

19 October 2022

Dear Member,

The next Management Committee will be held on **Wednesday 26 October 2022 at 6PM via Zoom/in house**

Agenda Item	Lead	Time	
Closed Session	Chair	5min	Verbal
1. Welcome, <i>Sederunt</i> & Apologies	Chair	1min	Verbal
2. Jargon Buster			Information
3. Declarations of Interest.	Chair	1min	Verbal
4. Minutes of the Committee Meeting of 24 August 2022 Minutes of the Committee Meeting of 1 September 2022	Chair	4min	Approval
5. Matters Arising & Actions from the minutes report	Director	3min	Note
6. Assurance Statement & Evidence	Director/John Stevenson	15min	Approval
7. Performance Benchmarking (PAV)	John Stevenson	10min	Verbal
8. Allocation Policy	Housing Manager	10min	Approval
9. Management Accounts to 30 September 2022	Finance Manager	10min	Approval
10. Rent Arrears update	Housing Manager	5min	Note
11. Operational update	Management Team	10min	Note
12. Election to Committee	Governance Officer	5min	Decision
13. AOCB 1. Donations	Director & Chair		Decision

Close of Meeting: 8PM

Next Meeting 30 November 2022 at 6PM

JARGON BUSTER	
Terminology	Definition
Annual Assurance Statement	Each landlord should confirm in its Statement its level of compliance with all of the relevant requirements at section 3 of the Regulatory Framework . Where a landlord does not fully comply, it should set out in the Statement how and when it will make the necessary improvements to ensure compliance.
Bed Debts	A Bad Debt is an outstanding sum of money owed to the Housing Association that has not been paid, despite repeated efforts to collect the debt .
Covenant Compliance	A loan covenant is a condition in a commercial loan that requires the borrower to fulfill certain conditions or which forbids the borrower from undertaking certain actions, or which possibly restricts certain activities. Compliance means conditions are met in full.
Cyclical Maintenance	Cyclical maintenance is work to maintain the general condition of the property and some communal fittings
Housing Property Depreciation	Housing Property Depreciation is an accounting method of allocating the cost of the property over its useful life and is used to account for reduction in value of the property.
LIBOR	LIBOR is a benchmark interest rate at which major global banks lend to one another in the international interbank market for short-term loans. LIBOR , which stands for London Interbank Offered Rate , serves as a globally accepted key benchmark interest rate that indicates borrowing costs between banks
Major repairs/planned renewals	Major Repairs (Investment works) – Kitchen & bathroom renewals, central heating replacements, door entry systems etc.
PAV	Performance Analysis Visit – Scotlands Housing Network
Reactive Maintenance	Reactive Repairs. Reactive repairs or day to day repairs are funded from rental income and are defined as those repairs which are carried out on a responsive basis as the need arises and are not deferred for inclusion in planned maintenance programmes
RSL	Registered social landlord. The vast majority of Registered Social Landlords are also known as Housing associations. Housing associations are independent, not-for-profit organisations that provide homes for people in housing need.
SHAPS	Scottish Housing Association Pension Scheme
SHIP	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

SHR Regulatory Framework	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.
Statement of Comprehensive Income (SOI)	A statement of comprehensive income contains two main things: the net income and other comprehensive income (OCI) . 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
Statement of Financial Position (SOPF)	The statement of financial position. The statement lists the assets, liabilities, and equity of an organization as of the report date. This was previously known as the Balance Sheet.
Technical arrears	' technical arrears ' – arrears relating to outstanding housing benefit that a landlord has not received

**WELLHOUSE HOUSING ASSOCIATION
MINUTES OF THE COMMITTEE MEETING HELD
ON 24 August 2022 AT 6PM – The Hub and Zoom**

1. Welcome, Sederunt & Apologies

Present:

Maureen Morris	Chair
Gordon Kerr	Co-opted Member
Darron Brown	Committee Member
Helen Lafferty	Co-opted Member
Shona McKenna	Committee Member
Jane Heppenstall	Committee Member

In Attendance:

Bill Black	Interim Director
Carol Hamilton	Housing & Customer Services Manager
Robert Murray	Corporate & Finance Manager
Alex Hogg	Interim Assets & Maintenance Manager
Linda Logan	Minute Taker

Apologies:

Michelle Harrow	Committee Member
Sarah Morris	Committee Member

The Chair welcomed Shona McKenna back to committee meetings following her leave of absence.

2. Jargon Buster

Noted for information.

3. Declarations of Interest

There were no declarations of Interest.

4. Minutes of the Committee Meeting of 26 May 2022

The minutes of the committee meeting of 29 June 2022 were proposed by Darron Brown and seconded by Gordon Kerr as an accurate record of the proceedings.

5. Matters arising from the minutes report.

The Housing and Customer Services Manager informed committee that we would not proceed with the CCTV options proposals due to budget constraints.

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

6. Tenant Participation Strategy Review

The Housing and Customer Services Manager provided an overview of the proposed draft Tenant participation Strategy and the Tenants Participation Action Plan for consultation purposes.

She provided background information on the funding granted to be involved in the Next Steps Programme with the assistance of TPAS. The programme had been postponed due to Covid 19.

She noted that efforts during a recent tenant consultation events had resulted in 6 tenants joining the Customer Opinion Panel. An initial meeting had been arranged for August and September where the draft strategy and action plan will be discussed and available on the website for customers to comment.

An update and approval will be sought at the next meeting.

Shona McKenna expressed her thanks to the housing team for their efforts in encouraging tenants to join Customer Opinion Panel.

Resolution:

Committee approved that the draft of the Tenant Participation Strategy and Tenant Participation plan be shared with customers for consultation purposes.

7. Policy Review

The Housing and Customer Services Manager/Interim Director provided committee with a draft of the reviewed Assignations, sub-letting, ledger, joint tenancy and mutual exchange policy and 2 new policies in relation to Fire Safety and Electrical for approval.

The Housing Manager noted a minor change required in the Assignment policy in relation to the updated address for the Scottish Public Services Ombudsman. There was no further amendment to the policy during review.

The Interim Director stated that the Fire Safety and Electrical policies had been reviewed to ensure they met current legislation and good practice prior to the introduction of changes to Housing (Scotland) Act 2014 amendments and the regulations covering fire safety and electrical testing as per the references within the policies.

Resolution:

Committee approved the Assignment, sub-letting, lodgers, joint tenancy and mutual exchange, fire safety and electrical policies.

Darron Brown proposed and Jane Heppenstall seconded approval of the above policies.

8. Equalities and Diversity Policy

The Housing Manager stated that Dr Stewart Montgomery had been commissioned jointly by Wellhouse HA and Blairtummock HA to develop the Equalities and Diversity Policy, equalities action plan, equalities impact assessment and harassment policy and the appropriate training for staff and committee members. The comprehensive policy and action plan were attached as appendices for information.

She noted that the SHR promotes equality impact assessments through the regulatory requirement to have assurance and evidence that each social landlords considers equality and human rights issues properly when making decision in the review of internal and external policies and the day to day service delivery. She asked committee to note that unfortunately Dr Montgomery had taken ill and will not return to work until 2023. Another provider, Stuart Eglington has indicated that he is willing to provide the training.

Jane Heppenstall asked if Stuart Eglington would work though the action plan and implementation with staff and committee members during training. The Housing Manager confirmed this.

Resolution:

Committee approved the Equalities and Diversity Policy and the Equalities Action Plan

Jane Heppenstall proposed and Shona McKenna seconded the Equalities and Diversity Policy and Action Plan.

9. Complaints and Compliments 22/23 update

The Housing Manager reported that 4 Stage 1 complaints were received during the period 1 April to 30 June 2022. All stage 1 complaints were responded to within quarter 1 however only 3 were handled within timescales. The average resolution time was 3 days against an SPSO target of 5 working days. There were 3 stage 2 complaints received during the period. 1 stage 2 complaint was responded to within quarter 1, the other was not due a reply until July 2022. She provided a brief overview on the outcome of the complaints.

Committee noted the complaints and compliment update for the period 1 April to 30 June 2022.

10. KPI's

The Housing Manager presented the report to bring to the attention of Committee the performance in relation to KPI's for the period April – June 2022. She noted appendix 1 of the report which detailed results for the first quarter against targets set for 22/23 which also reflect areas included in the ARC. She highlighted the following results for information;

Rent collected of total rent due was 91.73% at the end the quarter, which was lower than normal due to the impact of technical arrears. Gross rent arrears have reduced to 8.73% although still remain an area of concern. The percentage of tenancy offers refused were within target although relet times had increased to 6.9. days. Covid restrictions and metering issues had an impact on performance.

The Interim Maintenance Manager reported that with the move to HomeMaster two KPIs could not be reported on. One in relation to urgent repair times and the extract from the system does not allow this to be accurately calculated and will require assistance from HomeMaster to resolve.

Committee noted the KPI's for the period April – June 2022.

11. Rent Arrears update

The Housing Manager reported that since the last committee update, gross current rent arrears had decreased by £14,404 to £279,259. For the same period net current arrears had increased by £26,629. She noted that 13 new tenants had accrued arrears of £9,210 as they are awaiting the outcome of benefit claims. In addition, there were direct debits to the value of £5,653 which were not included in the July figures as they were collected on 1st August due date falling within the weekend.

Former Tenant Arrears reduced by £1,997. Universal Credit arrears accounts for £166,178 of the total gross current rent arrear. She noted that there were still some issues with the calculation of technical arrears on Homemaster which is being resolved via additional data input.

Housing Officers continue to focus on reducing the UC debt by ensuring that affordable arrangements are made. There has been an increase in more tenants contacting Housing Officers to rearrange their arrears payments due to the rise in the cost of living and utility bills. This is expected to become a more frequent occurrence.

She noted we continue to benchmark with EHRA colleagues to compare how we process the rental receipts from GGC and DWP. The Finance Manager explained that Wellhouse HA have traditionally not recognised DWP receipts until they have cleared through the bank. It is proposed, that like our colleagues in EHRA, that when the remittance advice is received from GCC/DWP rather than wait until the funds clear the following month, we would process it on the date and treat them as outstanding lodgements in the bank account.

Committee sought assurance that appropriate checks would be made to ensure that GCC/DWP funds clear through the bank account. The Finance Manager confirmed this.

Committee noted the update on the arrears position.

12. Management Accounts – 30 June 2022

The Finance & Corporate Services Manager presented the report to provide committee members with a comparison of the estimated and actual financial position to 30 June 2022.

He provided a brief overview of the Statement of Comprehensive Income and variances. The budgeted surplus for the 3 months to 30 June 2022 was £152,279. The actual results for the period show a surplus of £141,049, a adverse variance for the period of £11,229.

The overall variance arises from:

Operational activities £14,069 – adverse variance
Net interest and other activities £2,838 – favourable variance

The Finance & Corporate Services Manager highlighted that rental income was close to budget with a slight positive variance of £1,479 in the main due additional checks when moving to HomeMaster. Void losses were higher than the budgeted figure in the main due to the works required within the properties and resolving issues with resetting electrical meters.

He asked committee to note the underspend in salaries of £12,762 in the main due staff being recruited at a lower pay scale. Repairs and Maintenance shows an underspend of £22,901 against budget over all areas for the quarter. He provided a detailed explanation of some of the over and underspend in relation to reactive maintenance, cyclical maintenance and major repairs/planned renewals as highlighted within the report

Cash flow showed the transactions for the year to date using the receipts and payments method as opposed to the accruals method. The report showed a cash outflow of £389,949 as opposed to a surplus of £141,049 in SOCI.

He reported no covenant compliance issues and a gearing result of 18.07%

He noted the cash position had reduced and in a reasonably healthy position finishing the period at over £2.7M. The reduction in the main due to the investment in replacement windows and doors.

Gordon Kerr sought clarification on the commercial unit's rental income. The Finance Manager confirmed that the property will be let from 1 September 2022 and lease agreements completed by the solicitors.

The Chair sought clarification if Easthall Residents would provide a report on the spend and activities on the funds that the Association has paid to them. The Finance Manager confirmed this.

Resolution:

Committee approved the management accounts for the period to date.

Gordon Kerr proposed and Darron Brown seconded the management accounts to 30 June 2022.

13. Operational update.

Interim Director:

The Interim Director reported in closed session.

Housing & Customer Services Manager:

The Housing and Customer Services Manager reported that the Housing Officers would be reverting to their generic roles from September. Policies are being reviewed with emphasis being given to the Allocations Policy as well as the Tenant Participation Strategy in October. She noted that the team was working through the impact assessment and that all policies would require review to take account equalities and diversity as outlined by Stuart Montgomery.

She noted an increase in anti-social behaviour and estate management complaints. In addition, there had been an increase in applications for housing from private sector tenants due to landlords selling their properties.

The Income Advice Officer continues to provide benefit advice and UC early intervention support for new claims. She updated on the UK government cost of living payment that will be automatically paid to those who are eligible.

Assets & Maintenance Manager:

The Interim Assets & Maintenance Manager reported that the window and door contract was off site with no issues to report. There are currently 10 voids in repairs and Housing Officers will re-start pre term visits. He noted that we complete our voids to a very high standards.

All smoke detector upgrades have been completed and ECIR testing underway. 3 adaptations had been completed in the 1st quarter. He updated on the town house decant major works to long term water leaks, with costs being looked at as they are considerably higher than expected

Finance & Corporate Services Manager:

The Finance Manager noted that the external audit was currently ongoing with no significant issues being raised.

He reported that the new HomeMaster system was being used in the first quarter to draw the financial records for the report. No major issues were experienced however the team will continue to work with Homemaster to try and build the reporting module within the system.

Due to sickness two internal audit reports were not available for the Audit and Risk committee and have been deferred to the management committee meeting being held on 1st September 2022.

He noted that a monthly working group for the Homemaster system has been established for each department to discuss ongoing teething issues with the system and any adjustments or improvements to be made by HomeMaster.

The treasury management report should have been presented to this committee meeting however due to changing interest rates, the Finance Manager had contacted our lenders to get a breakdown on the impact of the changes and some options such as making additional capital payments. He has yet to receive the requested information

14. Election to Committee arrangements

The Corporate & Governance Officer presented the report to outline procedures for the election to committee meeting following the AGM. She reminded committee that if there were further nominations the deadline for submission was 2 September 2022.

She stated that under Rule 38.2 of the Rules at least one third of the longest serving committee members since the date of their last election must retire. These were Maureen Morris, Jane Heppenstall and Shona McKenna. She sought confirmation that they will stand for re-election. They did not require nomination. Maureen, Jane and Shona confirmed they would seek re-election.

Gordon Kerr and Helen Lafferty, co-optees will stand for election at the AGM. They do not require nomination..

It was proposed that the Director continue as the Secretary. He does not require nomination.

Under Rule 58.10 the Chairperson can be re-elected. Maureen Morris had indicated that she was willing to stand for re-election as Chair. If there were no further nominations received she was asked to confirm this. Maureen confirmed her willingness and welcomed nominations should another member wish to stand for the position of Chair.

The current Vice Chair, Clare Monteith had indicated she was willing to stand for re-election. Due to Clare's apologies for this meeting and if there were no further nominations, she will be asked to confirm this at the meeting following the AGM.

She noted that committee had indicated that they consider the office bearers role of Treasurer as necessary. It was noted that the current role was vacant and she sought volunteers to the role. Darron Brown volunteered to stand for election to the role of Treasurer.

The Corporate & Governance Officer sought confirmation from the audit and risk committee that they were happy to continue as serving members. These were Clare Monteith, Maureen Morris, Sarah Morris, Michelle Harrow and Jane Heppenstall. Carol Torrie the previous Chair of the Audit and Risk has resigned from committee. The Audit and Risk were asked to consider who would be willing to serve as Chair at the next Audit and Risk Committee meeting.

She sought confirmation from the Staffing Committee that they were happy to continue as serving members. These were Clare Monteith (Chair), Michelle Harrow and Sarah Morris. Clare Monteith has confirmed that

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she was willing to continue as Chair however due to apologies submitted for this meeting she will be asked to confirm this at the meeting following the AGM.

The Chair sought confirmation from committee members if there were any further nominations which they would prefer to submit at this meeting.

AGM arrangements were discussed and it was confirmed to restrict the business of the AGM to those allowed by the Rules.

Resolution:

Committee noted the update and confirmed those members that would seek re-election.

15. Membership

The Corporate & Governance Officer presented and sought committee approval for a new membership application from Calum Campbell which would be recorded in the Register of Members

Resolution:

Committee approved the membership application of Calum Campbell.

Darron Brown proposed and Shona McKenna seconded the membership application of Calum Campbell and the recording of such in the Register of Members.

16. AOCB

The Housing Manager asked committee to email Linda Logan with availability for the equalities training and which evening would suit them best.

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

Next Meeting 1st September 2022 at 6PM via Zoom and in house

**MINUTES OF WELLHOUSE HOUSING ASSOCIATION'S
ADDITIONAL MANAGEMENT COMMITTEE MEETING
ON THURSDAY 1ST SEPTEMBER 2022 – 6PM
THE HUB / VIA ZOOM**

1. Welcome

The Chair welcomed everyone present.

Sederunt

Present:

Maureen Morris	Chair (In Hub)
Darron Brown	Committee Member (In Hub)
Shona McKenna	Committee Member (Via Zoom)
Jane Heppenstall	Committee Member (Via Zoom)

In Attendance:

Scott McCready	Wylie & Bissett, Internal Audit Manager (Via Zoom)
James McBride	Azets, External Auditors, Partner (Via Zoom)
Robert Murray	Finance & Corporate Services Manager (In Hub)
Sandra Davidson	Minutes (In Hub)

Apologies:

Michelle Harrow	Committee Member
Sarah Morris	Committee Member
Gordon Kerr	Co-Opted Committee Member
Helen Lafferty	Co-Opted Committee Member
Alex Hogg	Maintenance Manager (Interim)
Carol Hamilton	Housing & Customer Services Manager
Bill Black	Director (Interim)

3 Declarations of Interest

There were no declarations of interest identified.

4. 2021/22 Draft Annual Statutory Accounts

This item was on the agenda for committee to consider and approve the Draft Annual Financial Statements and the corresponding letters and responses from the external auditors.

James McBride confirmed all work undertaken was consistent with the relevant accounting standards and Housing Association legislation. He summarised the committee's areas of

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responsibilities and that of Azets. He confirmed in their opinion the financial statements give a true and fair view of the Association's affairs as at 31 March 2022 and have been prepared in accordance with all relevant appropriate legislation.

James summarised the Statement of Comprehensive Income as follows, turnover for year is £4m which is consistent with last year with operating expenditure being over £3m with the increases in maintenance costs being due to inflation. There were finance charges of £232k which resulted in an overall surplus for the year of £475k. In respect of the pension scheme there was an actuarial gain of £120k this year whilst last year there was charge of £234k.

The Statement of Financial Position was summarised by James by the £799k additions on components within the year and the £1m annual depreciation charge. He advised there was a healthy cash position with just over £3.1m at cash and bank with bank loans of £7.7m at the year end. Overall resulting in Net Current assets of £8m.

The cashflow shows a net cash generated from operating activities of £1.5m. There was a cash outflow of £799k for the purchase of components, £229k outflow in loan interest payments, £59k SHAPs past service deficit payments which results in a net cash position of £3.1m at the year end.

James expressed that there was nothing to bring to the attention of the committee so therefore provided an unqualified audit report and the accounts had been prepared on the basis of going concern.

James summarised there were seven late client adjustments that were adjusted and reflected in the Financial Statements. Robert explained that due to the Finance Officer being off immediately prior to the audit commencing the Finance team had been unable to make the adjustments prior to the audit commencing.

James also explained there were seven items that were misstatements however as these were not material they were not adjusted for in the financial statements and in the case of the re-chargeable repair provision, this will be provided for during the financial year end March 2023. Within appendix three the mention of significant deficiency is mainly due to the annual insurance invoices being dated 31st March 2022 but covering the period from 1st April 2022 to 31st March 2023 so not being included within the financial statements. James advised requesting the insurers date the invoices 1st April to prevent this issue from recurring every year.

James explained to committee they were required to sign the letter of representation and return to Azets, agreeing and confirming there is nothing Azets are unaware of and he provided some examples of items the committee would be required to report to Azets. The committee members confirmed there was nothing they were aware of that should be declared to Azets and no post balance sheet events.

Resolution:

Committee: Agreed and approved the draft annual financial statements, the management letter and response, the letter of representation and the AFS on-line submission, proposed by Darron Brown and seconded by Jane Heppenstall.

**5. Internal Audits: 1. Fire & Gas Safety
2. New Finance & Housing Management system**

Scott summarised the format, purpose and work undertaken by Wylie & Bisset during their recent visits to WHA to undertake both the above audits.

He advised that the Gas & Fire Safety received an overall strong conclusion. There were no recommendations, eight areas of good practice noted so therefore benchmarking is favourable.

The overall conclusion for the New Finance & Housing Management System was a weak conclusion. There were three recommendations with one being high, one medium and one low. The high grading was due to the costings being greater than originally budgeted for the project. The medium risk was due to the lack of clear timescales available and the low recommendation was due to procedure documents not yet having been updated. There were six areas of good practice identified.

Jane questioned if the issues identified were of a transitional basis and should settle over a period of time.

Scott confirmed that this was the case and although costs had been higher than originally costed in the longer term it was the correct decision because by utilising a consultant, the information within the system would be more meaningful and provide staff with a greater level of confidence in the system moving forwards.

Resolution:

Committee: Approved the content of both the Internal Audit Reports, proposed by Darron Brown and seconded by Jane Heppenstall.

6 AOCB

The Chair confirmed the date and time of the upcoming AGM and extended her welcome for as many committee members as possible to join her in person in the Hub for the event.

Meeting Closed 7:00pm

Next meeting AGM 21st September 2022 6pm

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

Signed (Chair)



Date 7/9/2022

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ACTIONS ARISING FROM PREVIOUS MANAGEMENT COMMITTEE MEETINGS August 2022

MINUTE REFERENCE	ACTION	OWNER	DUE BY	STATUS OPEN/ CLOSED	PROGRESS
24 October 2019					
11. Management Team Report	Site at the former Wellhouse Primary School; The Director will report on the feasibility of progressing a development and a bid for this site.	Martin Wilkie-McFarlane	March 2020	Ongoing	A development meeting has been arranged with Curb (Link) on 9 th November 2022 to discuss development and site visits of development sites.
November 2019					
11. Management Team Report	The Finance Manager will email proposed dates for fraud training to interested members	Finance Manager	January 2020	Open	The Finance Manager is still waiting for proposed dates for fraud training from the auditors. Suspended during COVID-19 lockdown period
August 2021					
Factoring Policy	Review of Factoring Policy	Housing Manager	October 2021	Open	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.
October 2021					
Rent arrears report	The Housing Manager will contact GCC for further information on their administration of the Scottish Gov fund and feedback to committee	Housing Manager	August 2022	Open	The Housing Manager will report back to committee at the October 2022 committee meeting.
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

March 2022					
Budget 22/23	To provide further assurance and to take account of cost instability and the rapidly changing market, the Director proposed that at the October committee meeting a formal budget reforecast be presented for consideration	Management Team	October	Open	The Finance Manager will report in closed session on recent rent freeze implications to the budge at the October 2022 committee meeting. The reforecast budget will be presented to committee at the November meeting.
April 2022					
There were no matters or actions arising from the April 2022 Committee meeting					
June 2022					
Rent Arrears	The Housing Manager informed committee that we would be completing a benchmarking exercise with EHRA colleagues to compare how we process the rental receipts from GCC and DWP.	Housing Manager		Closed	An update was provided to committee on how we process rental receipts from the GCC and DWP at the August committee meeting.
August 2022					
There were no matters or actions arising from the August 2022 Committee meeting					

Management Committee	26 October 2022
Agenda Item	6
Title of Paper	Scottish Housing Regulator (SHR): regulatory framework - ASSURANCE STATEMENT 2022
Author	John Stevenson, Service Improvement Officer.
Attachment(s)	1. Proposed Annual Assurance statement
Executive summary	The SHR's Regulatory Framework requires all RSL's to submit an annual Assurance Statement by 31 October each year. The SHR reported that Wellhouse was compliant with the regulatory standards in April 2021. A new Assurance Statement is required by 31 October 2022

FOR APPROVAL

1 PURPOSE

- 1.1 To report on the updated framework and remind committee of their responsibilities thereof.
- 1.2 To agree the Annual Assurance Statement for 2022.

2 RECOMMENDATIONS

- 2.1 To note the regulatory framework
- 2.2 To note that we are currently 'compliant'. That is; we meet the regulatory requirements including the standards of governance and financial management
- 2.3 To ask questions of staff as appropriate
- 2.4 To approve the Assurance Statement and authorise the chair to sign said statement
- 2.5 If committee see value, to agree 1 or 2 committee members be given temporary remote access to the server to verify the evidence bank and report to committee by 31 March 2023
- 2.6 To agree that a review be included in our new internal audit programme.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This report is consistent with our strategic objective to provide good governance and financial management
- 3.2 This report is relevant in respect of the following Core Values:
 - Accountability
 - Excellence

4 BACKGROUND

- 4.1 The Scottish Housing Regulator's (SHR) current Regulatory Framework has been in place since April 2019.

- 4.2 The committee attended a number of briefings in the period running up to that date and were fully apprised as to the changes.
- 4.3 The updated framework placed additional responsibilities on governing body members and shifted toward a system of self-assurance. It is crucial you are familiar with the framework. Should any committee member require specific or updated briefings, please advise the Corporate & Governance Officer.
- 4.4 Staff have reviewed all core guidance and, when required and appropriate, training will be sourced for committee members. The Toolkit for completion of the Assurance Statement and data bank has been completed for 2022. This is an updated data bank and evidence log from that used in previous years and has a fully functioning linked evidence. This data base will be available to any committee member who wishes.

5. MAIN ISSUES:

- 5.1 Each RSL must produce an **annual assurance statement** in accordance with published guidance by the end of October each year and make this available to tenants and service users. The statement is to be approved by the management committee. SHR does not outline a template for submission, it highlights that as part of the statement the governing body must confirm that the governing body has appropriate assurance that the RSL complies with:

- All regulatory requirements set out in Chapter 3 of the Regulatory Framework
- All relevant standards in the Scottish Social Housing Charter
- All relevant legislative duties
- The standards of governance and financial management
- Set out any areas where the RSL does not materially comply and briefly describe how the RSL is planning to improve those areas and the timeframe for improvement.
- Confirm that it has seen and considered appropriate evidence to support the level of assurance it has
- Confirm the date of the meeting that the governing body considered and agreed the statement
- Be signed by the Chair

- 5.1.1 This is due by 31 October 2022.

- 5.2 In addition, the updated framework and SFHA Toolkit have been revised to:

- Provide assurance that we have, or are in the process of implementing an effective approach to the collection of equalities information and are considering how we can adopt a human rights approach in our work
- As part of the SHR's annual risk assessment work, they asked landlords to complete a short survey (in January 2022) to give them some additional, more detailed information about how they gain assurance that they comply with tenant and resident safety requirements. The SFHA toolkit has been amended so that we can gain assurance that we comply with all tenant and resident safety requirements
- With the ending of all COVID restrictions the SHR has now removed this supplementary guidance. However, the Regulator understands that we

are continuing to work to recover from the impact of the pandemic and fully restore services and programmes of work. They appreciate that the pandemic may therefore continue to impact on compliance with regulatory requirements. We should again identify in this year's AAS any remaining non-compliance with regulatory requirements that is directly due to the pandemic and distinguish this from non-compliance for other reasons. We can also set out in the AAS further information about any non-compliance which is not directly attributable to the pandemic but has been exacerbated by it

5.2.1 Committee recently approved our Equalities and Diversity Policy and Action Plan, to ensure compliance with the first point above.

5.3 Regulatory assessment is that an organisation is compliant, working toward compliance or is under statutory action. We are currently **compliant**.

We note that we need to:

- improve consultation with residents beyond committee
- complete planned work to comply fully with human rights & equalities
- understand the continuing impacts of external factors such as Covid 19, Brexit and general economic context on our business, including the current cost of living crisis for our tenants
- ensure we continue to meet all tenant and resident safety requirements
- ensure we are doing all we can to support tenants through these challenging times

6. DISCUSSION

6.1 Wellhouse embraces openness and transparency, in line with our colleagues in the sector. We have a strong working relationship with the SHR.

6.2 We have a substantial programme of internal audit and annual external audit, both of which were re-tendered in the last year.

6.3 Note that in most areas where it previously said 'the RSL must' the new framework said 'the governing body must' which is a subtle but important shift toward the responsibilities on the management committee.

6.4 Committee must be assured of the content of the AAS before asking the Chair to sign the statement on your behalf.

6.5 The framework was introduced in 2019. Both the both 2020 and 2021 frameworks were affected by Lockdown. Committee should self-reflect on whether they need a further briefing on Self Assurance.

6.6 In previous years, our assurance was spot checked by committee members and reported to committee. The lessons learned have been taken on board.

6.7 It is suggested, once again, that one or two committee members be given temporary remote access to the server to carry out a further verification exercise on the evidence bank, if committee feel that this is beneficial. This usually happens in January.

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 7.1 We must comply with the SHR regulatory framework.
- 7.2 The Assurance Statement is the core submission each October.

8. FINANCIAL IMPLICATIONS

- 8.1 None anticipated at this time.

9 KEY RISKS

9.1

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
If we fail to be adequately assured, we will be deemed to be non-complaint	By not carrying out an annual assurance, committee will not be able to be convinced that we comply	If committee are not fully familiar, they may not be comfortable carrying out self-assessment
Mitigation	Mitigation	Mitigation
Framework has been adopted and we are compliant	We will submit a statement in time	Q&A; learning; coaching; reporting.

10 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 Nothing apparent currently, even accidental.

11. SUSTAINABILITY

- 11.1 No impact on our sustainability aims currently, even accidental.

12. SWOT ANALYSIS

Strengths	Weaknesses
We have internal audit (and A&R subcommittee)	Collecting the data on protected characteristics continues to be a challenge
We submitted a voluntary assurance statement in each year since 2019	We have had reasonable turnover on committee in the last year and additional training may be required.
We have all of the guidance already	
We are compliant with SHR standards.	
Opportunities	Threats
Self-assurance is a good sense check, supports annual appraisals and is an important public statement	

Aim to become compliant with standards.	
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13. CONCLUSION

- 13.1 Wellhouse Housing Association, ironically, by virtue of its high engagement and statutory intervention was in a strong position to adapt to the new framework in 2019. However, committee must be sure in their level of knowledge and confidence to self-assess/ assure the SHR and this must be done annually.
- 13.2 Wellhouse Housing Association are compliant with some small areas of improvement in *non-material* areas identified at this time. Consequently, committee are able to submit the 2022 assurance statement.

Assurance Statement 2022

Wellhouse Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework.
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with relevant legislative duties.
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

The Association's Management Committee assesses compliance against these requirements on a quarterly basis and considers detailed evidence, together with customer feedback, as part of this assessment. This evidence bank, based upon an excel toolkit with hyperlinks, is held in digital form in the office of Wellhouse Housing Association.

In order to remain compliant, the Association will be focusing on the following areas during the coming year:

- Improving resident participation, beyond the governing body and Customer Opinion Panel level, whilst noting recent improvements
- Working towards full compliance with human rights and equalities requirements, particularly in relation to data collection, following an independent report from an external consultant
- Mitigate the impact of the cost of living crisis and deliver our income advice service accordingly;
- Carrying out a risk assessment in relation to the impact of the rent freeze and eviction moratorium

The governing body does not deem these to be material non-compliance issues and we are therefore confident that we are **compliant** with the standards noted above. This Assurance Statement was approved by the Association's Management Committee at its meeting on 26 October 2022.

Signed by:

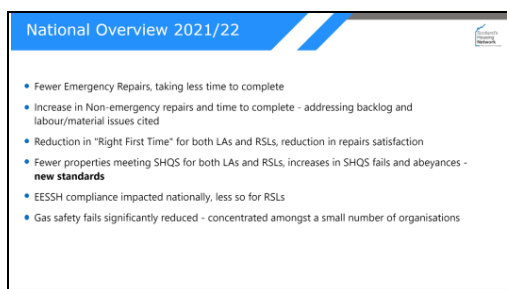
Maureen Morris, Chair

Slide 1



This information is from Scotland's Housing Network re our performance for 2021-22.

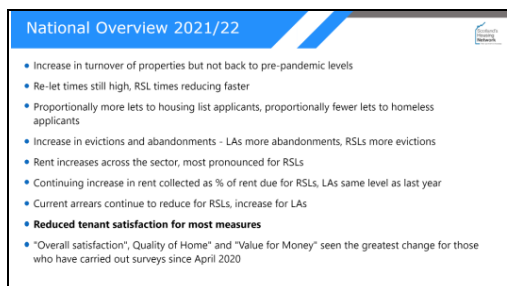
Slide 2



So, we are looking at the ARC data for last year 2021-2022. We can see that generally performance is lower than in previous years – which is to be expected given the ongoing impact of Covid-19. Areas of performance that were highlighted the most were repairs, SHQS and EESSH.

Gas safety fails were significantly reduced – these were concentrated amongst a small number of organisations.

Slide 3



Turnover was increased however relet times were still high.

Current arrears continue to reduce for RSLs however there was an increase for LAs.

Tenant satisfaction was reduced for most measures. With overall satisfaction, quality of home and value for money seeing the greatest change for those who have carried out surveys since 2020.

Slide 4

Peer Group	
Peer Organisations	
Ardenglen Housing Association	Lanarkshire Housing Association
Barrhead Housing Association	Muirhouse Housing Association
Blairtummock Housing Association	North View Housing Association
Calway Housing Association	Ore Valley Housing Association
Cassiltoun Housing Association	Pineview Housing Association
Cathcart & District Housing Association	Prospect Community Housing
Cernach Housing Association	Reidvale Housing Association
Charing Cross Housing Association	Rosehill Housing Co-operative
Cordale Housing Association	Rutherglen and Cambuslang Housing Association
Dalmuir Park Housing Association	Spire View Housing Association
East Kilbride and District Housing Association	Wellhouse Housing Association
Easthall Park Housing Cooperative	West Whitlawburn Housing Co-operative
Ferguslie Park Housing Association	Yoker Housing Association
Forth Housing Association	
Horizon Housing Association	

Peer Group

Slide 5

Tenant Satisfaction	
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The first area that we are going to look at is in relation to assessment of our customer satisfaction and customer relationships within our organisation.

Slide 6

Satisfaction Survey Method		
Survey Date:	Number of tenants surveyed:	Survey Method:
01/04/2021	288	Telephone

Any social landlord is only required to carry out a large scale survey once every three years, so this is our most recent survey April 2021 and it was carried out by telephone with 288 tenants.

Slide 7



Overall satisfaction was good at 95.83% - we are the red bar here on the far left of the graph.

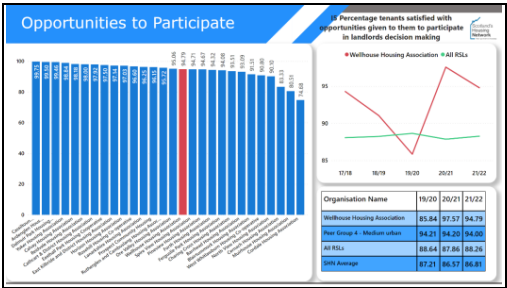
Our performance continues to be above the peer group and SHN average .

Slide 8



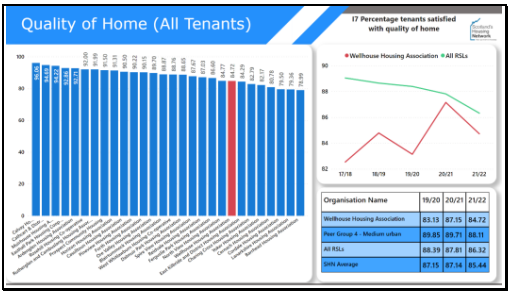
93.40% of tenants feel that we are good at keeping them informed about their services and outcomes.

Slide 9



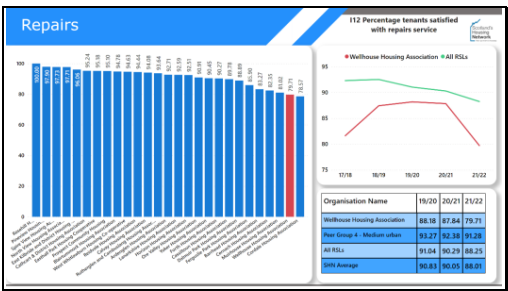
94.79% of tenants are satisfied with the opportunities to participate in their landlord's decision-making processes. Again, this an area that we are performing well in. Above the peer group and national average.

Slide 10



84.72% of existing tenants satisfied with the quality of their home

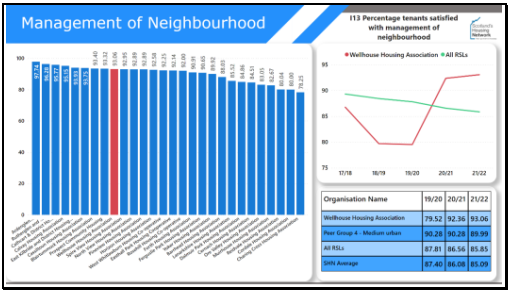
Slide 11



79.71% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the service. Below the peer group average.

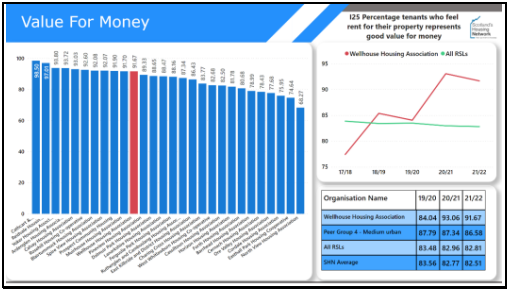
Bill will outline the particular challenges we are currently facing.

Slide 12



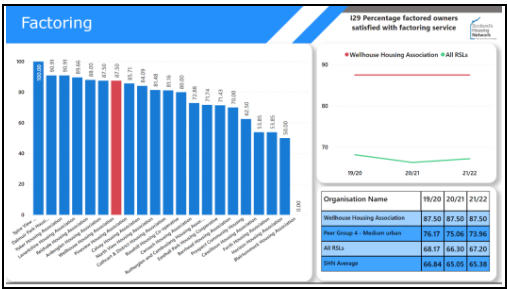
93.06% of tenants are satisfied with the management of the neighbourhood they live in. This has increased in recent years. An area that we are performing above our peer group and the SHN average.

Slide 13



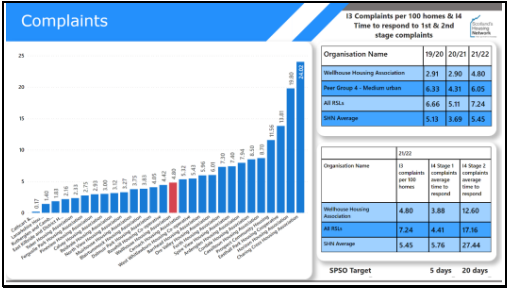
91.67% of tenants feel that their rent is value for money – this is well above the peer group and national average. Another area that the association is performing well in.

Slide 14



87.50% of owners are satisfied with the factoring service – this is an area that the majority of landlords struggle with. It can also be skewed by a small number of survey returns.

Slide 15



Looking at complaints – we have 4.80 complaints per 100 homes. This is lower than the peer group, national average and RSL average.

Looking at the time to response – we are doing very well

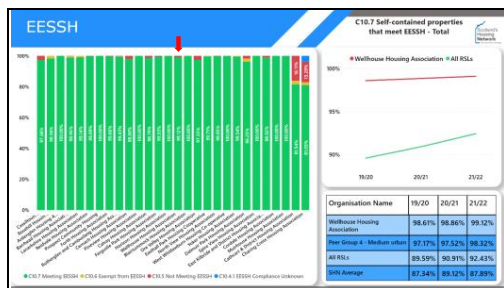
1st stage – 3.88 days which is lower than the national / SPSO average
2nd stage – 12.60 days again lower than the national/ SPSO average

Slide 16



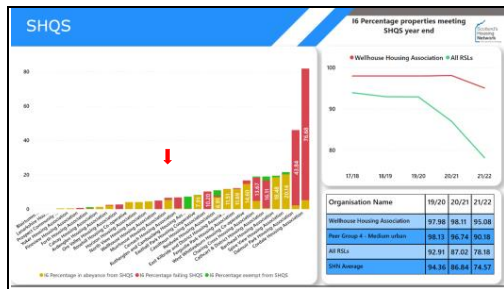
In this section we are looking at data in relation to our stock condition and repairs performance

Slide 17



Firstly, we are looking at EESSH – and we can see that 99.12% of stock has a valid EPC of C or better.

Slide 18



Next – this graph is the % of our stock that doesn't meet the Scottish Housing and Quality Standard. This is something that we have been measuring for a number of years now.

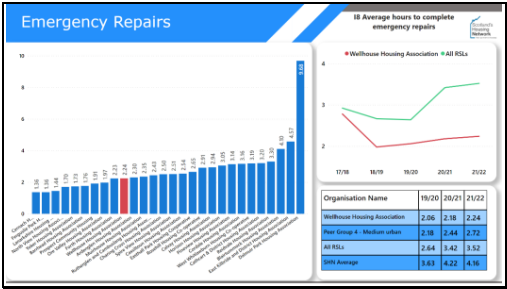
Now 95.08% of our stock is meeting the SHQS.

3.8% – exemptions

0.0% - abeyances

And 2.2% of our stock is failing the standard. This is for two or more criteria.

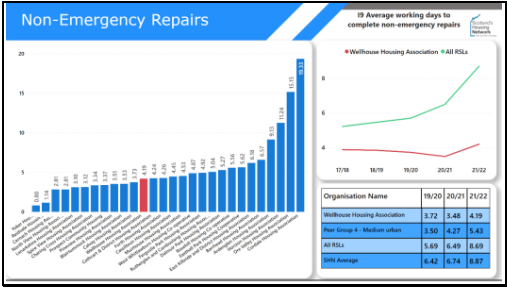
Slide 19



Moving on to look at our responsive repairs over the year – this is the emergency repair response times

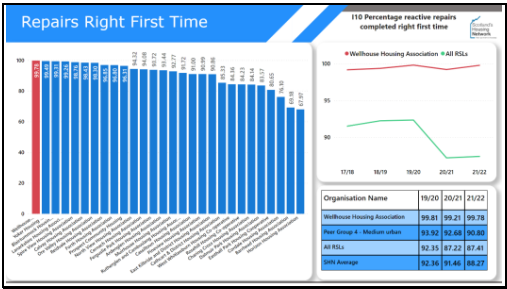
We can see that our average length of time taken to complete emergency repairs is 2.24 hours – this remains below the national average.

Slide 20



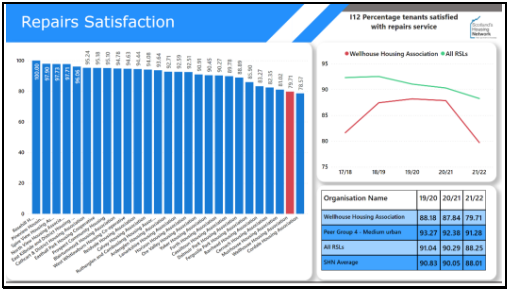
Next, non-emergency repairs. And we can see that the average working days to complete non-emergency repairs was 4.19 days. This remains well below our peer group and the SHN average.

Slide 21



This is the repairs right first time indicator and this tells us that 99.78% of repairs carried out in the last year were completed right first time.

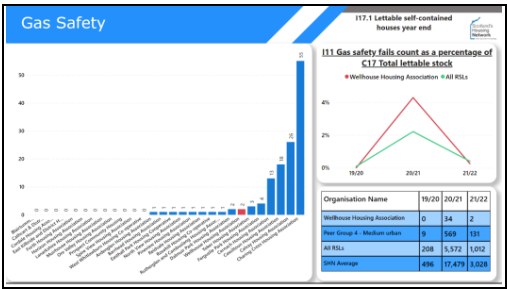
Slide 22



The percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the service was 80% - this is in line with the peer group average and national average.

Given the ongoing challenges that the sector is facing with materials and trades this is a good outcome.

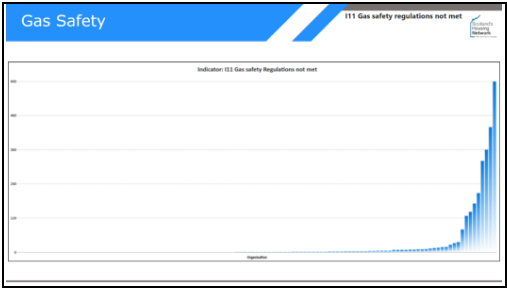
Slide 23



Finally, looking at the number of properties that failed to have a gas safety check and record completed by the anniversary date. This is something that the regulator takes very seriously. Over the years that we have been looking at this indicator it has reduced massively from thousands of fails across the sector to around 496 in 19/20.

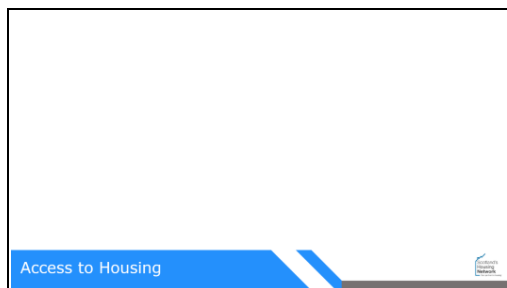
We can see that Wellhouse reported 2 fails.

Slide 24



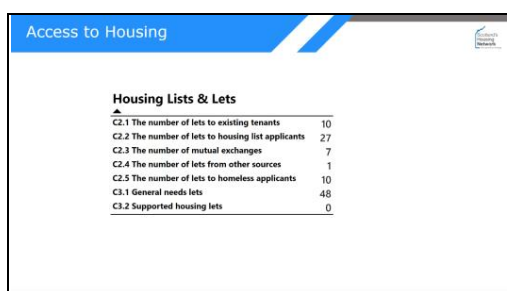
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Slide 25



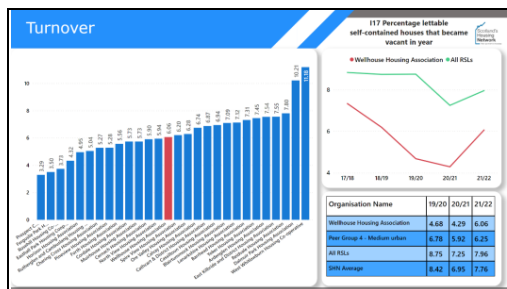
This section is access to housing – both in terms of lets but also physical access such as medical adptations.

Slide 26



This is an overview of your lets over the reporting year.

Slide 27

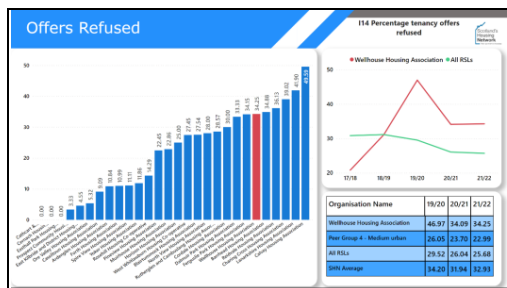


So, starting with turnover – our turnover was low as it has been in previous years.

If people are moving on from their homes for various reasons this is not really something that one can always control. However, a low turnover indicates that we have stable communities and very little low demand stock.

Our total number of lets excluding exchange was 6.06.

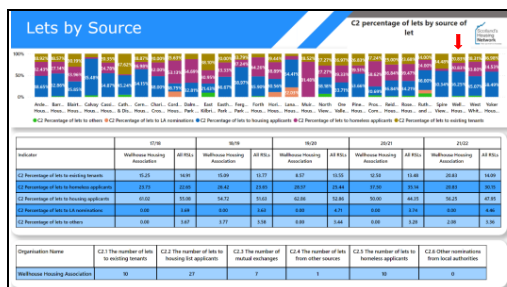
Slide 28



Looking at offers refused – this was 34.25% and remains below the peer group and national average.

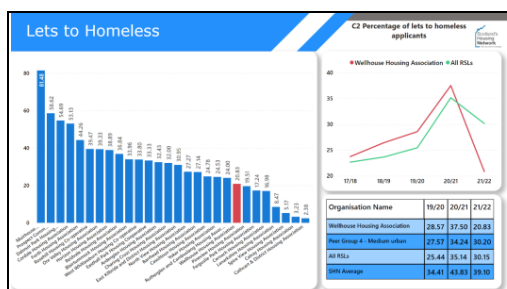
As you know having multiple refusals of offers you can see re-let times go up and this has an impact on our wider performance.

Slide 29



This is the breakdown of our lets last year – 56.25% were housing list applicants, 20.83% were homeless applicants and 20.83% were to existing tenants.

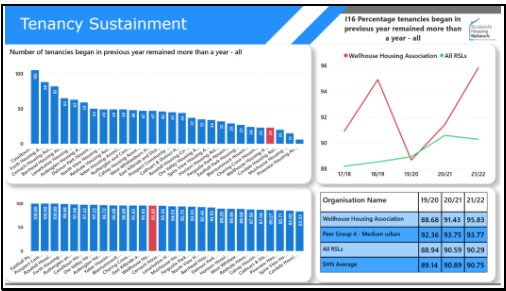
Slide 30



Looking closer at our lets to homeless households. This figure has increased year on year.

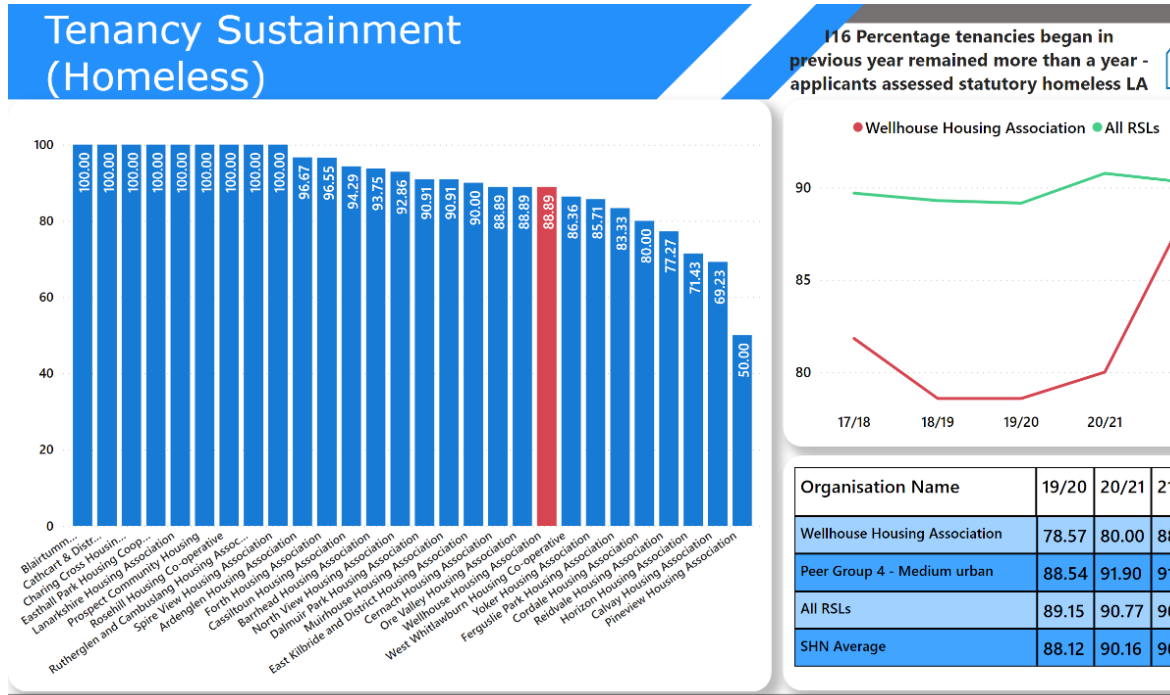
In the reporting year 20.83% of lets were made to those who were assessed as statutorily homeless. This is above our peer group and the SHN average.

Slide 31



Moving on to tenancy sustainment we can see that 95.83% of new tenancies sustained for more than a year. That was 153 tenancies.

Slide 32



Management Committee	26 October 2022
Agenda Item	8
Title of Paper	Allocations Policy
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	Appendix 1 – Draft Allocations Policy Appendix 2 – Summary of Equality Impact Assessment of the Draft Allocation Policy
Executive summary	

FOR INFORMATION

1 PURPOSE

- 1.1 To provide the Allocations Policy for approval.

2 RECOMMENDATION

- 2.1 That the Management Committee approves the Allocation Policy.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The production of an allocations update report is consistent with:
- All of our strategic objectives
 - Our Vision and;
 - All of our Values

4 BACKGROUND

- 4.1 WHA withdrew from the Common Housing Register (CHR) Allocation Policy with 4 other EHRA Landlords in April 2021. The draft policy (Appendix 1) was presented to Committee in November 2021, and it was agreed that appropriate consultation and an Equalities Impact Assessment (EQIA) would be undertaken, and that the outcome would be reported at a future meeting.
- 4.2 At the Committee meeting in April 2022, it was agreed that the draft policy would be adjusted in accordance with the EQIA, that further consultation would take place, and that the final draft would be presented for approval after the Equalities and Diversity policy was approved. The latter was approved at the August Committee meeting.

5. MAIN ISSUES:

Previous Consultation

- 5.1 All Wellhouse tenants and applicants were provided with a summary of the draft allocation policy and invited to attend 1 of 3 consultation sessions which were held in The Hub Café on 28th and 29th March. A choice of morning, afternoon and evening sessions were offered. Details were also provided on the website.

5.2 Only 2 tenants and one applicant attended, and the Policy was explained to each of them in detail. No questions or comments were raised in relation to the Policy. There were no responses to the consultation by email or telephone.

5.3 The draft Policy was circulated for comment to:

- Glasgow City Council (GCC) Homeless Service
- GCC Care and After Care Services (Looked after Children)
- Health and Social Care Partnership (HSCP)
- Glasgow Women's Aid
- HSCP Sex Offences Liaison Team (SOLO)

Some of the above-named stakeholders shared the draft Policy within their own networks including EHRA colleagues. Verbal feedback was received from the SOLO team who advise they were satisfied with the policy generally and that it covered the needs of their clients. The only other feedback was provided by the Principal Officer, GCC Housing Strategy, who advised:

- Our comments relate to the strategy and how this policy links.
- The draft allocations policy sets out a clear value-based vision for Wellhouse HA. Place-making is an important feature of our housing strategy, and it is good to see the emphasis on the importance of housing contributing towards making Wellhouse a great place to live.
- The policy aims are clear and concise. For sections 5-7, the references to the Scottish Social Housing Charter, relevant legislation and guidance are useful. For reference, it may be helpful to include web links to view/download the respective documents in an electronic version.
- The lists, priorities and points approach are clearly set out. Supporting people to live independently within the community is a key strategic priority for Glasgow and it is good see a focus on medical and social needs alongside housing needs.
- It appears that an applicant may receive multiple awards of points unless specified, e.g., "only 1 medical award can be claimed per application". It may be helpful to include a case/worked example to demonstrate how the points work (perhaps as additional information, an appendix or background

Consultation post Equalities Impact Assessment

5.4 During the Summer of 2022, the draft Policy was reviewed, and final adjustments were made because of the outcome of the EQIA, which did not highlight any major issues. A summary of the EQIA is attached to this report (Appendix 2).

5.5 The final draft was published for consultation for a 2-week period ending on 30 September on the Association's website and discussed at the meeting of the Customer Opinion Panel on 7 October. There were no responses to the website consultation and the Panel were supportive of the Policy.

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 6.1 It is a regulatory and legal requirement to allocate properties fairly and transparently.

7. FINANCIAL IMPLICATIONS

- 7.1 To ensure properties are allocated within KPI timescales reducing void rent loss.

8. KEY RISKS

- 8.1 The risk is to ensure we continue to let our properties fairly, honestly and make best use of our current housing stock and offer opportunities for our tenants and applicants to live and make Wellhouse the place to be

9. EQUALITY AND DIVERSITY ISSUES

- 9.1 There are no identified impacts on any of the main minority groups or diversity Implications, even an unintended one, and the Policy has been reviewed . In accordance with the EQIA (Appendix 2).

10. CONCLUSION

- 10.1 It is recommended that Committee approve the Allocation Policy Group and that a review be conducted at the end of the first year in October 2023.



POLICY

Allocations

Wellhouse - The Place to Be

Draft Policy Created: September 2021 and amended after consultations

Date of Last Review: N/A

Date of Current Review: October 2022

Date of Next Review: October 2023

Reviewed by: Housing and Customer Service Manager

We can produce this document in different formats, for instance, in larger print, Braille or audio-format; we can also translate this document into specific languages, as appropriate.

Section	Content	Pages
1.	Vision and Values	4
2.	Governance	4
3.	Policy Aims	4
4.	Equal Opportunities Statement	4
5.	Legislation	5
6.	Scottish Housing Charter	5
7.	Guidance	7
8.	Service Standards	7
9.	The Policy	7
10.	Monitoring and Performance Management	17
11.	Consultation	17
12.	Training	18
13.	Complaints and Appeals	18
12.	Policy Review	18
13.	General Data Protection Regulation – UK	19

Linked Policies/Procedures

1.	Equalities and Diversity Policy
2.	Openness and Confidentiality
3.	Voids Policy
4.	Customer Engagement and Participation Policy
5.	Vulnerable Tenants – Domestic Abuse
6.	Complaints Policy
7.	Income and Debt Recovery
8.	Rent and Service Charge Policy
9.	Data Protection Policy
10.	Repairs and Maintenance Policy

1. Vision and Values

Wellhouse – the Place to Be.

Our Allocation Policy is a strategic policy in helping us deliver our vision of ‘the place to be’ by promoting a sustainable community, social justice and equal opportunities.

The policy is underpinned by our strategic values of Trust, Honesty, Integrity, Excellence, Accountability and Sustainability.

2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by our Management Committee.

Our allocation policy has been approved by the Management Committee, and they will monitor its implementation, to ensure that it delivers against our strategic aims, promotes our strategic values, delivers against our agreed service standards and that outcomes are broadly in line with targets set and our equality duties.

3. Policy Aims

The Allocations Policy sets out the principles that Wellhouse Housing Association follows to allocate our housing stock. The Association aims to:

- Comply with legislative and good practice requirements regarding the assessment and allocation of housing
- Prioritise those in housing need with reasonable preference being given to applicants that are homeless or threatened with homelessness and who have unmet housing needs; applicants who are living under unsatisfactory housing conditions and who have unmet housing needs; our tenants whom we consider to be under occupied
- Promote social justice and equal opportunities
- Facilitate fair and open access to the housing lists for those aged 16 or more
- Make the best use of stock by seeking to promote a sustainable community
- Establish tenancies which are successful and encourage tenants to maintain their tenancies
- Provide good quality affordable and secure rented accommodation to those with unmet housing need

4. Equal Opportunities Statement

We aim to ensure that all our services provide equality of opportunity.

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.

We will promote equality and diversity throughout our allocation policy and related procedures by:

- providing accurate and clear information to housing applicants about our allocation policy
- using interpreters for people from black and minority ethnic groups, or for disabled people, as appropriate
- working in partnership with the Glasgow City Council to address homelessness and to promote social inclusion
- responding to the different needs and service requirements of individuals (including those with protected characteristics)
- monitoring allocation services to ensure that our services prevent any form of discrimination, as well as promoting awareness of equal opportunity matters

5. Legislation

The following legislation is relevant to this policy:

- The Housing (Scotland) Act 1987 (as amended)
- The Housing (Scotland) Act 2001 & 2010
- The Housing (Scotland) Act 2014
- Homelessness etc. (Scotland) Act 2003
- Equality Act 2010
- Equality Act 2010 (Specific Duties) (Scotland) Regulations 2022
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Civil Partnership Act 2004
- Management of Offenders Act 2005
- Data Protection Act 2018
- Human Rights Act 1998
- Freedom of Information (Scotland) Act 2002
- Protection from Harassment Act 1997
- Domestic Abuse (Scotland) Act 2011
- Crime and Disorder Act 1998

6. Scottish Housing Charter

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

There are 8 outcomes under the Charter that are especially relevant to our allocation policy, these are:

Outcome 1 Equalities

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

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

Outcome 2 Communication

Social landlords manage their business so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides

Outcome 3 Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlords decisions at a level they feel comfortable with

Outcomes 7, 8 & 9 Housing Options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness

Outcome 10 Access to Social Housing

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed

Outcome 11 Tenancy Sustainment

Social Landlords ensure that:

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

7. Guidance

The Allocations Policy has been developed with due regard given to the Scottish Governments “Social Housing Allocations in Scotland: A Practice Guide” February 2019

8. Service Standards

The Association will provide applicants with up-to-date advice regarding their housing prospects and, where appropriate, discuss other housing options.

We will make reasonable adjustments to our service delivery to accommodate your individual needs. This could include, for example, arranging an interpreter or providing a hearing loop for face-to-face interviews. Any of our allocation documents can be produced in different formats, for instance, in larger print, Braille or audio-format. We can also translate our allocation documents into specific languages, as appropriate.

We will also set targets for key stages of an application, for example how long we will take to assess and process an application once we have received all the information we require. Further details will be provided in our Guide to Allocations Leaflet.

9. The Policy

Access to Housing

Applicants aged sixteen or more are entitled to join our housing list. The Association maintains an open list, which means that people can apply for rehousing at any time.

The Association operates a three list (or groups) and points-based system based on a range of unmet housing needs. This is to ensure we can meet the aims of our policy, reach those in reasonable preference groups and address a wide range of unmet housing needs an applicant may have, based on the source of an application.

Housing List

We operate three separate lists (or groups) being:

Homeless
Transfers
Waiting List

Joining Our Homeless List

Homeless applicants are held on a **separate priority list**. This is to allow the Association to meet its obligations under the joint Glasgow City Council/Registered Social Landlord protocol in relation to homeless applicants. All referrals must come from the Housing Access Team.

As soon as a Section 5 Referral is received from Glasgow City Council (GCC) and accepted by the Association, the application will be processed onto our Homeless List.

Joining Our Transfer List

Existing tenants of Wellhouse Housing Association can apply to be rehoused. They will complete our Housing Application Form and will be added to our Transfer List.

Joining Our Waiting List

All other applicants will complete our Housing Application Form and will be added to our Waiting List. The Waiting List will include households threatened with Homelessness but whose applications have not yet been assessed by Glasgow City Council. We advise such applicants to contact Glasgow City Council to be assessed. We also refer other applicants to Glasgow City Council such as people leaving care and those fleeing domestic violence.

Assessment

Assessment is carried out by allocating points based on the applicant's Housing Needs, Medical Needs and Social Needs, as defined below, and as described by them in their application form.

Please note when the Association is assessing applications, in accordance with legislation, certain factors must be ignored by landlords when assessing applicants access to the housing register. These factors are:

- Length of time applicants have lived in the area
- Housing debt not owed by applicants, for example, rent arrears owed by a partner
- Housing debt that has been repaid
- Any non-housing debt such as council tax
- Age of applicants unless under the age of 16, unless:
 - (a) houses which have been designed or substantially adapted for occupation by persons of a particular age group
 - (b) houses to persons who are, or are to be, in receipt of housing support services for persons of a particular age group
- Applicants income, including other household members income
- Any housing debt, for example, where the amount outstanding is not more than 1/12th of the annual amount payable or was payable by the applicant to the landlord in respect of the tenancy or where the applicant has agreed arrangements with the landlord for paying the outstanding liability and has made payments in line with that arrangement for at least three months and is continuing to make such payments

Whilst these factors do not affect an applicant gaining access to the housing list, there are factors that can affect the status of an application. These include:

- Any housing debt, for example, rent arrears, where the amount is more than 1/12th of the annual amount payable or was payable by the applicant or where

the applicant has not been maintaining an arrangement for paying the arrears for at least three months

- If you have acted anti-socially within the last three years
- If you own a property

Owner Occupiers

Applicants, who own a property or properties, who are seeking a move will be assessed as all other applicants, given that we aim to rehouse those with the greatest unmet housing need.

In line with legislation, we will not take account of property ownership when:

- The property has not been let, but the owner cannot secure entry to the property. This could, for example, be where it is not safe to enter the property due to severe structural faults or where there are squatters living in the property
- Where it is probable that occupying the property will lead to abuse from someone currently living in the property
- Where it is probable that occupying the property will lead to abuse from someone who previously resided with the applicant whether in that property or elsewhere
- Where occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent that danger

Where none of the above apply owners will not be eligible for an offer until the Association receives proof of either a house sale or repossession and the points / priority will only be applied at the date of sale / repossession.

Letting Targets

Housing List	% Target
Homeless	45%
Transfers	20%
Waiting List	35%

The Points Scheme

The priority awarded to Transfer and Waiting List applicants is dependent upon the number of points that the application attracts in terms of the points scheme as detailed below: -

Housing Needs

Security of Tenure

Clearance/Major Works 250 Pts

Your home is due to be demolished or major repairs works is being carried out that prevents you from occupying your home.

Property is below The Tolerable Standard 200 Pts

Your home falls below the legal Tolerable Standard, in place at the time.

Homeless 75 points

To assist with the effective management of homelessness, applicants threatened with homelessness but whose applications have not yet been assessed by Glasgow City Council will be given additional points. We will advise such applicants to contact Glasgow City Council to be assessed.

Tied Accommodation 75 Pts

You are living in accommodation linked to your job and your employment is due to end within the next six months.

Discharge from Armed Forces 75 Pts

You are currently in the armed forces and are due to leave within the next six months

Notice to Quit 75 Pts

You are in private rented property and have been served a notice to quit through the correct legal procedures or your home is being repossessed because you have not kept up with your mortgage payments.

No Fixed Address 30 Pts

You have no fixed address that you can freely and safely reside at.

Insecure Tenancy 20 Pts

You are in a private sector tenancy

Access to Suitable Facilities**Sharing Facilities (No Family) 20 Pts**

Applicant/s who are sharing cooking, toilet or bathing facilities with another household

Sharing Facilities (Family) 30 Pts

Applicant/s, with family, who are sharing cooking, toilet or bathing facilities with another household

No or Inadequate Facilities

We will advise applicants of the Tolerable Standard.

Occupancy Rules

Overcrowding 50 Pts per bedroom lacking

Points for overcrowding will be based on the following criteria: -

- Applicants and partner to occupy one bedroom
- With the exception of couples or children aged 9 or under, persons of different sex shall not share a bedroom
- Any members of the household aged 15 years, or over, require a separate bedroom
- Normally there should be no more than two occupants in any bedroom (excluding newly born)
- Where overcrowding will occur because of pregnancy confirmation will be required and points awarded 12 weeks prior to the date of confinement
- Applicants who require sole use of a bedroom due to a medical condition and that cannot be facilitated within existing accommodation

Please note that only one award of overcrowding points will be given, being 50 pts, where an applicant has shared access to children. This restriction will also apply to applicants who deliberately worsen their housing circumstances. For example, an applicant who has given up a tenancy to move in with another household.

Carers

The Association will allow applicants with carers to queue for a larger house where the carer sleeps over for three nights or more in any given week. Proof of such an arrangement is required, however, no additional overcrowding points will be awarded.

Under Occupation 25Pts per bedroom under occupied

Under Occupancy Points are awarded to reflect our aim of making best use of housing stock. Under Occupation points will be awarded all applicants except owner occupiers.

Please note that to free up larger accommodation we will award 50pts per bedroom underoccupied to Wellhouse Housing Association tenants who under occupy their existing property by 2 or more bedrooms.

Medical Needs

The award of medical points based on three medical categories A, B & C and seeks to allow applicants to access housing which is more suited to their medical condition, be this their physical and/or mental health.

Any award of medical points will be made in the context of it improving the quality of life of the applicant by accessing more suitable housing.

The **key consideration** in the award of medical points is not the medical condition itself but whether the medical condition will be wholly or partly alleviated by rehousing.

So, the **key test** in the award of medical points is that the tenant or member of the household has a serious medical condition and the present housing is unsuitable.

A medical self-assessment is included within our Housing Application Form and should be completed for each household member who wishes to be considered for medical points. This can be submitted at the time of the application for re-housing or when medical problems arise.

Assessments will normally be completed based on your self-assessment. However, the Association will reserve the right to seek medical advice / proof in exceptional cases.

An applicant or member of their household may be awarded medical points. However, only one medical award can be claimed per application. The award will be made based on the person with the greatest assessed medical need.

Category A 100 Pts

Applicants will be living in accommodation that is wholly unsuitable for their medical condition.

The default position is that all applicants wishing to claim medical points in this category will be queued for ground floor property. Properties with internal stairs, will only be considered where it has ground floor sleeping and bathroom facilities or where reasonable adaptations can be made, based on an occupational therapist report.

Category B 75 Pts

Applicants will have moderate health and or mobility problems which is adversely affected by current housing.

The default position is that all applicants wishing to claim medical points in this category will be queued for either a ground or first floor property on a single level. Properties with internal stairs, will only be considered where reasonable adaptations can be made, based on an occupational therapist report.

Category C 50 Pts

Where an applicants' current accommodation is causing a significant degree of discomfort to the applicants' medical condition.

Social Needs

Social factors will be considered where alternative accommodation could improve the quality of life of the applicant or members of the family. Cases under this section will be dealt with sensitively and on their own merits. Assessment will be based on the evidence it is possible to gather, for example, from Police, Social Work Services, Education Services or a Hospital Consultant.

Domestic Abuse 150 Pts

Applicants who are or have recently suffered from domestic abuse.

For tenants of Wellhouse Housing Association, such applications will be dealt with in line with our Vulnerable Tenants Policy. When the victim requires emergency rehousing, WHA will provide advice and assistance on accessing emergency accommodation from Glasgow City Council’.

Harassment 150 Pts

Applicant/s or members of their household suffering from ongoing or recent harassment. Harassment abuse can take many forms, and at its most acute can be life threatening.

Types of harassment could include, but are not limited to:

- Racial harassment
- Religious or sectarian harassment
- Homophobic harassment
- Transphobic harassment
- Harassment of people with a learning or physical disability
- Sexual harassment

WHA will provide general advice and assistance on dealing with harassment to applicants. Victims may have a range of options about what to do next because there are different laws to protect victims in different situations.

Looked After Young People 100 Pts

We support the national approach of Getting it Right for Every Child (GIRFEC) and we will support a smooth and supported transition for young people leaving care into a home of their own. This is in response to care leavers’ particular vulnerability and needs.

Points will be awarded to any young person (up to 25 years of age) who is currently or was recently looked after and accommodated by a local authority and are now ready to move on to their own accommodation.

Leaving Long-Term Care 100 Pts

We will support those who are currently living in a care setting such as long-term hospital care or other institution, who need to move to alternative accommodation.

Points will be awarded to applicants that currently live in a care setting and need to move to alternative accommodation.

Merged Household 50 Pts

Where two tenants of Wellhouse HA wish to move to other accommodation together these additional points will be awarded to assist facilitate such a move and to free up accommodation.

Relationship Breakdown 20 Pts

Partners who now want to live separately, because of their relationship breaking down.

Employment 20 Pts

Applicants who need to move to the Wellhouse area because of an offer of employment nearby.

Moving to Wellhouse Area to Provide Or Receive Care and Support

When re-housing within the area, would allow the applicant to give support to / or receive support from a tenant/resident already living within the Wellhouse area.

Category A 20 pts

Will be awarded to applicants providing or receiving essential care and support.

Category B 10 pts

Will be awarded to applicants providing or receiving necessary care and support.

Other Factors

To make best use of stock, there will be two other factors we will consider for transfer applicants only:

1. Move Within A Close

Where an existing tenant expresses an interest for a move within a close, we will allow this to happen prior to considering all other applicants, due to equivalency.

2. Aspirational Move

Where an existing tenant expresses an interest to move from a flat to a house within the Wellhouse area we may allow an aspirational move. Whilst we may facilitate an occasional move under this category, to keep a balanced community and make best use of stock, such moves will come from within existing targets and where there is no other demand from within our Transfer List.

Priority of Applicants

The decision on who is allocated a house will be determined by several factors. Initially, this will be both the list the applicant is placed on and the points the application has been awarded.

We will then take into consideration the size and type of the accommodation required, along with any restrictions the applicant has placed on their application. Examples could include not wanting a particular floor level or street.

Where two or more applicants have the same number of points the deciding factor will be decided by the date of application, to reflect the known length of time the applicant has been in unmet housing need.

Offers

Wellhouse Housing Association will not normally place a limit on the number of offers that will be made to applicants. However, after each refusal a discussion will take place with the applicant to review their application. This is both to ensure applicants have a realistic understanding of their rehousing prospects and that the Association is better able to match applicants needs on any subsequent offer.

Wellhouse HA reserves the right, where it considers reasons for refusals to be unreasonable, to suspend an application from receiving further offers for a 3-month period.

Suspensions

Suspension of an applicant will follow the statutory grounds set out in the Housing (Scotland) Act 2014. Suspension of applicants will be for up to 12 months. Suspended applicants will be advised of the reasons for the suspension, the period of suspension and when the position will be reviewed. They will also be advised of their right to appeal the decision.

We will look at other cases (not statutory grounds) on an individual basis and determine whether it is reasonable to suspend that applicant. The Association may suspend an applicant for any of the following reasons:

- The applicant knowingly supplied false information either on their application or at subsequent interviews. If this becomes apparent after a tenancy is granted the Association may serve a Notice of Proceedings with a view to recovery of possession
- Repeated failure to respond to Association communications. The application will be reinstated after contact from the applicant
- Failure to advise the Association of any change in family circumstances or change of address. In this case a new application form would have to be completed
- Following receipt of an unsatisfactory tenancy reference and where the issues remain unresolved including rent and other housing debt, anti-social behaviour and other tenancy breaches

- The household on a transfer application does not match the recorded household. The application will be suspended until the matter is resolved in accordance with related tenancy change policies

Policy Exception - Need for an Adapted or Accessible Property

Wellhouse HA has a very limited stock of such housing. These have a very low turnover and waiting times may be lengthy. When such properties become available, they will be offered to the applicant whose medical needs match the provision offered, or where further adaptations could be made to the property to make it suitable for them.

Re-housing Offenders

Multi-Agency Public Protection Arrangements (MAPPA) were introduced by the Management of Offenders etc (Scotland) Act 2005. We manage any such allocations at a senior level and in consultation with relevant agencies such as the Police and Social Work Services. All aspects of this policy may not be applied in making any such offer and any offer of housing will be dealt in line with MAPPA Protocols which cover the Glasgow area

Outcomes and Targets

The Association will seek to achieve the following:

- Lets will be made in accordance with the policy while also considering the best use of stock in relation to promoting a sustainable community within the Wellhouse area
- Produce an annual lettings plan, setting out targets and priorities for the following year
- Lets will be made as far as possible within the targets set annually by the Management Committee
- Outcomes, based on policy rules, will be checked as part of our equalities monitoring

Responsibilities and Delegated Authority

Our Housing Officers are responsible for managing lettings on a day-to-day basis.

10. Monitoring and Performance Management

10.1 Monitoring

We have monitoring systems in place to enable our allocation practices to be audited. This enables us to demonstrate our compliance with legislation and regulatory standards.

Monitoring the implementation of this policy enables us to assess if we are meeting our stated policy objectives and ensure our practices are subject to continuous improvement.

Monitoring of allocation outcomes allows us to carry out equality checks and ensure our practices are non-discriminatory. It will also provide any evidence to support any required positive action, in future.

10.2 Performance Management

Our Housing and Customer Services Manager monitors our performance against service standards for processing allocation forms and use of suspensions or cancellations, as well as against Charter Indicators.

Our Management Committee are provided with quarterly performance information on allocations. They also set our lettings targets annually and are provided with performance information against these targets at each review, to ensure we are meeting the objectives set out in this policy.

11. Consultation

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

To do that we need our customers to tell us how well our policy is working and help us to make the changes which will improve it and generally do this in line with our Tenant Participation Strategy.

However, as legislation has evolved specific requirements have been placed on us, with regards the consultation process for developing or reviewing our allocation policy.

We must consult with:

- applicants on the housing list
- our tenants
- registered tenant organisations

In addition, we can consult with other persons as we see fit. We will therefore also consult with the local authority including its homeless service, and other housing related agencies within our area of operation or who we have a working relationship with, such as Women's Aid.

We are also required to prepare and publish a report on the consultation and review of the policy.

12. Training

To ensure we can implement our allocation policy objectives effectively, we will put in place a training programme for:

- staff
- committee members
- tenants and housing applicants, as appropriate

Staff training will include the legislative framework, our policy and procedures, performance and equalities recording and an understanding of applicants' different needs and other housing options.

13. Complaints and Appeals

If you believe we have made an incorrect decision while assessing your application for housing, we have a clear procedure for dealing with appeals about decisions we make during the application and allocation process. If you are unhappy about a decision made, you should first appeal to one of our Housing Officers. If you are still not satisfied, you can then appeal to the Housing and Customer Services Manager.

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 (4 Melville Street, Edinburgh EH3 7NS, telephone, 0800 377 7300) and how to contact the Scottish Housing Regulator.

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

14. Review Timeframe

The policy will be reviewed every three years, or sooner, in response to a change in legislation or circumstance. The Housing and Customer Service Manager will be responsible for reviewing the policy.

15. General Data Protection Regulation - UK

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

Appendix 2

Report to: Carol Hamilton

From: Doctor Stewart Montgomery

Date: 21 March 2022

Re: Equality impact assessment of the Draft Allocation Policy

The report below summarises key themes that have been identified through the equality impact assessment of the Draft Allocation Policy.

These themes are derived from the equality impact assessment procedure that you will receive as part of the equality strategy. This covers both an intrinsic and extrinsic assessment.

Intrinsic equality impact assessment

This involves an audit of the policy document itself and covers the following issues:

- appeals and complaints;
- font and type size;
- equality statement;
- accuracy in terms of law;
- appropriate language use:
- plain language;
- positive action;
- performance management (equality issues);
- rules; and
- staff training.

Appeals and complaints

The policy includes a section on appeals and complaints; this is positive as it serves to take account of human rights issues, that is, enabling individuals to seek independent redress.

Font and type size

The font used is Arial which is acceptable in terms of recognised good practice with the option to have the document provided in other formats; this could include font and type size.

The type size used is only eleven point which does not meet good practice standards. One effect of this is to make the policy less accessible, in particular to individuals with visual impairments.

Equality statement

An equality policy statement is included but this will require to be replaced by the one contained in the new equality policy.

Accuracy in terms of law

Ensuring accurate legal information is a key equality theme, enabling individuals to be consulted properly and to make informed decisions.

On this point, the present draft policy does not meet required standards. See the attached audit for detailed commentary on gaps between the law and what is contained in the document.

Appropriate language use

Appropriate language use is central to promoting respect for other people; it is a core equality issue. The document uses appropriate language in parts, but on various occasions, it lapses into using inappropriate terms reflective of the medical model of disability. This is critical as the equality policy promotes the use of the social model to promote the rights of disabled people. Comments are noted clearly in the attached report on issues to be addressed.

Plain language

A central commitment – both from the perspective of the guidance standard listed in the allocation policy and an equality perspective – is to use clear and plain language. This standard has not been met as is evidenced by the numerous parts where sentences are too long (measured against Plain English Campaign standards). jargon and/or abbreviations are used. In certain sections, the text is not clear in terms of meaning. Editing of marked sections is thus required.

Positive action

Allocation policy is a strategic policy and one that is suitable for consideration of positive action programmes to promote the interests of people with protected characteristics. Indeed, this is an example of mainstreaming equality themes into policy documentation. A section on positive action should be considered, either as a separate content topic or within an equality section.

Performance management (equality issues)

There is a section covering performance management but there no details on what is being monitored. In the monitoring framework, it is essential to include performance indicators that relate to the protected characteristics. For example, numbers of disabled tenants or people from minority ethnic groups who have applied for transfer. Indicators should, ideally, cover quantitative and qualitative issues.

Rules

The policy contains specific rules and it is important that these are subjected to more detailed assessment to ensure that they do not give rise to particular forms of unlawful discrimination. It is apposite, therefore, to include a statement that the effects of rules in relation to discrimination will be monitored.

Staff training

It would be beneficial to have a staff training section within the allocation policy contents as staff training is vital if allocation policy objectives are to be met in practice. This training would focus on equality related issues concerning the allocation policy and allocation procedures. This is central, indeed, to the mainstreaming of equality objectives.

Extrinsic equality impact assessment

This involves an assessment of possible effects of the policy document in relation to people with the protected characteristics. If the policy complies with law and guidance (following the above assessment, negative effects are likely to be minimal.

Protected characteristic**Age****Positive**

The policy is mainly positive in terms of promoting age equality. For example, the policy contains provisions to restrict certain types of lets to people on age related grounds, as well as provisions to assist tenants to transfer from larger accommodation. This could involve older people, an issue that can be examined in more depth when the equality data collection process is implemented.

Action required

As the comments make clear, more detail in terms of allocation and age is required.

Disability**Positive**

The policy is positive in terms of promoting disability equality by focussing on the house being the source of points being awarded.

Action required

Despite the point above, the policy does not promote the interests of disabled people in various ways. It does not, for instance, use social model of disability language that is central to the new equality policy. The impression one gets on reading the document is that disabled people are those with medical conditions. The changes noted in the attached report should, therefore, be implemented.

Protected characteristic**Gender reassignment****Positive**

There is coverage of this issue within the policy, for example, the section on harassment forms.

Action required

This will require to be developed further in the allocation procedures such as the application form and the equality form in which people can be allowed to define their status.

Protected characteristic

Marriage and civil partnership

Positive

This issue is touched upon in the section on relationship breakdown in which specific housing advice and information can be provided.

Action required

It is important within the policy to examine in more detail relationship breakdown issues in relation to homelessness.

This will require to be developed further in the allocation procedures such as the application form and the equality form in which people can be allowed to define their status.

Pregnancy

Positive

There is a reference to pregnancy within the equality statement.

Action required

The policy document states that: "Where overcrowding will occur as a result of pregnancy, a medical certificate will be required, and points awarded 12 weeks prior to the date of confinement."

This could be enhanced by a supportive comment, within the allocation procedures, such as:

"We will accept the certificate in various formats to suit the needs of individual pregnant women. In the case of disabled pregnant women, we will make reasonable adjustments to service delivery to address their needs."

Race

Positive

This is covered in relation to harassment. There is also the commitment to produce the allocation policy in different formats and other languages.

Actions required

Various actions need to be considered. Firstly, the allocation procedures need to cover the issue of appointing interpreters, as well as adjusting services so as not to discriminate.

Secondly, performance indicators need to be developed to include monitoring of lets in respect of minority ethnic groups, as well as incidents of harassment and/or unlawful forms of discrimination.

Finally, having a positive action section would enable initiatives to promote race equality being developed based on assessment of equality data.

Religion/belief

Positive

This is covered in relation to harassment but is not really dealt with elsewhere.

Actions required

Two key actions need to be considered. Firstly, the allocation procedures need to cover the issue of delivering services that address the needs of people of different religion and those of other beliefs, as well as adjusting services so as not to discriminate. For example, the importance of avoiding meetings on religious holidays.

Secondly, and this is an issue that should be considered as an insertion within the allocation contents section, staff should be provided with appropriate training on the people's different needs.

Sex/gender

Positive

The allocation policy contains positive rules in relation to sex related issues. For instance, the age limit in respect of which people of the opposite sex is to a higher standard than existing statutory provisions in relation to overcrowding.

The section on harassment also includes reference to sex.

Actions required

In order to promote the interests of people on grounds of sex, various actions can be considered within the allocation procedures. These could cover the following:

- comprehensive advice and information services to women and men, including the establishment of a relationship breakdown policy;
- assessment of tenancy and housing list household profiles to identify if positive action initiatives might be required to promote access of women (and men); and
- evaluation of what specialist services might be needed, for example, advice and information to women experiencing domestic abuse (and linking this to equality themes such as disabled people, people from minority ethnic groups and so on).

Sexual orientation

Positive

The section on harassment also includes reference to sexual orientation but no other section covers this issue.

Actions required

In order to promote the interests of people on grounds of sexual orientation, various actions can be considered within the allocation procedures. These could cover the following:

- comprehensive advice and information about Association services to lesbian women, gay men and so on, including dealing with harassment and discrimination;
- assessment of tenancy and housing list household profiles to identify if positive action initiatives might be required to promote access to housing for people of different sexual orientation; and
- ensuring that staff are trained on issues relating to sexual orientation such as using appropriate language and exploring stereotypical assumptions (to lay them to rest).

Note: Another positive element within the allocation policy is that it promotes housing options to people who cannot afford to pay existing housing and housing related costs. This promotes the interests of people who are socially excluded, that is, many working-class households.

Summary

The present allocation policy contains a range of positive elements to support the equality mainstreaming process in relation to the protected characteristics. The detailed examination has indicated a number of clear gaps that require to be addressed; much of this can be achieved through the allocation procedures.

Management Committee	26 October 2022
Agenda Item	9
Title of Paper	Management Accounts – 30 June 2022
Author	Robert Murray, Finance & Corporate Services Manager
Attachment(s)	1. Management Accounts (included separately on A3 paper)

FOR INFORMATION & APPROVAL

1 PURPOSE

- 1.1 To provide Management Committee members with a comparison of the budget and actual financial positions to 30th September 2022

2 RECOMMENDATIONS

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

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objective to provide good governance and financial management
- 3.2 This Report is relevant in respect of the following Core Values: -
- Accountability
- 3.3 This Report also meets the requirement from the Operational Plan – "Quarterly Management Accounts".
- 3.4 This Report should ultimately contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be"

4 BACKGROUND

- 4.1 Management Accounts are the provision of financial and non-financial information to managers and Committee members. The Management Accounts are a basis for gauging financial viability and are also used as a tool for decision-making to allow the Association to achieve strategic and corporate objectives. Good Governance dictates that Management Accounts are presented to and approved by Management Committee.
- 4.2 Scottish Housing Regulator: Regulatory Standards of Governance and Financial Management – Standard 4 states "The governing body ensures it receives good quality

information and advice from staff, and where necessary, expert independent advisers, which is timely and appropriate to its strategic role and decisions. The governing body is able to evidence any of its decisions.”

- 4.3 The attached Management Accounts to 30 September 2022 have been prepared using the Accruals Concept where expenditure is charged to the period in which it is incurred and not when the invoice is received or paid and income is credited to the period when it is realised as opposed to the date the sales invoice is raised or paid.
- 4.4 The budgeted results to date are based on the first six months budget for the period which shows a projected surplus of £307,391

5 MAIN ISSUES

5.1 Statement of Comprehensive Income (SOCl) -

The budgeted surplus (24) for the 6 months to 30th September 2022 is £307,391 however, the actual results for the period show a surplus of £369,908. There is, therefore, a favourable variance for the period of £62,517

The overall adverse variance of £62,517 arises from-

- Operational activities £59,846– favourable variance
- Net interest and other activities £2,671- favourable variance

Income

Rental income (1) is close to budget with a positive variance of £2735. Void losses (2) are higher than the budget figure £13,930 as opposed to £22,084. An adverse variance in net rental income of £5420. The number of void properties is significantly higher than budgeted.

Commercial rent (3a) is showing quite an adverse variance of £4,117 from a budget figure of £26,544 This is explained, mainly due to 17-19, Newhills Road being for the period. A new tenant entered on 1st September 2022 with a lower than budgeted rent for the first year.

Factoring income (3b) – adverse variance of £5481 from a budget of £9,295. Works to properties that have factored properties is currently ongoing and recharges will be made to factored owners in the near future.

Stage 3 Medical Adaptations Grant Income (5a) –. adverse variance of £22,000. This is due to the Q1 and Q2 claim not being submitted by 30 September and other works still to be completed and invoiced. The claim for Q1 & Q2 has been submitted and received since the quarter end.

A grant of £15,000 to support fuel poverty is shown under other income. The money will be distributed to those who meet the criteria and £1000 post quarter end has already been paid out.

Grants released from Deferred Income (4) – the budget figure was calculated on a projected figure based on the 2021/22 outturn; however, the actual charge is based on the final 2021/22 position. A bit more (£29,984) due to disposal of components which have now been replaced.

Expenditure

Management & Maintenance Admin - £13,326 under-spend against budget. The following make up this favourable variance: -

- Salaries (6) (£27,314 under-spend) – mainly due to replacement staff being recruited at a lower pay scale. Not all staff are members of the pension but budgets are prepared on the basis of all staff joining. There are several vacancies at present that are taking longer than anticipated to fill.
- Overheads (7) – an overspend of £13,988 against budget. The attached overheads schedule shows a more detailed analysis of all variances.

Repairs & Maintenance – an underspend of £78,712 against budget over all areas of maintenance, from a total budget of almost £516,679 for the six months. A more detailed explanation of some of the over- and under-spends as follows: -

- Reactive maintenance (9)– an over spend of £39,151 (Budget £281,201 actual £281,201 This includes Voids maintenance overspend of £16,957 as there were more voids and the poor condition of the voids are worse than previous years.
- Cyclical maintenance (10) – Under-spend of £90,002 actual £68,279 against budget £158,281. Most works are now being carried out as planned and a detailed program of works is being worked through and it is anticipated that this underspend will be used in the following quarter with the programmed work
- Major repairs/planned renewals (11) – under-spend of £191,838- £353,745 actual against budget £545,583. The window and door replacement program is now complete and the Kitchen, bathroom and boiler replacement program is ongoing.

Housing Property Depreciation (12) – adverse variance of £52,439. The budget figure was calculated on a projected figure based on the 2021/22 outturn; however, the actual charge is based on the final 2021/22 position updated to include any replacement components. Replacement components this year much lower than budget so far, also contributing to the lower depreciation charge.

Bad Debts (13) – this is actually the charge to income and expenditure, which will increase the provision rather than the actual amount of bad debts written off. We will be processing a charge each month and rather than being based on a notional budget figure, this is now calculated using the same formula as at the year-end – based on band levels of arrears.

5.2 **Statement of Financial Position-**

The Statement of Financial Position shows the actual position at 30 September 2022 and also the position at 31 March 2022 and the resulting movement in this financial year.

Housing Properties (18) has decreased by £205,692. A few individual kitchen, bathroom and boiler replacements and windows and doors has amounted to £301,396 with depreciation of £507,088 being charged.

Cash (19) has decreased by £174,572 to £2,952,204

Payables < 1 Year (20)

- Misc. creditors have reduced by almost £265,349 since 31 March 2022—This is mainly due to the reduction in purchase ledger control A/C.
- Due to the new accounting treatment for pensions, we no longer show the element of pension deficit payable within one year separately.

Payables > 1 Year

- Loans (21) – have reduced by £124,859 due to the monthly contributions being paid towards this liability.
- Pension deficit (21) – The pension deficit reflects the revaluation of multi-employer DB scheme, due to the new accounting treatment for pensions. The scheme is presently being revalued and the actual liability will be adjusted within the final accounts.
- Deferred income (22) – similarly, the monthly release of deferred grant to Statement of Comprehensive Income of £267,578 has reduced these balances to just over £13.1 million.
- Reserves (23) – has increased by just under £362k to over £8.1 million, in line with the surplus made for the period.

5.3 **Cash-flow Report**

This report shows the transactions for the year-to-date using the receipts and payments method as opposed to the accrual's method. The cashflow report shows a cash outflow (deficit) of £174,576 as opposed to a surplus of £368,208 in SOCI.

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

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

5.4 **Covenant Compliance**

There are no covenant compliance issues with the following results being achieved at 30 September 2022: -

- Interest cover - Target > 110%, Result = 319.82%
- Gearing - Target < 30%, Result = 17.88%

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

6. DISCUSSION

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

7. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

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

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

8. FINANCIAL IMPLICATIONS

8.1 Any material points are noted at section 5 above.

9. KEY RISKS

9.1

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

10. EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

10.1 None apparent.

11. SUSTAINABILITY

11.1 Not applicable.

12. SWOT ANALYSIS

- 12.1 Not required as no new business activity proposed.

13. CONCLUSION

- 13.1 Some over- and under-spends against budget in the Statement of Comprehensive Income, overall, the actual surplus position is higher than the budget surplus for the six months to 30 September 2022.

Cash position has reduced and is in a reasonably healthy position finishing the period at over £2.95 million. The reduction in cash has funded the investment in the replacement windows and doors.

Overall, a reasonable performance for the first six months of 2022/23 maintaining a healthy financial position.

Management Committee	26 October 2022
Agenda Item	10
Title of Paper	Rent Arrears Update
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	Appendix 1 – letter from Catriona McKean, Deputy Director for Better Homes
Executive summary	<p>The following information is recorded at the end of Period 6, 30th September 2022:</p> <ul style="list-style-type: none"> • Gross current tenant rent arrears are £277,885 7.97% of annual income • Net arrears are £235,969– 6.77% of annual income • Former Tenant's arrears are £56,833 • Rent collection is currently 99.57% (cumulative 6 months to end September 2022) • 97 tenants (12.25% of all tenants) owing £1,000+ now owe £207,956 collectively – 74.84% of current arrears and 5.96% of annual rent income. • 58 (7.32% of all tenants) of those owing £1,000+ are UC recipients • 44 tenants (5.56% of all tenants) owe £2,000+ • The number of tenants claiming UC is 239 (30.18 % of tenants). • The amount of UC arrears figure is £165,006 (59.38% of the current arrears) or (4.73% of annual income)

FOR INFORMATION

1 PURPOSE

- 1.1 To update Committee on the arrears position

2 RECOMMENDATIONS

- 2.1 That the update on the arrears position be noted

3 BUSINESS PLAN, VISION AND VALUES

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

4 BACKGROUND

- 4.1 Committee have requested regular arrears reports

4.2 This summary forms an update to the end of September position.

5. MAIN ISSUES:

5.1 Since the last Committee update, gross current tenant rent arrears have reduced by £1,374 to £277,885 (7.97%). During the same period, net current arrears have reduced by £32,872 to £235,969 (6.77%).

5.2 As reported at last Committee, the Association is in the process of adopting a similar reporting method to our peers, which allows us to benchmark accurately and according to best practice and legislative guidance. HomeMaster have updated our system to allow us to record within our technical arrears all Universal Credit payments. They are now offering (at a cost) a package that would calculate this automatically, rather than staff having to maintain entitlement records. We are currently arranging to assess the value of this package. However, without this, we will be required to input additional entitlement information before we will have confidence in the technical arrears figure generated by HomeMaster.

5.3 It should be noted that there are still some issues with the calculation of technical arrears on Homemaster that we are working to resolve. Issues also remain around backdated payments where, for example the backdate preceded Homemaster.

5.4 97 tenants owe more than £1,000, which is 2 more than reported at last Committee meeting, and those owing more than £2,000 have increased by 7 to 44.

5.5 The Former Tenant Arrears (FTAs) have increased by £2,383. FTAs will be discussed at the November meeting where approval for write- off will be sought.

5.6 Universal Credit (UC) is now claimed by 255 of WHA households according to the Universal Credit Portal, however, there are 239 UC recipients recorded on our internal Homemaster system which records cases where payments are paid direct to WHA. UC arrears accounts for £165,006, (59.38%) of the total gross current rent arrear.

5.7 Officers are continuing make new payment arrangements, or alter previous arrangements, as tenants are dealing with the cost of utility bills and the cost of living generally.

6. DISCUSSION - The Eviction Moratorium

6.1 The Scottish Government have now published the Bill designed to introduce the rent free freeze and eviction moratorium announced in the Scottish Parliament by the First Minister in early September. Th Bill introduces new protections against evictions for tenants. The impact of the Bill will apply to:

- Any decree granted in respect of court proceedings raised after the Bill comes into force or in proceedings raised prior to the Bill coming into force based on eviction notices served on or after 6 September 2022.
- The impact of the Bill on any such order will prevent the enforcement of the decree for a period of six months starting on the day in which decree is granted. If the provisions of the Bill are removed prior to the end of that six-month period, the decree will become immediately enforceable

- The Bill does not appear to have any impact on court proceedings which have been raised prior to 6 September 2022. Decrees granted in such actions will be enforceable as usual. It also appears that the restrictions on eviction will not apply to any action raised before the Bill comes into force if the pre-court notice was served prior to 6 September 2022.

6.2 Bill also contains provisions which will continue to allow evictions on certain grounds even during the eviction moratorium.

Evictions will still be permitted on the antisocial grounds, namely Ground 2 (criminal conviction), ground 7 (antisocial behaviour) and ground 8 (antisocial behaviour with alternative accommodation provided). Eviction will also be permitted where Ground 5 is used (tenant has failed to occupy the property).

More importantly, evictions will continue to be allowed in rent arrears cases where the amount of rent arrears specified in the decree is equal to or greater than £2250.

6.3 Many questions are still being asked and the provisions may be altered. We will provide further updates as the Bill progresses through parliament.

6.4 In addition to the Bill, the Sheriffs Principal produced joint guidance in July 2022 on Sheriff court practice which was intended to prevent a culture of repeat hearings. Sheriffs are less likely to sist cases to allow monitoring of payment arrangements.

6.5 The likely impact of the Bill and changes to court practice is that a core group of tenants are likely to take advantage of the situation and choose not to pay their rent or arrears. This may result in Officers having to restart the process of recovery as well as increasing court costs.

6.6 After the Bill was formally agreed on 6 October, Catriona McKean, Deputy Director of Better Homes, Scottish Govt., has written to Landlords on 10 October (Appendix 1), to provide assurance that concerns raised by the Social Rented Sector will be considered. She advises that the Bill commits the Government to provide certainty and a clear path for Landlords by 14 January 2023. She advises that she will chair a Short Life Task and Finish Group with Leaders across the sector to ensure a balance between keeping rents affordable and continuing investment and support to tenants.

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 ARC report will include our performance.

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.

10 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 The Rent Management Policy has been written with our commitment to diversity included.



Catriona MacKean
Deputy Director for Better Homes

E: Catriona.MacKean@gov.scot

Registered Social Landlord Chief Execs
Local Authority Heads of Housing

Cost of Living (Tenant Protection) (Scotland) Bill

10 Oct 2022

Dear colleagues,

As you will be aware, following the announcement of a rent cap and moratorium on evictions within this year's Programme for Government, these measures were formally agreed on 6 October by the Scottish Parliament as part of the Cost of Living (Tenant Protection) (Scotland) Bill.

Scottish Ministers fully appreciate and understand the concerns raised by the Social Rented Sector and have made key amendments to the Bill, as introduced, with a view to setting out a clear path to the decisions required to give social landlords the confidence and certainty needed to plan for 2023-24. The amendments are intended to create the clear space for the Scottish Government to work together with social landlords to agree the optimal way forward from 1 April 2023 – and to agree this in good time to enable appropriate planning.

As such, the Bill, as passed, commits the government to set out a decision to provide certainty to the Social Rented Sector, by the 14 January 2023 at the latest, as part of the required 3 month reporting for the legislation. This requires Scottish Ministers to confirm whether they intend to raise the cap, suspend/expire the rent restrictions or continue with a 0% cap for the social sector. Scottish Ministers have also publically committed to bring forward any required regulations to ensure that social landlords will be able to practically raise rents from the 1 April.

These measures are in addition to the rent cap, which will apply until at least 31 March 2023, being separately variable within the Social Rented Sector and Private Rented Sector, taking into account the distinct nature of both sectors. This 31 March date was set specifically to ensure that these emergency measures do not immediately impact on the finances of the Social Rented Sector without full consideration with the sector.

The government's aim is to ensure the best possible balance between keeping rents affordable and continuing social rented sector investment of rental income in quality homes and appropriate support to tenants.

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The Scottish Government is committed to working in genuine partnership with the sector to identify and agree a way forward. To this end a Short Life Task and Finish Group has been established. I chair this group, which has already met, and which brings together Scottish Government officials and leaders from across the Social Rented Sector – including representatives from SFHA, GWSF, ALACHO and COSLA.

The Scottish Government fully recognise that consultations with tenants must go ahead in the coming months and that these will be critical in informing both the way forward and the decision which Scottish Ministers will set out in January. To support this, we will look to work at pace to agree the principles and process to most usefully inform social landlords' consultations with their tenants in partnership with the Short Life Task & Finish Group.

I trust that this information is helpful, and intend to share further detail to support you in undertaking rent setting consultations as soon as is possible.

Kind regards,

Catriona MacKean
Deputy Director for Better Homes

Victoria Quay, Edinburgh EH6 6QQ
www.gov.scot



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Management Committee	26 October 2022
Agenda Item	11
Title of Paper	Operational Update Report
Author	Management Team
Appendices:	1. National Report on the Charter and Landlord Reports SHR – for information

FOR INFORMATION AND DECISION

EXECUTIVE SUMMARY:

1. Interim Director – Main Issues

The Interim Director reported in closed session.

2. Housing & Customer Services Manager – Main Issues

- The Housing Team are continuing to prioritise arrears management and estate management, including annual property visits. Housing Officers have now returned to a generic role.
- The annual review of the housing waiting list is now complete in preparation for transferring the function on to Homemaster. 522 applicants were contacted and after reminder letters were sent, 169 applicants remain on the list.
- Consultation on the Allocation Policy is now complete, and the Policy is the subject of a separate report to Committee.
- There has been an increase in tenants giving notice to end their tenancy although the number of abandoned properties is reducing.
- Equalities and Diversity training for committee and staff is being arranged and the Housing and Maintenance teams are attending training on good practice and legal remedies for tenancy and property issues on October 17th.
- An Estate Management consultation event is arranged for the evening of October 24th in the Hub Café and a verbal update will be provided at the Committee meeting.
- The Income Advice Officer (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. One tenant with rent arrears of over £3K was assisted by the IAO to challenge a housing benefit decision and received over £12K in backdated housing benefit.

Trust Honesty Integrity Excellence Accountability Sustainability

- The UK government continue to pay cost-of-living payments, those receiving certain means tested benefits on the 26th of August 2022 and 25th of September 2022 will receive the second cost of living payment of £324.00. There has been an increase of £300 to Winter Fuel payments for Pensioners. All payments are automatically paid to qualifying claimants, there is no application process.
- We have been awarded £15K from the SFHA Fuel Insecurity Fund to help households experiencing fuel insecurity over the winter period. We are able to assist any tenant experiencing fuel poverty, this is not limited to prepayment customers. The IAO advised the money has to be spent by 31st March 2023 or will be in breach of the funding terms and conditions. All staff will help to identify tenants in need of support.
- From 14 November, all children currently in receipt of Scottish Child Payment will have it automatically increased to £25 per week. Applications for Scottish Child Payment will also be open to all eligible under-16s from that date – with all payments backdated to the date of application.
- Personal Independence Payment officially changed to the Adult Disability Payment and has been devolved to the Scottish Government on 29th August 2022. Any new claims will now be a claim for the Adult Disability Payment and existing PIP claimants will transfer to the new benefit in due course, they will not have to do anything as the transfer will be automatic and claimants will not lose any money during the transfer.
- The IAO has been attending sessions with Social Security Scotland's National Engagement Partnership Team to keep up to date with any changes to devolved Scottish benefits.

3. Assets & Maintenance Manager – Main Issues

- Estates warden recruitment, we will be re advertising the post in October/November.
- Voids meters are still an issue with needing to be reset. A meeting has been arranged with Utility Aid for resets 20/10/22.
- Alex Hogg has asked to work 3 days a week for 4 weeks as a temporary measure for personal reasons, Jonny Danks is covering the two days and we have recruited a temporary Maintenance assistant to help back fill the post.
- Cyclical Gutter Cleaning & Roof Anchor Testing has started

4. Finance & Corporate Services Manager – Main Issues

- Internal audit currently on Cyber Security was carried out in early October with no significant issues being raised and a few recommendations being made. The full report will be presented to the Audit & Risk committee in November.
- The migration of all opening balances from the old finance system and the additional records for the fixed assets will be completed by the end of October 2022

- Sample layouts of our financial reports produced in Excel have been sent to Homemaster for them to scope if they can integrate them into the system to enable better accuracy and efficiency of reporting.
- The monthly working group for the Homemaster system has for each department is continuing and helping us understand the system better
- Regular budget meetings are taking place with the budget holders to monitor spends and possible savings or overspends
- Work on a forecasted budget to 31 March 2022 is currently being worked on with the SMT and will be brought to the next meeting

To: Chief Executives/ Directors of Registered Social Landlords / Chief Housing Officers/
Directors of Housing of Local Authorities and all landlord representative bodies.

31 August 2022

Dear colleague,

Scottish Social Housing Charter: Our Headline National Analysis and Landlord Reports 2021/22

Today we have published our national report on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter for 2021/22.

2021/22 was another unprecedented year for social landlords, and their tenants and other service users. Although the gradual easing of COVID-19 restrictions meant that landlords could begin to build back the range of services they provide, other contextual factors such as problems with supply chains for labour and materials and the cost of living increases have meant that recovering out of the pandemic has not been easy. It was important that we recognised the impact that these challenges have had on landlords in our national report.

The report shows that rent arrears are at the highest level since reporting against the Charter began and landlords' compliance with the Scottish Housing Quality Standard has reduced. It also shows that tenant satisfaction remains high, and landlords let substantially more homes than in the previous year. The report also includes the headlines from the Scottish Government's latest homelessness statistics, which showed an increase in the number of times households were not offered temporary accommodation.

Alongside our national analysis, we have published a suite of accessible performance information. This includes our landlord reports and comparison tool, data tables and all of the statistical information social landlords provided under the Charter.

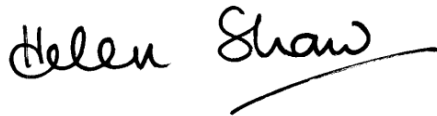
The landlord reports are available on our landlord directory, and these let tenants and other service users see how their landlord performs on the areas that they told us matter most, such as homes and rents, value for money, neighbourhood management and repairs and maintenance. Tenants can use the comparison tool on our website to compare their landlord's performance against other landlords in their community and across Scotland.

We expect landlords to make our landlord reports available to their tenants in the most appropriate way, to report on their performance to tenants and service users by the end of October 2022, and to involve their tenants in the assessment and scrutiny of this performance.

Landlord performance can also be benchmarked using our data tables. These can be filtered to show how local authorities and registered social landlords performed against each of the individual Charter standards and outcomes and how that compares with previous years.

Our headline analysis, landlord reports and comparison tool, and extended suite of performance information are all available on our website www.housingregulator.gov.scot. I hope you find them helpful.

Yours sincerely



Helen Shaw
Director of Regulation

Management Committee	26 October 2022
Agenda item	12
Title of Paper	Election to Committee
Author	Linda Logan, Corporate & Governance Officer
Attachment(s)	n/a

FOR DECISION

1 PURPOSE

- 1.1 A new Management Committee was elected following the 2022 Annual General Meeting. This report provides confirmation of elected members and seeks to elect the position of Vice-Chair.

2 RECOMMENDATIONS

- 2.1 It is recommended that;

3

- i) Committee discuss and appoint a Vice-Chair to the committee;
- ii) Sub-Committee members agree to elect a Chair for the Audit and Risk and Staffing Committee at their next meeting.

4 BACKGROUND

- 4.1 Decisions made at the Election to Committee meeting following the AGM, on managing interests, the office bearers required, the establishment of a committee and panels and committee recruitment have all been taken account of in this report.

5 MAIN ISSUES

- 5.1 **Signing of Code of Conduct for Governing Body Members and Declarations of Interest.**

The completed signed code of conduct and declarations of interest were received from all members.

- 5.2 **Election of Office Bearers**

Chair:

Maureen Morris was properly elected as Chair, there were no further nominations.

Vice-Chair:

There were no nominations for the role of Chair. Helen Lafferty agreed to consider the Role Description for the Vice-Chair which was sent her via email for her perusal. If there are no further nomination, Helen is asked if she will consider standing for the role of Vice-Chair. Should Helen not wish to take on an office bearers' role at this time, members are asked to consider before the meeting if they are willing to stand.

Treasurer:

Darron Brown volunteered to stand as Treasurer. He also indicated that should Helen not wish to be an office bearer at this time he would reconsider being elected as Vice Chair.

Members are asked to confer before the committee meeting to identify who is willing to serve as an office bearer and be prepared to make nominations.

5.3 Secretary

It is confirmed that the role of the Secretary will be carried out by the Director.

5.4 Members to Audit & Risk Committee

Gordon Kerr volunteered to be a member of the Audit and Risk Committee. Maureen Morris, Jane Heppenstall and Michelle Harrow were confirmed as continuing members. A Chair will be agreed at the next A & R meeting.

5.5 Members to Staffing Committee

Michelle Harrow was confirmed as continuing member of the staffing committee. Jane Heppenstall, Darron Brown, Maureen Morris and Gordon Kerr volunteered to members of the staffing committee. A Chair will be agreed at the next meeting.

5.6 Annual Programme of Meetings

The draft of the annual programme of committee meetings was agreed. An update will be provided when the dates of the Audit and Risk and Staffing Sub Committees are agreed.

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 6.1 No legal advice has been taken but the guidance complies with the Association's rules and policies.

7. CONSULTATION

- 7.1 Not applicable

8. FINANCIAL IMPLICATIONS

- 8.1 Not applicable

9. EQUALITY AND DIVERSITY IMPLICATIONS

The leaflets advertising committee vacancies identified that we are seeking people to increase the diversity on the board. However, all those elected, are white, ethnic British. The committee may want to take account of this in deciding whether to advertise for further members. We continue to promote becoming a committee member within the community.