 49 Wellhouse Crescent, Glasgow G3 3 GLA  
[www.wellhouseha.org.uk](http://www.wellhouseha.org.uk)  
email: [admin@wellhouseha.org.uk](mailto:admin@wellhouseha.org.uk)  
Tel: 0141 781 1884  
Fax: 0141 781 1885

DATE

NAME  
ADDRESS  
Wellhouse  
Glasgow  
POSTCODE

Dear NAME,

**Forcible entry**

On DATE ~~Wellhouse~~ Wellhouse Housing Association served a letter providing 24 hours' notice of forcible entry in accordance with section 5.11 of your tenancy agreement.

Locks have now been changed. Keys will be held at Wellhouse Housing Association until 5pm today, or you can collect from Shettleston Police station from 5:15pm onwards with proof of Identification.

Please contact the office as a matter of urgency to arrange collection of keys.

Sincerely,

Name|  
Maintenance Officer  
0141 781 1884

## **APPENDIX 4 – Pro Forma for Authorisation to Force Entry**

### **Authorisation for access by forced entry to carry out Gas Servicing Repairs**

To: \_\_\_\_\_ *Housing Services Manager*

The following tenant has failed to give us access to their home to enable us to carry out a gas service/safety check. Authorisation is sought to force entry to the property to carry out the outstanding gas works. The information provided below details our attempts to inform the tenant of our requirements to access their home.

Your authorisation is sought to force entry to the house on the date given below should the tenant not voluntarily give access that day.

<b>Tenant Ref. No.</b>	HIGH666000- 123456	High St 666
<b>Tenant's Name</b>	Mr F Bloggs	
<b>Stage 1 – Date of Contractor's first no access</b>	dd/mm/yy	
<b>Stage 2 - Date of Contractor's second no access</b>	dd/mm/yy	
<b>Date of Contractor's final warning letter</b>	dd/mm/yy	
<b>Stage 3 – date 7-day letter issued to tenant</b>	dd/mm/yy	
<b>Date checked with Housing Officer</b>	dd/mm/yy	
<b>Housing Officer's Notes</b>		
<b>Stage 4 – Date tenant was phoned to attempt to arrange access</b>	dd/mm/yy	
<b>Stage 5 – I confirm that a signed copy of the SSTA is on file</b>	dd/mm/yy	
<b>Stage 6 – Date of letter notifying date of proposed forced entry</b>		
<b>Stage 7 - Date and time of forced entry</b>	dd/mm/yy hh/mm	

Signed \_\_\_\_\_

Date \_\_\_\_\_

## POLICY

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## ASBESTOS (MAINTENANCE)

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# Wellhouse - The Place To Be

Policy Created:	February 2016
Date of Review:	February 2019, February 2022
Date of Next Review	February 2025

Section	Content	Pages
1.	Vision and values	
2.	Governance	
3.	Policy Aims	
4.	Equal Opportunities Statement	
5.	Introduction	
6.	The Policy	

#### Linked Policies/Procedures

1	Maintenance Policy
2	Asset Management Policy
3	Health & Safety Policy



## 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 and 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. 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

To ensure that Wellhouse Housing Association complies with the following statutory requirements, as amended, and common law duties.

- Asbestos (Licensing) Regulations;
- Asbestos (Prohibition) Regulations
- The Control of Asbestos at Work Regulations,
- Work with Asbestos Insulation, Asbestos Coating and Asbestos Insulation Board
- The Health and Safety at Work Act.

## 4. Equal Opportunities 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. Introduction

Wellhouse Housing Association is under a general duty to provide a safe place of work for employees to ensure that others who carry out work activities on its behalf, along with those persons who may be in the vicinity of the work process, are not exposed to hazards that may affect their health and safety. This includes a specific duty to ensure that any work with asbestos containing materials (ACM's) is carried out in accordance with the requirements of The Control of Asbestos at Work Regulations, regarding asbestos products/materials and, to prohibit the use or installation of such throughout its premises.

We are required to ensure that a management system is established and implemented to identify the type and location of ACM's within our property in order that employees and others

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are made aware of its presence prior to carrying out any work activity. This is to reduce the probability of accidental disturbance, which could release asbestos fibres into the atmosphere. We are also required to ensure that any exposure of asbestos fibres is reduced to the lowest level, which is reasonably practicable.

Where the existence of ACM's is suspected and confirmed, Wellhouse Housing Association shall ensure that only a competent "Licensed Asbestos Contractor" is employed to work with or remove such material. There is also a specific requirement to notify the Health and Safety Executive 14 days prior to such work being carried out.

Asbestos-containing materials are required to be disposed of in accordance with the Special Waste Regulations.

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### SECTION

1. APPLICATION
2. POLICY
3. ARRANGEMENTS
4. RESPONSIBILITIES
5. ASBESTOS REGISTER
6. ASBESTOS PROCEDURES
7. SPECIFICATION / PURCHASE
8. CONTRACTORS
9. SURVEYING, SAMPLING AND AIR MONITORING
10. TRAINING
11. CONSULTATION
12. SHARING INFORMATION
13. THE PROCESS
14. RECORD KEEPING
15. SUSPECT ASBESTOS EXPOSURE

## **APPENDICES**

### **1. Implementation Plan**

### **2. Glossary of Terms**

### **3. Work Flow Chart**

A) PROGRAMMED WORK

B) ROUTINE REPAIRS & MAINTENANCE

### **4. Safe System of Work**

### **5. Procedure for “On Site Discovery” by:**

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5.2 Tenant

5.4 Employee

### **6. Post Emergency Incident Procedure**

“After an Emergency”

### **7. Standard Administration Documents**

PRO-FORMA 1 Asbestos Suspect Material

PRO-FORMA 2 Notification to Instruct Work

PRO-FORMA 3 Notice of Asbestos Containing materials on Site

PRO-FORMA 4 Completion of Work

PRO-FORMA 5 Suspect Asbestos Exposure (Employee De-briefing)

### **8. Additional Information**

***The responsibility for compiling any additional Standard Documentation required to support this policy will be that of the Senior Maintenance Officer.***

## OBJECTIVE

### 1. APPLICATION

This document applies to

- Wellhouse Housing Association properties and sites
- All properties occupied by Wellhouse Housing Association
- All construction work, including new build, refurbishment, extensions, adaptations, services, public utilities, repair and maintenance, demolition services and public utilities.

### 2. POLICY

#### General Statement

Wellhouse Housing Association will take all reasonable steps to ensure that the hazards associated with ACMs within our property are managed and controlled. To meet this objective, we will;

- have a system for managing asbestos and take all reasonably practicable steps to ensure that everyone who lives in, works in, or visits Wellhouse Housing Association properties will not be exposed to asbestos hazards.
- not knowingly specify or use ACM's in any of our properties or work activities.
- carry out a survey of all Wellhouse Housing Association properties and draw up a register listing where asbestos can be found.
- inform and consult all parties before working with ACM's.
- remove any identified ACMs from any Wellhouse Housing Association property which would create a risk due to deterioration or could be easily damaged or disturbed.
- protect by placing asbestos warning labels on all identified ACMs within Wellhouse Housing Association property which are not removed and encapsulation of such materials where practicable.
- inform and train our employees to ensure that we meet our statutory obligations.
- comply with legal requirements and guidance and carry out enforcement procedures to protect public health.
- assist the public and emergency services with any reasonable query they may have about asbestos within Wellhouse Housing Association, including access to Wellhouse Housing Association's Asbestos Register.
- Review these procedures and policy on a 3 yearly basis or a change in legislation.

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(Signature) \_\_\_\_\_  
Assets & Maintenance Manager , Wellhouse Housing Association.

Date of Signature: .....

### 3. ARRANGEMENTS

**Arrangements for securing the health and safety of employees and others whom, through Wellhouse Housing Association's undertakings, may inadvertently come into contact with, or disturb ACMs.**

All reasonably practicable steps will be taken to ensure that employees, contractors and other persons are not exposed to hazards associated with ACM's as a result of Wellhouse Housing Association's undertakings. This will be achieved by application of the Asbestos Management System (AMS).

#### 3.1 Asbestos Management System (AMS)

- a) The Assets & Maintenance Manager shall co-ordinate all activity relating to asbestos management and will act as the contact person for all planned and reactive works.
- b) The Maintenance and Housing Management Sections shall refer all suspected discoveries of asbestos to the Maintenance Officer. Any reactive works involving the discovery of asbestos shall be overseen by the Maintenance Officer.
- c) Wellhouse Housing Association's AMS will be reviewed by the Assets & Maintenance Manager and Housing Manager, chaired by the Director. The group will meet on an annual basis and arrange additional meetings as required.
- d) Any significant alteration to the AMS will be reported to the Committee by the Assets & Maintenance Manager
- e) Maintenance Officer shall oversee the AMS.

### 4. RESPONSIBILITIES

#### 4.1 Assets & Maintenance Manager

The Assets & Maintenance Manager, as far as is reasonably practicable, will be responsible for ensuring that a system is implemented for the management of asbestos. This will be achieved by: -

- a) Co-ordination of the AMS.
- b) Ensuring the policy is reviewed 3 yearly or at the change of legislation.
- c) Developing maintenance procedures and guidelines for implementing the policy.
- d) Managing the risks associated with ACM's found and ensuring that the appropriate control measures are implemented.

- e) Establishing a list of approved “Specialist” contractors for undertaking works in accordance with Wellhouse Housing Association’s procedure for “Managing Contractors Health and Safety.”
- f) Arranging meetings to review the Wellhouse Housing Association’s AMS as appropriate.
- g) Reporting to Director /Committee any significant amendments to the AMS.
- h) Ensuring that where ACM's are found that the Director is notified and an assessment is carried out for similar building types.
- i) Overseeing a programme of monitoring/reviewing by appointing competent persons to survey Wellhouse Housing Association properties at appropriate intervals for asbestos materials and their condition.
- j) Arranging surveying, bulk sampling and laboratory analysis of any suspect ACMs where appropriate.
- k) Liaison with tenants/staff in the event of asbestos materials being found.
- l) Assessing the results of all sampling and deciding the appropriate action in conjunction with the CDM Co-ordinator, where appropriate.
- m) Establishing and agreeing start dates and programmes of work.
- n) Requesting, where necessary a waiver from HSE for work, which requires to proceed within 14 days.
- o) Arranging for labelling and monitoring the condition of asbestos materials that are to remain in-situ.
- p) Appointing asbestos licensed contractor and accredited laboratory to carry out the works.
- q) Reviewing the contractors assessment/method statement/proposed start date/programme and where applicable with assistance from the CDM Co-ordinator.
- r) Instructing that the works can commence.
- s) Arranging for or inspecting and monitoring asbestos operations.
- t) Co-ordinating the disposal of asbestos waste.
- u) Ensuring that an Asbestos Data Base is established for the recording of property survey details regarding the discovery or whereabouts of asbestos. The information is amended/updated accordingly.
- v) Issuing asbestos clearance indicator certificates to the Asbestos Co-ordinator and Asbestos Liaison Officer for entry in the Asbestos Register

- w) Completing the Asbestos Update Register Pro-forma 4.

#### **4.2 Instructing Officer e.g., Maintenance Officer, Maintenance Assistant or Clerk of Works and any other employee who instructs a contractor.**

The Instructing Officer will, as far as is reasonably practicable, be responsible for ensuring the asbestos procedures are implemented within their area of control.

This will be achieved by: -

- a) Issuing instructions to employees and/or contractors to make safe any discovery of ACM's. Where a material may contain asbestos it will be assumed to be asbestos unless there is evidence to the contrary.
- b) Advising the Assets & Maintenance Manager of any such eventualities.
- c) Issuing formal suspension notices to contractors (Notification of Hazardous Conditions Booklet) in the event of any accidental disturbance/discovery of ACM's that may create a risk to employees, tenants and others.

#### **5. ASBESTOS REGISTER (Electronic Data Base)**

5.1 The Assets & Maintenance Manager will establish and maintain the asbestos register.

5.2 The purpose of the register will be to formally record, through systematic survey, inspection and assessment as outlined in HSG 264, Surveying, Sampling and Assessment of ACMs in Premises for Management Plans. Wellhouse Housing Association will manage the process of identifying the location, type and condition of asbestos in properties / land. Surveys and sample reports will be made available via Wellhouse Housing Association's property register. All survey information will be supplemented and amended as necessary after any subsequent survey, removal or treatment of ACMs.

5.3 The register will form a database for the purposes of identifying, assessing, recording, reporting on and deciding the priorities for programmed works. The document will be in electronic format supplemented by paper systems, including the Maintenance File.

5.4 Wellhouse Housing Association will implement a programme for monitoring, assessment and review to ensure currency of register. The Assets & Maintenance Manager will carry this out at appropriate intervals.

##### **5.5 Asbestos register Modus**

<https://wellhouseha.modusaims.net>

Username    Repairs

Password    on request

#### **6. ASBESTOS PROCEDURES**

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- 6.1 All work activities involving ACMs will be carried out in accordance with this policy, statutory requirements, codes of practice and guidance notes, HS (G) 123 “Introduction to Asbestos” and “Task Manual” issued by the Health and Safety Executive and other documentation from authoritative sources.
- 6.2 Where asbestos is to be encapsulated an ACM’s warning notice shall be displayed in a prominent position, e.g., service cupboard, next to the gas or electricity meter, fire alarm panel, office reception area, manager’s office and any other surface to highlight its presence. Where practicable the hazard-warning label shall be placed on the asbestos and encapsulation material.
- 6.3 Notification of all work involving asbestos will be progressed in accordance with the procedures set out in Appendices. Job specific assessments and safe systems of work will require to be produced for all work with ACMs. However, where the work is of a repetitive nature, a single assessment and safe system of work may be suitable. New risk assessments (written) will be required should changes in the work occur or air monitoring results prove deficiency(s) in the existing process.

## **7. SPECIFICATION / PURCHASE**

- 7.1 Wellhouse Housing Association will not knowingly specify, purchase or use ACMs in any properties or work activities.
- 7.2 Clauses to this effect will be included in all tender documents by Instructing Officer / Purchasing Officer.

## **8. CONTRACTORS**

- 8.1 All work activities, including removal or encapsulation involving ACMs will be carried out by an approved “Licensed Asbestos Contractor,” being a member of “ARCA” or “ACAD.”
- 8.2 Only those contractors renewing their license on an annual basis with the Health and Safety Executive will be permitted to work with asbestos.
- 8.3 Contractors will be responsible for informing the Maintenance Officer of any work with ACM’s, which may be necessary to commence within a 14-day period. This will allow the Senior Maintenance Officer or nominated officer to apply for the necessary waiver from HSE (see Section 5, 5.2 g).
- 8.4 Work will not commence until the Maintenance Officer has assessed and approved the written risk assessment, method statement and plan of work submitted by Contractor, which will specify in detail the control measures for the work. It is recognised the Maintenance Officer, where appropriate, may have to seek guidance on such matters from the CDM Co-ordinator.
- 8.5 The Maintenance Officer assisted by the Senior Maintenance Officer will monitor the performance of contractors.
- 8.6 The Maintenance Officer and where appropriate the CDM Co-ordinator will oversee the implementation of the AMS and audit contractors work methods.
- 8.7 Contractors will be required to reduce the number of workers exposed to asbestos to a minimum. Confirm that all relevant training has been given and to send those employees

who work with ACM's for a medical examination every two years in accordance with the Control of Asbestos at Work Regulations.

- 8.8 Contractors carrying out work will be required to confirm that immediate steps are taken to reduce exposure to asbestos where the control level or action limit is exceeded.
- 8.9 Contractors carrying out the work with the approval of the producer of the waste will ensure that minimum amounts of waste are held on site in a suitable locked container and that it is disposed of safely. All Asbestos Waste will be disposed of in a registered land fill site in accordance with the requirements of the Hazardous Waste Regulations and the disposal notice issued to Instructing Officer.
- 8.10 The Maintenance Officer will retain in the maintenance house file a copy of the Waste Consignment Note for the Disposal and Carriage of Hazardous Waste.
- 8.11 Records will be retained on site detailing that equipment and PPE has been maintained and inspected in accordance with statutory requirements.
- 8.12 Where appropriate, all asbestos removal will be done using hygiene/decontamination units, lockable waste skips, tent enclosures, signage to demarcate the working area to ensure other persons are not exposed to any risk to their health and safety.
- 8.13 Works will be required to be carried out in accordance with the findings of the risk assessment and control measures.
- 8.14 All sites shall be left safe, clean, free from asbestos (unless encapsulated or sealed), including debris and any other materials used. Air clearance indicator sampling will be carried out and satisfactory results obtained prior to the removal of any tented enclosures.

## **9. SURVEYING SAMPLING AND AIR MONITORING**

Only UKAS accredited organisations will carry out surveying, sampling and air monitoring and indicator clearance monitoring. In certain circumstances an accredited laboratory will be appointed to undertake an assessment of the contractor's methods of work. A licensed asbestos removal contractor shall not be permitted to take bulk samples of ACMs.

## **10. TRAINING**

Wellhouse Housing Association will ensure that the appropriate level of training is provided for all employees dealing with asbestos. Assistance and guidance on these matters will be provided by the Occupational Health & Safety provider.

## **11. CONSULTATION**

Wellhouse Housing Association will, as appropriate, through the Senior Maintenance Officer consult employees, and appropriate groups before any projects involving the removal of asbestos based materials are carried out.

## **12. SHARING INFORMATION**

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## 12.1 Tenants

Wellhouse Housing Association will notify tenants of information available on the asbestos register relating to their home.

## 12.2 Property Users / Employees

Wellhouse Housing Association shall regularly assess the requirement for employee health and safety awareness training and ensure that, where appropriate, arrangements are made for suitable training to be carried out. Employees coming into contact with asbestos should not be exposed to asbestos fibre levels in excess of those control limits specified in the HSE publication Guidance Note EH 10 Asbestos: exposure limits and measurement of airborne dust concentrations.

Information regarding our policy on asbestos related matters, where appropriate, will be made available to employees, contractors and other persons who may be affected by our undertakings.

Wellhouse Housing Association will provide reasonable access to the Asbestos Data Base System for those persons seeking information regarding its properties. Modus

login for

Contractors <https://wellhouseha.modusaims.net>

Username Contractor

Password on request

## 12.3 Contractors

Wellhouse Housing Association will notify Contractors of information, where available, on the asbestos register relating to the specific properties to be worked on as part of its instruction of works process. Contractors will also be informed to proceed with caution when carrying out work in the event there is doubt as to whether ACMs may be present within housing association property.

## 12.4 Emergency Services

Wellhouse Housing Association will, as appropriate, ensure that information on the location of asbestos is made available to the emergency services.

## 13. THE PROCESS

A works flow chart is detailed in Appendix 3 (A) and (B) covering the various stages in the process from review of register to 'on site' discovery, to completion of works and updating of register.

### 13.1 The Extent

The extent of the works carried out will be in line with Wellhouse Housing Association's Asbestos Policy and be based on the assessment of risk with consideration given to potential fibre release / condition / occupancy / accessibility / future work / social factors / temporary works and will range from removal to encapsulation to leaving in place and labelling.

### 13.2 'On Site' Discovery

There is provision in the procedure for 'on site' discovery when unforeseen suspect asbestos materials are discovered. Appendix 5 details the steps to be taken when this occurs.

### 13.3 Fire Risk

If removal of asbestos will take more than one day and the method of stripping causes an additional fire risk (access area tented or boarded off) the local fire station will be informed of works in progress.

### 13.4 After an Emergency

Appendix 6 details the steps to be taken. This procedure will apply after an emergency situation has occurred e.g., fire, flood, collapse etc. to a property, which is known to contain asbestos, or suspected asbestos materials.

## 14. RECORD KEEPING

Records will be kept of the following:

- a) All premises which contain ACM's.
- b) The location within each premise (exact area).
- c) Where possible the type of ACM and its density
- d) A copy of the assessment relating to the decision whether to encapsulate or remove.
- e) Any work activity involving ACMs.
- f) The contractor(s) carrying out work with ACM's.
- g) The disposal of ACM's to a licensed landfill site
- h) Sampling and clearance indicator levels on completion of the work
- i) The commencement and completion date of all such works.

### 15. SUSPECT ASBESTOS EXPOSURE (EMPLOYEE DE-BRIEFING)

It is important that Wellhouse Housing Association has procedures in place to assess and manage any suspect asbestos exposure reported by employees.

In the event of such an incident management shall ensure that an investigation is carried out if there has been a suspect exposure to ACM's (determined by laboratory results). The facts must be presented to those concerned as soon as possible. This is critical for employee morale and their health, safety and welfare. Therefore, as part of the Asbestos Management System a de-briefing meeting/discussion with the employee(s) must take place as soon as practicable after such an incident and the findings recorded on Asbestos Pro-forma ASB 5. Where appropriate, and after any confirmed exposure the employee(s) should be referred to Wellhouse Housing Association's Occupational Health Provider.

The record shall contain the following information:

- topics covered
- name and position of manager carrying out the de-briefing
- signature
- date
- names of employees in attendance
- comments or points raised during discussion

<b>Management Committee</b>	24 February 2022
<b>Agenda Item</b>	13
<b>Title of Paper</b>	Operational Update Report
<b>Author</b>	Management Team
<b>Appendices:</b>	

## FOR INFORMATION AND DECISION

### EXECUTIVE SUMMARY:

#### 1. Director – Main Issues

The Director reported under separate cover.

#### 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 Housing Team have completed applications to Glasgow City Council for funding from the Covid-19 Tenant Grant Fund for £7,817, which has been allotted to WHA and we await receipt of the funds.
- Rent increase letters have been sent to tenants to advise them of their rent charge for 2222/23
- GDPR training has been arranged for all staff and training for the implementation of Homemaster is ongoing. Training on the most recent Equalities legislation and guidance is being arranged.
- Rent increase consultation has now concluded and consultation on the draft Allocations Policy has begun.
- Committee previously approved temporary staff changes within the Housing Team during 2021/22, that came about due to maternity leave, staff absence and changes to one officer's remit and hours of work. These arrangements are now due to be reviewed and a full report will be brought to the next Committee meeting.
- The Income Advice Officer (IAO) has made a successful bid for a further £6,000 from the Scottish Housing Fuel Support Fund which has been made available by the Scottish Government and administered by the Scottish Federation of Housing Associations. This is an excellent opportunity to provide much needed assistance to our tenants who are suffering from fuel poverty. We have used the £6000 funding to make fuel awards to 43 tenants totaling £3800.00 so far. We will continue to make awards to support those who need it most until the funding has been depleted.

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- The IAO 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 245 UC recipients.
- The Digital Support Fund has £274.16 remaining. Thirty devices are still on loan as most people have internet access at home but lack devices. We continue to support two of our tenants without internet access, we agreed to continue to support them with access to 6GB of data per month until the Digital funding has been depleted.
- The IAO has been supporting eligible tenants to apply for the £140.00 Warm Home Discount with their energy suppliers. The Warm Home Discount scheme has now closed for 2021/2022 for most suppliers. The IAO continues to make referrals to Home Energy Scotland to help tenants find ways to save energy and keep their home warm while cutting down on costs. The IAO has made 26 referrals to Home Energy Scotland over the past 12 months.
- The IAO is continuing to ensure tenant Income is maximized and continues to assist tenants to claim new benefits such as the Scottish Child Payment and other social security benefits / devolved benefits. The IAO reports requests for foodbank vouchers have increased since the start of the year, this is due to the increased cost of living and the removal of the UC £20 temporary uplift in September 2021. The IAO has issued 11 foodbank vouchers over January and February 2022, last year we issued 5 vouchers over the same period.
- The STV children's appeal awarded Wellhouse Housing Association £3000 to support families experiencing poverty this winter. The funding will be used to make cash awards to families struggling with essential costs, essentials cost we can cover are things like food, clothing, and bedding. The IAO is in the process of identifying eligible families. The funds must be distributed to families by 31<sup>st</sup> March 2022.

### 3. Assets & Maintenance Manager – Main Issues

- Windows and Doors, Sidey are on site surveying the next phase and hope to be on site to start installing April 22
- After 2 rounds of recruitment, we have been unable to recruit to the vacant post.
- Kitchens and bathroom installations are continuing, the contractor has been encountering a few delays due to either tenants or tradesmen having Covid.
- The electrical inspections are continuing and the SFHA are confirming if we can legally force access as any over the 5 years will be reported as an SHQS fail. We are continuing with smoke detector installations. As you may have seen there has been issues with supply of smoke detectors nationwide.
- Voids are still running at a high level. A few of these were on our SHQS fails list, and the heating has been upgraded.
- The SFHA also reported that following a survey there has been an increase of around 20% on materials and at a recent SFHA Forum, many HAs were reporting cost increase requests for current contracts as well as notification of increases to pending contracts.

#### **4. Finance & Corporate Services Manager – Main Issues**

- GDPR training will take place on 9<sup>th</sup> March 2022 and will be facilitated by TC Young. Housing, Maintenance and Finance will have specific training. All sessions will last approximately 90 minutes.
- The Finance & Corporate services manager will attend the SFHA training sessions during March covering Data Protection and GDPR.
- Work has commenced with Hiper to migrate all the information held on the servers over to a cloud-based server. Once the migration has taken place and adequate training has been provided to all staff the office-based servers will be decommissioned. To facilitate the changeover staff have been asked to review the files and where appropriate delete any files that are not relevant or required to be retained. A further update will be provided at subsequent meetings.
- Homemaster project will go live the first week in April 2022. Staff continue to test and familiarise themselves with the new system on a weekly basis. Regular meetings are taking place between Wellhouse HA and the software provider to discuss the project and ensure it remains on track and issues are raised and addressed prior to the go live date.
- The internal audit focussed on Finance processes and control and the verbal update received was that controls and processes were strong with no recommendations. The report will be presented to the Audit and Risk committee by Wylie Bissett at the May 2022 meeting.