

**WELLHOUSE HOUSING ASSOCIATION
MINUTES OF THE COMMITTEE MEETING HELD
ON 29 June 2022 AT 6PM – VIA ZOOM**

1. Welcome, Sederunt & Apologies

Present:

Maureen Morris	Chair
Gordon Kerr	Co-opted Member
Darron Brown	Committee Member
Carol Torrie	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:

Shona McKenna	Committee Member (Leave of absence)
Sarah Morris	Committee Member
Clare Monteith	Vice-Chair
Michelle Harrow	Committee Member
Jane Heppenstall	Committee Member
Helen Lafferty	Co-opted Member

The Chair welcomed Alex Hogg to the meeting.

2. Jargon Buster

Noted for information.

3. Declarations of Interest

There were no declarations of Interest.

4. Minutes of the Committee Meeting of 26 May 2022

The minutes of the committee meeting of 26 May 2022 were proposed by Maureen Morris and seconded by Gordon Kerr as an accurate record of the proceedings.

4.1 Minutes of the Ad-Hoc Business Planning Meeting 8 June 2022

The Minutes of the Ad-Hoc Business Planning Meeting of 8 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.

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

6. Business Plan Preparation.

The Interim Director presented the report to consolidate the decision to approve the 22 – 25, 3 year business plan and to present the executive summary report. He discussed an opportunity for committee members to work with the senior management team on “soft targets” in the business plan such as KPI’s, customer opinions etc. as agreed at the meeting of 8th June 2022.

The Chair sought volunteers to work with the senior management team on soft targets. Maureen Morris, Gordon Kerr and Carol Torrie volunteered.

The Corporate & Governance Officer advised that the Executive Business Plan Summary would be delivered to all residents along with the summer newsletter in July.

Resolution:

Committee:

Noted the contents of the executive summary report.

Agreed that the senior management team would bring a mid-year review of the delivery plan.

7. CCTV options

The Housing & Customer Services Manager and the Interim Director presented the report to update on the provision of CCTV within the community and the options available to cover areas of concern in relation to fly tipping, dog fouling etc.

She noted that herself and the Interim Director had scored several options. She highlighted their preferred option 1 as outlined within the report, which was the option provided by Innovate alarms, who is the current provider of the alarm system and CCTV for the Hub. Innovate had proposed fixed cameras which could be re-deployable and installed in the loft spaces. It was proposed that three cameras be installed at a cost of £3,960 per camera plus £1,080 for the SIM cards per annum.

Option 2 – GCC had recommended a company WCCTV, who had attended a remote meeting in March. WCCTV specialise in re-deployable cameras to social landlords. Costs would be approximately £22,000. Option 3 had been traditional fixed cameras which would focus on streets. This option was cheaper than option 2 however more expensive than the proposal by Innovate.

Installation was discussed and the Interim Director explained that the cameras could be fitted outside the building with cables connecting to the SIM unit installed within the loft space. He reassured committee that the contractor had confirmed that the resolution of the pictures would be of a high quality.

Resolution:

Committee approved that the system supplied by Innovate Alarms be purchased at a cost of £3,960 per camera plus £1,080 for the SIM cards per annum.

Darron Brown proposed and Carol Torrie seconded the proposal.

8. Rent Arrears update

The Housing Manager reported that since the last committee update, gross current rent arrears had decreased by £3,004 to £293,663. Former Tenant Arrears increased by £2,791 which was in the main due to 1 abandoned tenancy as well as debt incurred by a tenant handing in keys late.

She noted that the number of tenants in receipt of Universal Credit had decreased to 245 and accounted for £165,695 of total gross current rent arrears.

The Housing Team continue to focus on reducing universal credit debt by ensuring affordable arrangements are made and mitigating the cost of living increases.

She 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. She will report back at future meeting.

Darron Brown noted his thanks to the housing team for their continued progress and hard work.

Committee noted the update on the arrears position.

9. Operational update

Interim Director:

The Interim Director reported in closed session.

Housing & Customer Services Manager:

The Housing and Customer Services manager reported that the team continue to adjust to the new IT system and the competing priority of estate management with regards the condition of gardens and closes. Officers have reported an increase in contact from tenants wanting to discuss rent payments, universal credit and housing applications

The Income Advice Officer continues to work with Home Energy Scotland to provide tenants with energy advice and fuel funding that may be available.

Assets & Maintenance Manager:

The Interim Director asked committee to note that the window and door contractor will return for a few days in July to gain access to those homes where they had not gained access beforehand. There are currently 10 voids requiring repairs. We are still trying to resolve the re-gradients for euro bins in the rear areas of Balado Road/Bartiebeith. Some progress has been made

Finance & Corporate Services Manager:

The Finance Manager noted that the team continue to familiarise themselves with Homemaster. He informed of initial conversations with Virgin Money and RBS regarding the loan portfolio and the cash held on deposit. He is awaiting further details on the cost/benefit of change the repayment loan and a value of cash deposits with alternative interest bearing accounts. He will feedback at the next meeting.

He updated on recharges for void properties noting that due to COVID restrictions no pre-termination inspections took place, as such no recharges were made to former tenants of void properties.

He advised of the vehicle lease costs with existing provider and noted that it would be more cost beneficial to move to a new full service contract the PCS for the Estates Management van. The time for delivery is currently around 9 – 12 months and the old vehicle will remain until the new vehicle arrives.

Work continues on preparing for the external audit which will commence in the first two weeks in August.

10. AGM Planning and Venue

The Corporate & Governance Officer sought confirmation from the committee that they were comfortable for the AGM to be reconvened in the Hub Café this year. There will be the facility via the new camera system members to attend the meeting virtually should they be unable to travel.

Resolution:

Committee agreed to the 2022 AGM being reconvened in the Hub Café.

Darron Brown proposed and Gordon Kerr seconded the proposal.

11. Membership

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

Resolution:

Committee approved the membership application of John Paul McFarlane.

Darron Brown proposed and Carol Torrie seconded the membership application of John Paul McFarlane and the recording of such in the Register of Members.

12. AOBC

The Chair sought approval for the logo of Wellhouse HA/Easthall Residents to be used for promotional purposes.

Resolution:

Committee approved the use of the Wellhouse HA/Easthall Residents logo.

The use of the logo was proposed by Darron Brown and seconded by Gordon Kerr.

There was no other business. Meeting closed 7:15PM

Next Meeting 24 August 2022 at 6PM via Zoom and in house