

18 January 2023

Dear Member,

The next Management Committee will be held on **Wednesday 25 January 2023 at 6PM via Teams/in house**

	AGENDA ITEM	LEAD	TIME	DECISION
1	Welcome, Sederunt & Apologies	Chair	1min	Verbal
2	Jargon Buster			For information
3	Declarations of interest	Chair	1min	Verbal
4	Minutes of the Committee Meeting of 30 November 2022	Chair	2min	Approval
5	Matters arising and actions from the minutes report	Director	3min	Note
6	Rent consultation update and decision	Housing Manager	20min	Approval
7	Draft 2 – 23/24 budget assumptions	Finance Manager	20min	Approval
8	Rent arrears update report	Housing Manager	15min	Note
9	Policy Report & Appendices: <ul style="list-style-type: none"> • Succession • Customer engagement and participation • Neighbourhood management • Rent setting • Vulnerable Tenants – Domestic Abuse • Vulnerable Employees – Domestic Abuse • Managing dampness, mould & condensation policy and procedure 	Housing & Maintenance Manager	15min	Approval
10	Asset Management Strategy & Action Plan	Maintenance Manager	10min	Approval
11.	Operational update	Management Team	15min	Note
12.	AOCB	Chair	2min	

Close of Meeting: 8PM – Next Meeting 22nd February 2023 at 6PM

Trust Honesty Integrity Excellence Accountability Sustainability

JARGON BUSTER January 2022	
Terminology	Definition
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.
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 (SOCi)	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 (SOFP)	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 30 November 2022 AT 6PM – via Zoom and in house**

1. Welcome, Sederunt & Apologies

Present:

Maureen Morris	Chair
Gordon Kerr	Committee Member
Helen Lafferty	Committee Member
Darron Brown	Committee Member
Graeme Wetherill	Co-opted Member
Leeann Brown	Co-opted member

In Attendance:

Martin Wilkie-McFarlane	Director
Bill Black	Assets & Maintenance Manager
Carol Hamilton	Housing & Customer Services Manager
Robert Murray	Corporate & Finance Manager
Linda Logan	Minute Taker

Apologies:

Jane Heppinstall	Committee Member
------------------	------------------

The Chair welcomed Graeme Wetherill to the meeting, introductions were made. The Chair advised that the closed session for committee members only would follow the confidential committee reports.

2. Jargon Buster

Noted for information.

3. Declarations of Interest

There were no declarations of Interest.

4. Minutes of the Committee Meeting of 26 October 2022

The minutes of the committee meeting of 26 October 2022 were proposed by Gordon Kerr and seconded by Darron Brown as an accurate record of the proceedings.

The Housing and Customer Services Manager noted an amendment to item 10 of the minute which recorded gross tenants' arrears at £27,885. The minutes will be updated to reflect the correct arrears figure of £277,885.

5. Matters arising from the minutes report.

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

6. Management Accounts to 31 October 2022

The Finance & Corporate Services Manager presented the report with a comparison of the budget and the actual position financial as at 31 October 2022.

He provided a brief overview of the Statement of Comprehensive Income and variances. The budgeted surplus for the 7 months to 31 October 2022 was £357,206. The actual results for the period show a surplus of £425,305, a favourable variance for the period of £68,099.

The overall variance arises from:

Operational activities £64,368 – favourable variance

Net interest and other activities £3,731 – favourable variance

Rental income was close to budget with a positive variance of £3,179. Void losses were higher than the budgeted figure of £16,251 at £26,311 in the main due to void properties being higher than budgeted and an adverse variance from budget for the commercial rent at Newhills Road. The property has now been leased.

Grant income for fuel poverty of £15,000 was reflected under other income. To date £1,700 had been distributed to those who meet the criteria.

He noted an underspend of expenditure in the management and maintenance budget of £13,086, in the main due to the delay in recruitment of the estate warden vacancy. The position had recently been readvertised. He provided a detailed breakdown of the over and underspends against budget of £94,959 in repairs and maintenance and the reasons thereof as outlined at page 14 of the report.

The statement of financial position showed an investment of £346,918 in door, kitchen, bathroom and window replacements. Cash had reduced by £167,064 to £2,959,711 during the period. Creditors had reduced at 31 March 2022 by £296,461 in the main due to window replacement invoices that had come in before year end.

He reported no covenant compliance issues with a gearing result of 17.83% and noted a reasonable performance for the first seven months maintaining a healthy financial position.

The Director sought clarification on the adverse variance on medical adaptations and reactive maintenance. The Assets & Maintenance Manager confirmed that these variances would be reported on later in the meeting.

Resolution:

Committee noted and approved the Management Accounts for the period to date.

The Management Accounts to 31 October 2022 were proposed by Darron Brown and seconded by Gordon Kerr.

7. 2022/23 Projected budget reforecast.

The Finance Manager presented the report to reflect on the the findings following the internal auditors' recommendations of the budget setting process and the review of the senior management team of costs and the expected outcome at 31 March 2023.

He asked committee to note appendix 7.1. He noted the budget at March 2022 showed an anticipated surplus of £512,783, the re-forecasted budget projects a surplus of £427,677. He noted details of the movement between budgets of £85,105 and discussed detail in relation to inflationary costs relating to maintenance, payroll and overhead costs with the £1.1M expenditure in the maintenance budget representing the highest expenditure of budget.

He noted revised budgets in relation to cyclical maintenance being reduced for external painting from £15,000 to £5,000. Reactive maintenance had increased to £599,960 as compared to £484,100, in the main due to an

increase in material costs, the level of voids, the works required and the landlords supply of lighting costs, which had increased significantly.

He reported that major repairs non-capitalised had been revised from £151,400 to £189,700. Back courts had not progressed this year and the budget reduced from £45,000 to £15,000. He provided a breakdown of the spend of £789K on major repairs in relation to the spend of kitchens, bathrooms, window and door replacements, however £340K of window and door replacement programme was carried out before March 2022 and had been reflected in the last years audited accounts.

Payroll costs had been revised from £841,509 as compared to £873,024 as outlined at point 5.5 of the report.

He noted despite increased costs lenders covenants were still being achieved.

The Assets and Maintenance Manager advised that 170 additional repairs had been reported during the year with additional increased costs from contractors, which had impacted upon the budget. Contractors continue to have difficulties sourcing materials.

Resolution:

Committee acknowledged the content of the report and the revised potential surplus to March 31 March 2023.

The projected budget reforecast was proposed by Gordon Kerr and seconded by Darron Brown for approval.

8. 2023/24 Draft Budget

The Finance & Corporate Services Manager presented the report to consider the proposed rent increase for 23/24 and the financial assumptions used within the draft budget. He advised that the current business plan would assume an inflationary rise of CPI plus 1%, however, given the current level of inflation at 11.1%, he considered this to be unsustainable for our tenants and that it would be prudent to adopt a policy that considers a rate of 3 and 5 % for the forthcoming year. He provided scenarios of surpluses, deficits and projected incomes from a rent freeze, a 3 and 5% increase, how these would impact on our investment programme and the services we provide. He took committee through other financial assumptions in relation to void losses, salary increases and other assumed overheads as outlined within the report. He noted that a 3 and 5% increase, would achieve lenders covenants.

Gordon Kerr sought clarification and the Finance Manager agreed to provide details on the financial implications on lenders covenants if a 0% rent freeze was implied. The Director requested that the Finance Manager email committee members with details before the end of the week. The Director will keep committee updated on proposals from the Scottish Government.

The Director emphasised and it was noted that the Committee were moving away from their approval of assumptions within the current business plan and although there had been a provision to explore alternative rent increases for this year, he asked committee to consider and as a point of clarity, to note that they were being asked to approve a decision that was different from the approved business plan, yet in the interest of our tenants.

Resolution:

Committee noted the current level of CPI as outlined within the report for the previous 12 months. It was agreed to consult with tenants on a 3 and 5% rental increase on rent consultation and to conclude the budget for committee approval. The Finance Manager was instructed to bring a future report to progress

Darron Brown proposed and Gordon Kerr seconded to consult with tenants on a 3 and 5% rental increase.

9. Rent arrears update.

The Housing Manager reported that since the last committee update, gross current rent arrears had increased by £4,233 to £282,118. 3 tenancies were ended in October with a balance owed of over £5,000. For the same period net current arrears had reduced by £10,500. 96 tenants owe more than £1,000 and those owing more than £2,000 has increased by 4 to 48. Housing Officers continue to make new payment arrangements.

2 eviction decrees were enacted within the last week, one in relation to rent arrears. Committee will be updated at an upcoming meeting in due course. 18 cases are within the court system at present.

She sought questions or points of clarity from the committee.

There were none.

Committee noted the update on the arrears position.

10. Policy Review

The Housing & Customer Services Manager presented the Tenant Participation Strategy, action plan and the Rent Management Policy for committee consideration and approval. The tenant participation strategy and action plan were published on the website for consultation with no responses and discussed with the Customer Opinion Panel who were supportive of each draft. The Rent Arrears Policy had been amended to reflect the process that will be used for dealing with committee members with arrears related issues.

Resolution:

Committee approved the Tenant Participation Policy/Action Plan and the Rent Arrears Policy.

The Tenants Participation Policy/Action Plan and the Rent Arrears Policy was proposed by Leeann Brown and seconded by Helen Lafferty.

11. Complaints and Compliments update.

The Housing & Customer Services provided a brief overview of complaints and compliments for the period 1 July to 30 September 2022. 2 stage 1 complaints had been received within the period with an average resolution time of 5.5 days against the SPSO target of 5 working days. No stage 2 complaints were recorded during the period.

Committee noted the contents of the report.

12. 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 – September 2022. She noted appendix 1 of the report which detailed results for the second quarter against targets set for 22/23. She highlighted the following results for information;

Rent collected of total rent due was 99.57% at the end the quarter. She noted the % of offers refused were now within target however relet time had increased to 68.3 days. Covid restrictions and metering issues had an impact on performance.

The Maintenance Manager noted timescales for the completion of some adaptations had increased significantly in the main due to planning permissions being required for installation of access ramps. The Chair sought clarification and the Maintenance Manager advised that overspend in reactive maintenance had in the main been due to an increase in reported repairs, works required within void properties and increased costs for materials.

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

13. Operational update

Director:

The Director provided a brief update on community work being provided by Easthall Residents Association. He advised committee of a Christmas at the Hub event scheduled for Saturday 10th December which will include fun fare rides.

Housing Manager:

The Housing Manager advised that the housing team are focused on the next stage of the Homemaster implementation, testing of the Allocations process and preparing for the rent consultation event which was subject to a separate report. She provided a brief update on support being provided by the Income Advice Officer.

She asked committee to note that during the summer months the office had closed for lunch between 1-2pm due to shortage of staff during the holiday season and covid related illnesses. She advised that the team had realised some benefits including staff not having to be office based to cover telephone calls and reception, increased availability for tenancy visits and viewings from applicants who request lunchtime appointments and an improvement in staff morale and team cohesion.

She sought committee approval to continue with this practice.

Gordon Kerr asked if the lunch time closure had caused restrictions to times when tenants could drop into the office. The Housing Manager advised that no issues had arisen or no complaints had arisen from service users. Committee discussed and she confirmed that staff were flexible to accommodate lunch time appointments should they be required.

Resolution:

Committee approved the practice of the office closing at lunch time between 1-2pm.

Helen Lafferty proposed and Darron Brown seconded the practice of office closure between 1-2pm.

Maintenance Manager:

The Maintenance Manager advised that 2 temporary wardens had been in place due to sickness within the team. The estate warden vacancy had been readvertised and interviews scheduled for mid-December.

He advised that spend on Adaptions had been approximately £40,000 in the last few weeks with the remaining budget being allocated. A further £10,000 has been requested.

He noted that following a meeting with Utility Aid we would be trailing the service for 3 months for metering issues within void properties.

Finance Manager:

The Finance Manager advised of a positive meeting with the Homemaster Customer Services Director who had been open to suggestions from the team for amendments to be the system.

Following a survey with staff he sought committee approval to pay the December salary on 22nd December and for staff to use an additional 2 days annual leave for the 5/6th January with the office re-opening on Monday 9th January 2023.

Resolution:

Committee approved, Darron Brown proposed and Leeann Brown seconded the request for salaries to be paid on the 22nd December 2022.

Darron Brown proposed and Helen Lafferty seconded the proposal and for staff to utilise additional annual leave for the 5/6th January with the office reopening on the 9th January 2023.

He advised that the Audit and Risk Committee had met on 17th November 2022. He asked Gordon Kerr, Chair of the Audit and Risk Committee to provide feedback. Gordon advised that the internal audit report on Cyber Securing and had been positive with 3 medium and 1 low recommendation, with a substantive level of assurance. A plan of action is in place and recommendations will be implemented before year end. The audit of Maintenance had 1 high and a couple of low recommendations with a low level of assurance. A plan of action is in place for recommendations to be implemented before year end.

He noted requirement for additional bank signatories had been discussed, he sought volunteers from the committee. Darron Brown volunteered to be a signatory.

The SFHA Treasury Management Policy had been approved and appropriate training will be arranged for committee members.

Committee noted the operational update.

14. AOCB

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

Next Meeting 25 January 2023 at 6PM via Zoom and in house

ACTIONS ARISING FROM PREVIOUS MANAGEMENT COMMITTEE MEETINGS November 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	Curb6 will attend the February committee meeting to meet the committee and to deliver a presentation of previous works undertaken by them.
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.
Budget 22/23	Committee discussed employee terms and conditions of employment	Director	Future Committee Meeting	Open	Committee agreed to remit to the Staffing Committee and this matter will be discussed in 2023.
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	Management Team	October	Open	The second draft of the 23/24 budget assumptions will be presented to the January committee meeting.

	October committee meeting a formal budget reforecast be presented for consideration				
April 2022					
There were no matters or actions arising from the April 2022 Committee meeting					
June 2022					
Rent Arrears		Housing Manager		Open	The Housing Manager will provide an update on the arrears position at the January committee meeting.
August 2022					
There were no matters or actions arising from the August 2022 Committee meeting					
October 2022					
Performance Analysis	The Service Improvement Officer will forward the full report to committee for information and report to committee at a later date in relation to refusals data, the reasons thereof and investigate in combination with the Housing Manager, the grant funding being made available by the Scottish Government for improvements to properties if let for humanitarian reasons	Service Improvement	October	Open	The Service Improvement officer will report at a later date in relation to refusals data
November 2022					
There were no matters or actions arising from the November 2022 Committee meeting					

Management Committee	25 January 2023
Agenda Item	6
Title of Paper	Rent Consultation
Author	James Wilson, Housing & Customer Services Manager
Attachment(s)	Appendix 1. Rent Consultation Responses' Appendix 2. Landlord Rent Comparisons

FOR INFORMATION AND DECISION

1. PURPOSE

- 1.1 To highlight the rent consultation process that ended on Friday 13 January 2023 and provide the feedback to Committee.
- 1.2 To advise Committee of consultation methods undertaken by Wellhouse HA to involve residents and encourage feedback on rent increase proposals.

2. RECOMMENDATIONS

- 2.1 Committee is asked to discuss and note the content of the report and a review of the responses received from tenants.
- 2.2 Committee is asked to approve the recommendation of progressing with a flat rate of 3% rental increase.

3. BUSINESS PLAN, VISION & VALUES

- 3.1 Rent consultation and income is integral to the RSL's being able to complete repair, maintenance, development and day to day needs of the business, ensuring that we deliver effective and efficient services and is consistent with all strategic objectives, our vision values and business planning.
- 3.2 Wellhouse HA is committed to Value for Money savings in future years across all aspects of our business which will be measurable and feed into our business planning process.

4. BACKGROUND

- 4.1 Rent consultation on an increase of either 3% or 5% was discussed at previous Committee meeting on 30 November 2022.

5 MAIN ISSUES

- 5.1 An article dedicated to the proposed rent increase was incorporated into the winter newsletter and delivered to all tenants which included a survey form that could be completed and returned.

Tenants were offered the following opportunities to respond to the 2023/24 Rent Consultation: -

- To telephone the office to discuss and complete the survey.
- To contact the office and provide a response via email.
- To respond to a text survey issued via Home Master
- To return the Newsletter article Rent Consultation Survey
- To attend the Rent Consultation event and complete a survey and share views.

The response collected are as follows: -

- 1 response via telephone.
- 2 forms were returned via Newsletter.
- 6 forms completed at the Rent Consultation event.
- 101 texts were received via HomeMaster, which is the preferred method of response.
- No tenants made contact by email.

Therefore, a total of 110 response were received.

6 DISCUSSION & RENT INCREASE RESPONSES

6.1 Appendix 1 contains more detail and comments from tenants.

6.2 Void and leased properties are not included in the consultation process. Of the 774 tenants consulted on the proposed rent increase, 110 responded (14.21%).

Of the 110 tenants who responded, 88 (11.36% of total number of properties contacted and 80% of those who responded) do not feel their rent represents value for money and 85 (10.98% of total number of properties contacted and 77.27% of those who responded) do not support the rent increase of 3% or 5%.

Of the 110 tenants who responded only 23 of those left a comment. Some surveys returned via HomeMaster text only replied 'no' to which we had to apply this as a no answer to both value for money and rent increase questions.

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 Regulatory: There is a regulatory requirement for Wellhouse to consult with tenants prior to applying any rental increase.

7.2 It is also considered good practice for Wellhouse to regularly carry out financial viability exercises.

7.3 This also complies with SHR Regulatory Standard 3: The RSL manages its resources to ensure its financial well-being and economic effectiveness.

8. FINANCIAL IMPLICATIONS

8.1 Rent levels determine Wellhouse HA's ability to meet the needs and requirements of the business plan. Any changes to rent charges will require changes to the business plan.

9. KEY RISKS

(a) Strategic Risks	(b) Operational Risks
<ul style="list-style-type: none"> - Applying a rent increase which is too high may make rent unaffordable to tenants. Damage to Wellhouse reputation as well as financial implications - Applying a rent increase below that of our business plan assumptions will impact on our ability to deliver that plan 	<ul style="list-style-type: none"> - Continuing to use the business plan assumption of CPI & 1% would result in an unaffordable 11.1% increase for our tenants - Failure to raise sufficient income would be detrimental to our planned maintenance plans.
Mitigation	Mitigation
<ul style="list-style-type: none"> - Be aware of proposed rises to HB and UC as well as current wage rises. - Deviation from business plan assumptions for 2023/24 	Through regular robust forecasting and good financial viability practice, income should cover all future operational expenditure.

10. EQUALITY & DIVERSITY ISSUES

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

11. SUSTAINABILITY

- 11.1 There is an impact on day-to day business and future programme requirements depending on the outcome of the rent consultation.

12. SWOT ANALYSIS

Strengths	Weaknesses
We have consulted with residents and advised of impact of rent levels on future works.	No rent increase will impact on income, Business Plan and planned investment.
Our rent charge compares favourably with the national and local average	
Opportunities	Threats
There is an opportunity to discuss the impact of a 5% rent increase on our residents and affordability.	Potential local reputational damage if higher increase than EHRA members.
	Possible loss of confidence with residents if 5% increase applied.

13. CONCLUSION

- 13.1 Committee is asked to note the content of this report and raise any questions with the Management Team. Committee are asked to note that we had a 14.21% return rate – slightly lower than of last years' return (16.81%). Committee are asked to approve the increase.

Appendix 1- 2023/24 Rent Consultation responses

1. Rent Consultation Responses

- Void and leased properties are not included in the consultation process. Of the 774 tenants consulted on the proposed rent increase, 110 responded (14.21%)
- Of the 110 tenants who responded, 88 (11.36% of total number of properties contacted and 80% of those who responded) do not feel their rent represents value for money and 85 (10.98% of total number of properties contacted and 77.27% of those who responded) do not support the rent increase of 3% or 5%.
- The article in the winter newsletter did attract returns by way of survey forms, 2 were returned via this method.
- Tenants were offered the opportunity to telephone the office and complete the rent consultation form and 1 was completed by this method.
- There were no email responses.
- The majority of responses were received by text. 101 (13.04%) tenants responded to the survey by this method.
- Several responses only had one answer of yes or no so we have assumed this is to be the answer to both questions.
- We received 23 comments as feedback.

a. Do you feel your rent represents value for money?

Yes – 22
No – 88

- 11.36% of the total number of properties contacted did not feel their rent represents value for money.

b. Do you support this increase of inflation 3%

Yes – 23
No – 87

- 11.24% of the total number of properties contacted did not support this increase of inflation 3%.

2. Please provide comments:

Below are the responses recorded from tenants for the Rent Consultation for 2023/24: -

If you need a higher rate then yes
I would rather a rent freeze but 3% would be grate and also would accept 5% if need be.
Happy with 3% while folks concerned about all the increases an everything. Hopefully times will improve next year.

Please consider the tenants that are employed and don't have access to benefits. If possible maybe a 2% rise.
I do understand that the rent has to go up but this is going to be a struggle but would rather have 3%.
I believe new house build will never start until Scottish Water come up with answers to stop flooding in our area. No rent increase would still have enough
there is very little difference between the 2 proposed amounts, and we can do much more with the 5%!
Thank you x
Due to the cost of living crisis I don't support any increase in rent.
Is there going to be another meeting for people that work?
Can't even afford heating bills never mind another increase in rent
I think people are really struggling and stressed at the moment so as little as possible
No , you already rob the shit out of me
Not a chance. You don't improve the houses as is. So definitely no
This year, in all honesty, a 5% increase is justifiable. In previous years the increase has substantially been more than my pay increase. This year however I have been given a 5% pay increase so a 5% rent increase is fair. I generally feel that the rents are reasonable value for money but with a certain amount of reservation. I would take an educated guess that a high percentage of people who seem to think the rents are value for money don't actually pay their rent personally. I have every sympathy for people claiming housing benefit but don't think they should be asked whether the rent represents value for money as to them, of course it does. In addition, most people who pay rent from earnings won't be available at 2:00pm on a weekday to give an opinion so I imagine that most people at the meeting will take the view "yes, increase the rent by as much as you like. Makes no odds to me".

No as you have already increased the rent this year
Not interested your rents are a disgrace and there is a difference of £49 per month from the GHA , wellhouse housing association promised better housing and cheaper rents , well that's an absolute joke
I do not support a rent increase. If a rent increase does go ahead, it should be set at the lower 3%.
No but if approved would prefer 3%
I strongly disagree with the rent increase for a 2 Apartment house ,
I support a rent increase. It would be good to get 5%, but I think most people would want it to be 3%.
U keep takin money for rent n people cant afford to eat or heat its a joke. We dont get a say in the matter you just keep takin n takin of people who are struggling. Whats the point of saying anything i think its a joke putting rent up n we cant afford food n heat to our homes n they want more money out if us its bloody ridiculous
too many bills to pay

We will respond to all of those who expressed a view in the next newsletter which will also be available online. In addition, we will contact individuals who have raised other issues.

Appendix 2 Rent Increase Comparison 2023/2024

How our Rent Increase Compares

Wellhouse has undertaken a comparison exercise with other local RSLs and has found their proposals are very mixed. They are also proposing rent increases based on their Business Plan requirements. Local RSLs are considering a maximum increase of 5% with the lowest at 3%. The others have not made decisions yet on increase levels they are likely to consider. Below is a table of proposed increases of surrounding RSLs and comments if decisions have not been made.

Housing Association	% Rent Increase 23/24	% Rent Increase 22/23	% Rent Increase 21/22
Easthall Park Co-op	tbc*	4.95%	1.00%
Provanhall HA	4.80%	2.60%	0.00%
Gardeen HA	5.00%	4.10%	1.50%
Lochfield Park HA	tbc*	2.50%	0.00%
Blairtummock HA	tbc*	2.50%	0.00%
Calvay HA	3% or 5%	4.20%	1.50%
Wellhouse HA	3.00%	3.80%	1.70%
EHRA Average	4.27%	3.52%	0.81%

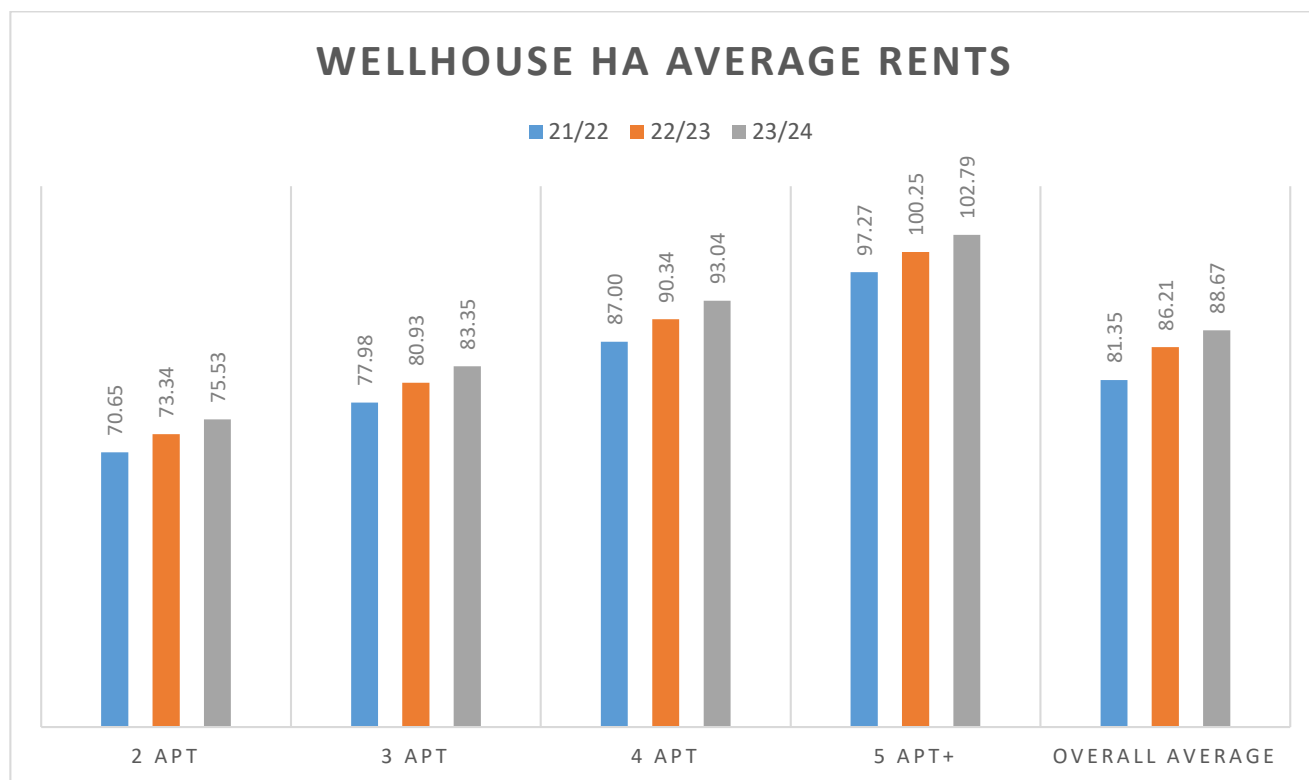
Our proposal suggests a 3% rent increase. This level of increase will generate an additional £99,583 of rental income and would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan, including delaying our plans to build new housing on vacant sites in the area, and we would have to take steps to reduce expenditure to protect the financial viability of the Association. We believe this increase will allow us to maintain our current level of service.

The following table indicates how a 3% rent increase would affect the average monthly rent:

Property Size	Average Monthly Rent 2022/23	Average Monthly Rent 2023/24 (3% uplift)	Monthly Increase
2Apt	£317.79	£327.32	£9.53
3Apt	£350.69	£361.21	£10.52
4Apt	£391.46	£403.20	£11.74
5Apt+	£432.49	£445.46	£12.97

**Please note that these averages are based on the range of existing monthly charges per apartment size.*

How has the rent increased in recent years?



Figures for previous years based on actual increases, 23/24 is a projection based on proposed increase of 3%.

How do our rents compare?

The table below lets you see how our average weekly rent in 2021/22 (the latest available figures) with other housing associations:

Comparator	Average Weekly Rent
Wellhouse	£81.35
All Registered Social Landlords	£91.61

As you can see from the above table Wellhouse Average weekly rents (£81.35) are lower than the average of all RSL's in Scotland (£91.61). Overall, we are £10.26 lower than the Scottish Average. Please note data for 2021/22 are the latest available figures and based on our own analysis from the Lettable Stock and Weekly Rents data from the Scottish Housing Regulator.

The below table shows EHRA weekly rents in comparison for 2022/23:

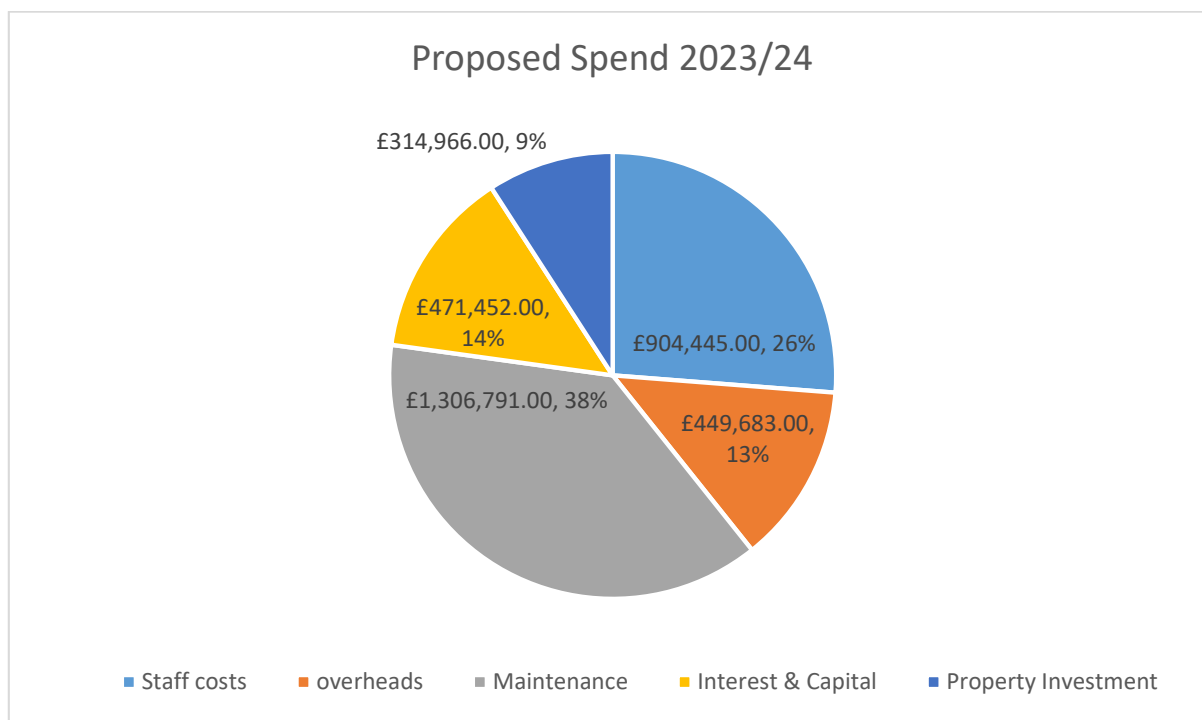
HA	Bedsit	1 Bedroom	2 bedroom	3 bedroom	4 bedroom	Average
Provanhall HA		£66.52	£72.55	£87.61	£99.03	£81.43
Calvay HA		£72.74	£80.06	£87.12	£102.93	£85.71
Easthall Park Co-op	£45.63	£73.02	£75.81	£92.08	£100.47	£77.40
Blairtummock HA	£58.79	£66.77	£74.22	£82.45	£89.09	£74.26
Gardeen HA		£68.14	£78.30	£84.33	£101.24	£83.00
Wellhouse HA		£73.34	£80.93	£90.34	£100.25	£86.21
Lochfield Park HA		£73.78	£81.02	£91.31	£98.42	£86.13
EHRA Average	£52.21	£70.62	£77.56	£87.89	£98.78	

As you can see from the above table Wellhouse 2022/23 average weekly rents (£86.21) are higher than EHRA Peer Group rents.

Business Plan Requirements

Implementing a 3% rent increase will generate an additional £99,583 of rental income and should allow Wellhouse to be able to meet all increased costs being passed on by its suppliers. Failure to do so would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan. For example, we would be unable to carry out all of the planned investment if the proposed increase is not applied. We believe this increase will allow us to maintain our current level of service whilst ensuring that tenant's rents are kept affordable. If agreed, the increase would take effect from 1st April 2023.

Budgeted Expenditure



Supporting our Tenants and our Community

Wellhouse currently spends around £41K on advice services for its tenants and a further £49K on supporting its tenants and community. We also make available £22K to support projects in the area.

Since April 2021 until now, we have also been successful in securing external funding of over £28.5K to help our tenants and community deal with issues including food and fuel poverty caused by the impacts of Covid 19 and the cost-of-living crisis.

Our Investment Priorities for 2023/24

Capital expenditure	3%
Kitchens	115,000
Bathrooms	130,000
Boilers	69,966
Total	£314,966

We trust the above information is useful in helping you form a view on our proposals but if you require any further information, please let us know.

Management Committee	25 January 2023
Agenda Item	7
Title of Paper	2023/24 Draft Budget (3% Rent Increase version 2)
Author	Robert Murray, Finance & Corporate services Manager
Attachment(s)	1) Draft budget statement of comprehensive income, statement of financial position and cashflow statement and loan covenant 2) Maintenance Budget

FOR INFORMATION AND APPROVAL

1 PURPOSE

- 1.1 To provide a budget based on the recommended rent increase of 3% following the rent consultation and information for the 2023/24 budget.
- 1.2 Detailed discussions have taken place between the Finance & Corporate Services Manager and the Housing Manager and Assets & Maintenance Manager to ensure the costs are a realistic reflection of anticipated costs in the forthcoming year.
- 1.3 To present the budget as a version to be discussed for the 2023/24 year

2 RECOMMENDATIONS

- 2.1 That the Committee notes the current levels of Consumer Price Index (CPI), Retail Price Index (RPI) and Consumer Price Index with Housing costs (CPIH) are higher than the current recommended rental increase of 3.0% (being presented under separate paper) and that this may present challenges in the future with regards to meeting the requirements of having a budget that services the housing stock to a satisfactory level and leaves sufficient surplus to meet the loan commitments and component replacements.
- 2.2 To instruct the Finance Manager to finalise the budget on the basis of the 3% rent increase and have final meetings with the budget holders to ensure all known cost have been considered and present the final version at the February 2023 meeting. Once the final version is approved it will be used for budget setting and reporting to the regulator in the 30-year business plans

3 BUSINESS PLAN, VISION AND VALUES

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

Trust Honesty Integrity Excellence Accountability Sustainability

- Sustainability

- 3.3 This Report also meets the 2022/23 Operational Plan – “Monitor the external financial environment and economy closely”.
- 3.4 This Report also meets 2022/23 Operational Plan – “Draft and Final budget for following year”.
- 3.5 This Report should ultimately contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be"

4 BACKGROUND

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

5 MAIN ISSUES

- 5.1 Over several months the inflationary pressures have been discussed and various possible rent increase scenarios have been presented. This budget is based on the 3% level of increase as proposed by the Housing Manager following the rent consultation.
- 5.2 The budget is required to reflect the cost of maintaining the properties to the lettable standards, to reinvest in the current housing stock to maintain the standard, to recruit and retain staff with the required skills and competences and meet the lending covenant requirements.
- 5.3 Based on feedback from last year's final budget paper it was considered appropriate to lay out the key sections of the expenditure in the same format.
- 5.4 The highest cost to the organisation is the maintenance of the properties and this amounts to £1.238m split over various categories as noted below

Cyclical Maintenance (£353,532 total cost)

- Electrical testing costs have been increased by a modest amount as it is considered that the majority of the costs for this work is labour only (£40,000 cost including irrecoverable VAT)
- External Painting has a budget of £50k including VAT. No painting has taken place for several years and it is therefore essential this work is given priority in the 2023/24 year.

- Gas servicing is an agreed contract with Saltire and covers servicing and the annual gas safety of each property that has gas. The budget represents provision for 785 properties (£132k cost)
- Gutter cleaning is mainly labour only and through conversation with the contractor a provision of 8% increase is reasonable (£104k cost)
- To ensure that Saltire are providing a robust and accurate service approximately 10% of all tests are independently retested by Scotia and the budget of £9.7k allows for approximately 80 homes to be rechecked as part of the audit of gas safety.
- Asbestos management covers the cost of a consultant to site visit to carry out tests as required and maintain a dedicated database with all survey details and an uplift of 8% was considered appropriate given that it is mainly labour only charges.
- Water testing was extensively carried out in the current year and therefore a budget of £7.2k has been provided to complete the required tests and remedial works.
- We are required to provide and maintain various systems within the HMO at Langbar Gardens and this is shown as Fire service within the budget (£6.7k)

Reactive Maintenance (£713,875 total cost)

- Reactive maintenance of £286k covers the day-to-day repairs requested by tenants and the large uplift from previous years reflect the continuing rising material costs and the volume of repairs being requested.
- Estates services £57.6k in total, The cost of servicing the plant and equipment used by the estate wardens is £26.6k. There is a provision of approx. £16k to cover charges for bulk uplifts that may be required due to fly tipping in the back courts that needs removed. A weekly service is currently being provided by an external contractor and it is not envisaged that we would be able to remove this arrangement as the estate wardens currently doesn't have capacity to cope with the volume of rubbish being left in back courts and around the estate. A provision of £10k is also made for charges at the local recycling centres as Glasgow City council no longer provide this free. A provision of £5k has been made for the housing officers to use where they identify areas around the estate that tenants should be responsible for but a failing to comply and it is effecting the welfare of others such as grass cutting or garden maintenance.
- Estate services -van and fuel. The budget of £18.7k may be able to be reduced slightly if we are able to negotiate a new lease on the vehicle but it was considered prudent to include the amount at today's prices
- Based on the current rate of voids to date we have provided a budget of £269.6k for approximately 60 voids next year. This would equate to a maximum budget of approx. £4.5k per void property and the Assets & Maintenance Manager is confident that budgetary controls will enable this to be achievable despite the poor condition most are being returned to the association.
- The landlord supply £57.6k provides for the lighting in the close communal areas and has assumed the high costs will remain in the forthcoming year . Work is currently being undertaken between the various suppliers to see if we can achieve any better prices. It is unlikely we will fix contracts as it is anticipated costs will reduce when worldwide issues such as war and inflation reduce.

- Facilities costs £12k covers the statutory testing and servicing of equipment within the Hub building. Additional provision has been made this year to review the ventilation system that has not been actively maintained at present.
- A separate budget of £10k is provided for Hub remodelling should this be required as the community activities start to become more extensive.

Major Repairs Non-Capitalised (£191,400)

- Kitchen and Bathroom extractor fans are replaced when required. It was considered appropriate to budget for 15% increases as there is a high material costs in replacing some of the communal fans (£13,800)
- Most smoke alarms and heat detectors have previously been provided. The budget provides for keeping them in working order and £20k is budgeted
- The back court upgrades provide for the demolition costs in one area (£45,000). Consultation with council and tenants may take some time. Additional funding may be bid for through some of the council funding streams
- Footpaths will be repaired as required and £10k is considered appropriate
- In previous years work was carried out on the external verandas. When the work was retendered, the costs was significantly higher and therefore an alternative method is being tested this year. A budget of £30k is made for similar work to the current method to be done in two more areas.
- Several Chimney breasts now require to be removed for safety reasons and the budget of £27,60 is considered appropriate
- Consultant costs have been provided at £45,000. This allows costs for the retendering exercise and obtaining and training staff in the use of the stock condition surveys.

In addition to the detailed maintenance budget above the Association plans to spend £390.5k on Major repairs/Upgrades that are considered to be of a capital nature.

- £130.20 will be spent on kitchens. There are currently 27 kitchens noted to be replaced this budget year.
- 53 Bathrooms are planned to be replaced at a cost of £149.5
- Saltire have provisionally confirmed costs to replace 26 boilers for £70k
- Several doors and screens are failing to meet standards and it proposed to spend £50k on replacing some of these.

5.5 Payroll Costs (£927,273)

- The existing budget assumes the current staffing level of 18 full time members of staff and 1 part time (0.5 FTE)
- At present we have not been aware of any Maternity or Adoption leave being forthcoming. Provision has been made to cover statutory payments for maternity etc equivalent to 6 months' pay at the midpoint of an officer (PA22).
- The budget has been prepared on the agreed EVH 5.25% annual increase

5.6 Management Expenses- Overheads £504,442

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

Housing Management (£106,890)

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

- Insurance of homes £47k
- Legal Fees £25,000
- Glasgow City Council Anti-Social Behaviour team £12,000
- Tenant Participation £12,000

Commercial lettings (£1000)

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

The Hub Services (£9,500)

These expenses are for the sections of The Hub occupied by others who pay for the services within their rent. £8000 is allocated for Heat and Light and £1500 for cleaning which is the commercial waste uplift

Corporate Services (£382,420)

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

Advertising (Publicity & Promotions) 12,000

There is currently no active PR organisation
Used but this is to enable adhoc work as required

Audit Fee – External	12,495
- Internal	13,125
- General	500
Depreciation - Other Fixed Assets	27,349
General Expenses	
General Expenses	2,000
Provisions	1,900
Staff Welfare costs	500
Cash Collection costs	400
Taxi	3,000
Health & Safety	3,000
General Committee Expenses	3,500
Heat & Light	8,000

Cleaning 16,500

Insurance - Non-Housing premiums 28,951

This expense covers the various insurances that WHA require to provide a safe and comprehensive service. The broker is currently carrying out a Value for money review and this figure is the best estimate available at present

Office Maintenance -

- Repairs & Renewals 18,000

- Equip Maintenance 4,000

- IT Equip Maintenance & Support Fees 18,000

- IT Expenses (Other) 6,000

HomeMaster Annual Support 30,000

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

Disaster Recovery 1,800

Office Equipment (incl.new PCs) 8,000

Printing & Stationery

Printing External 9,000

Printing Photocopier charges 8,000

Stationery 2,000

Postage 3,300

Rent & Rates 1,900

Seminars & Training – Staff 15,000

Seminars & Training – Committee 2,000

Staff Recruitment 10,000

Subscriptions 38,000

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

Telephones 16,000

Legal Fees – General 12,000

Professional Fees 25,000

There is provision of £10k within this for the development agent and land valuation costs

Donation -Grant funding Wider Role 22,000

This is to be paid to Easthall Residents Associations for the provision of wider community activities

-Others	1,400
This cost is a contribution to the local gala day if this is reinstated	
AGM Costs	800

5.7 Bad Debts (£20,000)

- The level of bad debts in the current year is currently only £5k for the first 9 months of the year.
- Conversations with tenants is indicating that some tenants who are in employment and are unable to claim any of the available government support and struggling financially
- It was considered prudent to recognise that rent increases could result in an increase in rent arrears and bad debts and a provision of £20k bad debts has been made in this budget

6. DISCUSSION

6.1 The budget has been prepared based on the agreed rate of increase at 3.0%. Should the rent increase proposal be adopted the letters will be sent to all tenants and the relevant request to Glasgow City Council for Housing benefit uplift be made,

6.2 It is assumed that the commercial properties will all have tenants during the 2024/24 year.

6.3 The current Business Plan assumed an inflationary rise plus 1% for each of the first five years. By adopting a rate of 3.0% rental increase this has been a departure from this assumption and will need to be considered carefully for future years to ensure that regulatory responsibilities are met.

6.4 We also must ensure that any proposed increase, should not be too far removed from the rest of the RSLs in the sector. Particularly other RSLs in Wellhouse Peer Group or neighbouring RSLs.

6.5 Remaining financially viable is not only determined by increasing income but by also cutting costs or operating more efficiently. This should help cap the level of rent increase. An increased focus on Value for Money (VFM) should identify areas where costs can be controlled.

6.6 Other Financial Assumptions

- The CPI measure of inflation has risen from 4.6% in November 2021 when last year's budget was set to 9.3% in December 2022 (the latest available figure)

- It has previously been agreed that the business model of CPI plus 1% would not be appropriate for the level of rent increase
- No provisions have been made for development costs during the 2023/24 year. A value of £10k for consultant costs and land valuation is included in professional fees
- A budget of £10k has been provided for remodelling the Hub to make use of the IT suite and café area and enable the staff to continue to operate safely and effectively.

6.7 Draft Budget Results

- Results highlighted below are achieved based on the assumption that rent increase at 3.0% is applied. If the proposed rent increase is approved the tenants will be provided the rent increase letters as required by the regulator.
- Surplus for 2023/24 will be £183,701
- Cash is expected to increase by £57.3k to leave a balance at March 2024 of £3.129m. This increase is mainly due to the capital spend being less than previous years
- Lenders' covenants are being achieved. The level required is 110% and 185.45% is being achieved
- The current year had pension deficit payments frozen but it was considered appropriate to provide for these to resume in 2023/24 and that there will be an actuarial loss given the current economic conditions

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

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

8. FINANCIAL IMPLICATIONS

8.1 Outlined in main body of the report.

9. KEY RISKS

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

10. EQUALITY AND DIVERSITY IMPLICATIONS

10.1 None apparent.

11. SUSTAINABILITY

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

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

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

12. SWOT ANALYSIS

12.1

Strengths	Weaknesses
We have prepared a detailed budget in line with previous years	The budget is prepared several months in advance of the financial year and costs may change

	significantly after the process has concluded
The budget process satisfies the SHR recommendations	
Opportunities	Threats
There is an opportunity to discuss the budget and affordability before the commencement of the new financial year	Potential reduction in investment in upgrading housing stock in the short term may result in more significant investment being required in later years
	Possible increase in rent arrears if tenants are unable to pay rent increases

13. CONCLUSION

- 13.1 This is a key decision for Wellhouse and impacts the business plan and financial viability
- 13.2 This is the fourth draft budget is showing moderate surplus of around £0.18 million and a cash inflow in excess of £57k.

WELLHOUSE HOUSING ASSOCIATION

2023/24 Budget

STATEMENT OF COMPREHENSIVE INCOME



	Social Lettings Rental Income	Social Lettings Service Charges	Commercial Lettings	Factoring	Development	The Hub Services	Corporate Services	Total
Rental Income & Service Charges	3,582,043.19							3,582,043.19
Less: Voids losses	(42,984.52)							(42,984.52)
Commercial Rental Income			35,206.15			22,265.61		57,471.76
Factoring Income				19,971.51				19,971.51
Grants released from Deferred Income	498,781.00							498,781.00
Other Revenue Grants	56,937.00							56,937.00
Other Income							0.00	0.00
	4,094,776.67		35,206.15	19,971.51	0.00	22,265.61	0.00	4,172,219.94
								4,172,219.94
Management Expenses - Staff Costs	307,877.03	290,682.74		11,187.50			317,525.66	927,272.93
Management Expenses - Overheads	106,890.08	0.00	1,000.00	4,632.68	0.00	9,500.00	382,420.00	504,442.76
Reactive Maintenance	635,584.00	76,291.20		2,000.00				713,875.20
Cyclical Maintenance	353,532.24							353,532.24
Planned Renewals/Major Repairs	248,336.94							248,336.94
Depreciation on Housing Properties	913,176.79							913,176.79
Bad Debts	20,000.00							20,000.00
	2,585,397.08	366,973.94	1,000.00	17,820.18	0.00	9,500.00	699,945.66	3,680,636.86
								3,680,636.86
Operating Surplus	1,509,379.59	(366,973.94)	34,206.15	2,151.33	0.00	12,765.61	(699,945.66)	491,583.09
								491,583.09
Release of Negative Goodwill	38,134.00							38,134.00
Gain/Loss on Disposal of Fixed Assets	0.00							0.00
Interest Receivable							3,750.00	3,750.00
Interest Payable/Other Finance Costs	(249,766.06)							(249,766.06)
Surplus for the Year	1,297,747.53	(366,973.94)	34,206.15	2,151.33	0.00	12,765.61	(696,195.66)	283,701.02
Actuarial Gain/(Loss) in Pension Scheme							(100,000.00)	(100,000.00)
	1,297,747.53	(366,973.94)	34,206.15	2,151.33	0.00	12,765.61	(796,195.66)	183,701.02

SOCI 2023-24 Draft Budget presented January 2023 3% Increase

2023/24 Budget

STATEMENT OF FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION	Nov'22 £	Movement between Dec '22 and Mar'23						Mar'23	2023/24 Movement						Mar'24	Mar'23	
		1 Operating Activities	2 Non-cash Transactions	3 Loan Repayments	4A Pension Deficit	4B Pension Revaluation	5 Arrears/ Bad Debts		6 Replacement Components	1 Operating Activities	2 Non-cash Transactions	3 Loan Repayments	3 Loan Repayments	4A Pension Deficit			4B 67,392 Revaluation
Non Current Assets																	
Housing Properties - gross cost	42,254,519							42,254,519							390,500	42,645,019	42,254,519
Depreciation	(15,190,937)		(498,691)					(15,689,628)		(913,177)						(16,602,805)	(15,689,628)
	27,063,581							26,564,890								26,042,213	26,564,890
Other	1,291,473		(14,845)					1,276,628		(27,349)						1,249,279	1,276,628
	28,355,055							27,841,519								27,291,493	27,841,519
																0	
Negative Goodwill	(969,246)		19,062					(950,184)		38,134						(912,050)	(950,184)
Current Assets																	
Debtors	236,439						7,500	243,939		(20,000)						223,939	243,939
Inventory	0							0								0	0
Cash at Bank and in hand	2,959,711	100,000	215,099	(182,352)		(20,000)		3,072,458	283,701	433,611	(210,253)	(59,246)			(390,500)	3,129,770	3,072,458
	3,196,150							3,316,397								3,353,709	3,316,397
																	57,312
Payables < 1 year																	
Misc Creditors	(1,036,528)							(1,036,528)		(10,000)						(1,046,528)	(1,036,528)
Pension Deficit	0							0								0	0
Loans	(241,503)							(241,503)								(241,503)	(241,503)
	(1,278,031)							(1,278,031)								(1,288,031)	(1,278,031)
Net Current Assets/ (Liabilities)	1,918,119							2,038,366								2,065,678	2,038,366
Total Assets less current liabilities	29,303,927							28,929,700								28,445,120	28,929,700
Payables > 1 year																	
Loans	(7,294,465)			182,352				(7,112,113)			210,253					(6,901,859)	(7,112,113)
Pension Deficit	(86,720)					(89,280)		(176,000)				59,246	(100,000)			(216,754)	(176,000)
	(7,381,185)							(7,288,113)								(7,118,613)	(7,288,113)
Deferred Income																	
Social Housing Grant	(13,030,087)		279,375					(12,750,712)		498,781						(12,251,931)	(12,750,712)
Non Housing Grants	(657,576)							(657,576)								(657,576)	(657,576)
	(13,687,662)							(13,408,287)								(12,909,506)	(13,408,287)
Net Assets	8,235,080							8,233,300								8,417,001	8,233,300
Capital and Reserves	£																
Share Capital	100							100							4	104	100
Reserves	8,234,980	100,000				(89,280)	(12,500)	8,233,200	283,701				(100,000)	(4)		8,416,897	8,233,200
	8,235,080							8,233,300								8,417,001	8,233,300
	(0)							0								0	0

WELLHOUSE HOUSING ASSOCIATION**2023/24 Budget****CASHFLOW STATEMENT****Mar'24**

Operating Surplus	491,583
Adjust for Depreciation and other non-cash transactions	441,741
Adjusted Operating Surplus	<u>933,324</u>

Movement in Debtors	20,000
Movement in Creditors	(49,246)

Investing Activities

Purchase of Properties and Components	(390,500)
Purchase of Other Fixed Assets	(0)
Grants received	<u>0</u>
	(390,500)

Financing Activities

Interest receivable	3,750
Interest payable	(249,766)
Loan capital repaid	(210,253)
Share capital issued	<u>4</u>
	(456,265)
	<u><u>57,312</u></u>

Movement in Cash per SOFP	57,312
---------------------------	--------

0

WELLHOUSE HOUSING ASSOCIATION

2023/24 Budget



COVENANTS AS AT 31 MARCH 2024

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

67392

Royal Bank of Scotland & Clydesdale

INTEREST COVER		Accounts	Target set by Bank	Actual	Covenant Satisfied?
Operating Surplus	A	491,583	Greater than 110%	185.45%	Yes
Housing Grants Amortised	B	(498,781)			
Pension Deficit Contribution	C	(59,246)			
Housing Depreciation	D	913,177			
Component Replacements	E	(390,500)			
	X	456,232			
Interest Payments	H	249,766			
Interest Receipts	J	(3,750)			
	Y	246,016			
Calculation: X divided by Y; where X=A+B+C+D+E+F & Y=H+J					

45000

55000

GEARING		Accounts	Target set by Bank	Actual	Covenant Satisfied?
Balance of Outstanding Loans	A	7,143,362	Less than 30%	16.75%	Yes
Historic Housing Cost	B	42,645,019			
Calculation: A divided by B					

WELLHOUSE HOUSING ASSOCIATION

2023/24 Budget



Overheads		Housing Management	Maintenance	Service Costs	Commercial Lettings	Factoring	Development	The Hub Services	Corporate	2022/23 Total	
24). Advertising (Publicity & Promotions)	12,000								£12,000	12,000	
25). Audit Fee - External	12,495								12495	12,495	
- Internal	13,125								13125	13,125	
26). Bank Charges - Allpay	10,500	10,500								10,500	
- General	500								500	500	
27). Depreciation - Other Fixed Assets	27,349								27349	27,349	
28). General Expenses										0	
General Expenses	2,000								2000	2,000	
Provisions	1,900								1900	1,900	
Staff Welfare costs	500								500	500	
Cash Collection costs	360	360								360	
Taxi	400								400	400	
Health & Safety	3,000								3000	3,000	
										0	
29). General Committee Expenses	3,500								3500	3,500	
30). Heat & Light	16,000							8,000	8000	16,000	
31). Cleaning	18,000							1,500	16500	18,000	
32). Insurance - Housing Stock	51,663	47,030				4,633				51,663	
- Non-Housing premiums	28,951								28951	28,951	
33). Office Maintenance -										0	
- Repairs & Renewals	18,000								18000	18,000	
- Equip Maintenance	4,000								4000	4,000	
- IT Equip Maintenance & Support Fees	18,000								£18,000	18,000	
- IT Expenses (Other)	6,000								6000	6,000	
HomeMaster Annaul Support	30,000								30000	30,000	
Disaster Recovery	1,800								1800	1,800	
Hub Costs (Remodelling)										0	
										0	
34). Office Equipment (incl.new PCs)	8,000								8000	8,000	
35). Printing & Stationery										0	
Printing External	9,000								9000	9,000	
Printing Photocopier charges	8,000								8000	8,000	
Stationery	2,000								2000	2,000	
										0	
36). Postage	3,300								3300	3,300	
37). Rent & Rates	1,900								1900	1,900	
38). Seminars & Training - Staff	15,000								15000	15,000	
39). Seminars & Training - Committee	2,000								2000	2,000	
40). Staff Recruitment	10,000								10000	10,000	
41). Subscriptions	38,000								38000	38,000	
42). Telephones	16,000								16000	16,000	
43). Legal Fees - General	12,000								12000	12,000	
44). Legal Fees - Housing	25,000	25,000								25,000	
GCC ASB Support Services	12,000	12,000								12,000	
TC Young savings due to above		0								0	
45). Professional Fees	25,000								25000	25,000	
Housing ~Agency Fees - WR	0	0								0	
46). Commercial Property Cost	1,000				1,000					1,000	
47). Donation -Grant funding Wider Role	22,000								22000	22,000	
-Others	1,400								1400	1,400	
48). Tenant Participation	12,000	12,000								12,000	
49). AGM Costs	800								800	800	
50).										0	
51).										0	
	504,442	106,890	0	0	1,000	4,633	0	9,500	382,420	0	504,443

Management Expenses-Overheads 2023-24 Draft Budget presented January 2023 3% Increase

WELLHOUSE HOUSING ASSOCIATION LTD

MAINTENANCE BUDGET TO MARCH 2024

	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL	2023/24
CYCLICAL MAINTENANCE														
ELECTRICAL TESTING	3,333	3,333	3,333	3,333	3,333	3,333	3,333	3,333	3,333	3,333	3,333	3,333	40,000	40,000
EXTERNAL PAINTING- phase 2B	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	50,000	50,000
EXTERNAL PAINTING- phase 8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EXTERNAL PAINTING - phase 10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GAS SERVICING	11,040	11,040	11,040	11,040	11,040	11,040	11,040	11,040	11,040	11,040	11,040	11,040	132,480	132,480
GUTTER CLEANING	8,694	8,694	8,694	8,694	8,694	8,694	8,694	8,694	8,694	8,694	8,694	8,694	104,328	104,328
GAS SAFETY AUDIT	807	807	807	807	807	807	807	807	807	807	807	807	9,688	9,688
Asbestos Management	261	261	261	261	261	261	261	261	261	261	261	261	3,130	3,130
Water Testing	600	600	600	600	600	600	600	600	600	600	600	600	7,200	7,200
FIRE SERVICE - 14 LANGBAR GDNS	559	559	559	559	559	559	559	559	559	559	559	559	6,707	6,707
	29,461	29,461	29,461	29,461	29,461	29,461	29,461	29,461	29,461	29,461	29,461	29,461	353,532	353,532
REACTIVE MAINTENANCE														
REACTIVE MAINT	23,868	23,868	23,868	23,868	23,868	23,868	23,868	23,868	23,868	23,868	23,868	23,868	286,416	286,416
ESTATE SERVICES - Materials	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	57,600	57,600
ESTATE SERVICES - Van/Fuel	1,558	1,558	1,558	1,558	1,558	1,558	1,558	1,558	1,558	1,558	1,558	1,558	18,691	18,691
VOIDS	22,464	22,464	22,464	22,464	22,464	22,464	22,464	22,464	22,464	22,464	22,464	22,464	269,568	269,568
SCOTTISH POWER L/LSUP	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	4,800	57,600	57,600
Facilities Management Costs	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000	12,000
Office Repairs - Hub Remodelling	833	833	833	833	833	833	833	833	833	833	833	833	10,000	10,000
	59,323	59,323	59,323	59,323	59,323	59,323	59,323	59,323	59,323	59,323	59,323	59,323	711,875	711,875
Stage 3 Adaptations- Ex GH A														
	0		0	4,315	0		4,315		0	4,315	0	4,315	17,262	17,262
Stage 3 Adaptations	6,613		6,613		6,613		6,613		6,613		6,611		39,675	39,675
	6,613	0	6,613	4,315	6,613	0	10,928	0	6,613	4,315	6,611	4,315	56,937	56,937
MAJOR REPAIRS - NON-CAPITALISED														
													0	
KITCHEN EXTRACTOR FANS Phase 5	575	575	575	575	575	575	575	575	575	575	575	575	6,900	6,900
Bathroom EXTRACTOR FANS Phase 5	575	575	575	575	575	575	575	575	575	575	575	575	6,900	6,900
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smoke Alarms Phase 8	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	1,667	20,000	20,000
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Back Courts Phase 1	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	45,000	45,000
Back Courts Phase 2A	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Paths	833	833	833	833	833	833	833	833	833	833	833	833	10,000	10,000
External Verandas	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	30,000	30,000
Chimney Breast Removal	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	2,300	27,600	27,600
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consultants costs	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	3,750	45,000	45,000
	15,950	15,950	15,950	15,950	15,950	15,950	15,950	15,950	15,950	15,950	15,950	15,950	191,400	191,400
													191,400	
MAJOR REPAIRS - CAPITALISED COMPONENTS														
													0	
Kitchens Phase 5	10,850	10,850	10,850	10,850	10,850	10,850	10,850	10,850	10,850	10,850	10,850	10,850	130,200	130,200
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bathrooms Phase 3	12,455	12,455	12,455	12,455	12,455	12,455	12,455	12,455	12,455	12,455	12,455	12,455	149,460	149,460
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gas Boiler Replacements Phase 10	5,070	5,070	5,070	5,070	5,070	5,070	5,070	5,070	5,070	5,070	5,070	5,070	60,840	60,840
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Doors 2B	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	4,167	50,000	50,000
External Windows 2A	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
the Hub boiler replacement	0	0	0	0	0	0	0	0	0	0	0	0	0	0
the Hub poss remodeling	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	28,375	32,542	101,513	32,542	28,375	32,542	28,375	55,022	28,375	32,542	69,525	32,542	390,500	390,500

Assume a £2,000 spend on Factored Owners properties 2,000

2,000

£1,704,244

£1,704,244

Maintenance 2023-24 Draft Budget presented January 2023 3% Increase

Management Committee	25 January 2023
Agenda Item	8
Title of Paper	Rent Arrears Update
Author	James Wilson, Housing & Customer Service Manager
Attachment(s)	
Executive summary	<p>The following information is recorded at the end of Period 8, that is 30 November 2022:</p> <ul style="list-style-type: none"> • Gross current tenant rent arrears are £283,188 - 8.12% of annual income. • Net arrears are £215,065 – 6.17% of annual income. • Former Tenant's arrears are £59,599. • Rent collection is currently 98.03% (cumulative 8 months to end November 2022) • 99 tenants (12.48% of all tenants) owing £1,000+ now owe £211,404 collectively – 74.65% of current arrears and 6.06% of annual rent income. • 58 (7.31% of all tenants) of those owing £1,000+ are UC recipients • 48 tenants (6.06% of all tenants) owe £2,000+ • The number of tenants claiming UC is 251 (31.65 % of tenants). • The amount of UC arrears figure is £161,474. (57.02% of the current arrears) or (4.63% 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 November position.

5. MAIN ISSUES:

5.1 Since the last Committee update, gross current tenant rent arrears have increased by £1,070 to £283,188 (8.12%).

5.2 During the same period, net current arrears have reduced by £10,404 to £215,065 (6.17%).

5.3 The Former Tenant Arrears have reduced by £2,038.

5.4 We are still working to resolve issues with backdated payments on HomeMaster. Some progress has been made and some Universal Credit and UC Rent Arrears payments are now included in the technical balance. In addition, we have agreed to purchase a system enhancement that has been released called Auto-Entitlement. Once installed this will keep the technical arrears up to date based on payments received, rather than our staff having to manually update records every time someone has a change of benefit entitlement. A date for this has not been finalised. However, this will not resolve the issue of the tenant balance and technical balance on many of the records, due to how data transferred from SDM. We should be able to manually overwrite these but this function is not working correctly and HomeMaster are currently working on resolving this.

5.5 99 tenants owe more than £1,000, which is 3 more than reported at last Committee meeting, and those owing more than £2,000 have remained at 48.

5.6 Universal Credit (UC) is now claimed by 251 of WHA households according to the Universal Credit Portal, however, there are 236 UC recipients recorded on our internal HomeMaster system which records cases where payments are paid direct to WHA. UC arrears accounts for 57.02% 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.

5.8 We have given a support group that lease one of our properties until mid-January 2023 to clear their arrear of £2,800.

6 Discussion

6.1 Officers are continuing to monitor legal cases which were lodged in court prior to 6th September 2022. 3 eviction decrees were granted in November, we have 2 extracts which are subject to a separate report and still awaiting 1 further extract. We will continue to take legal action where appropriate pending the outcome of the eviction moratorium. Currently there are 18 cases in the court system.

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.

Management Committee	25 January 2023
Agenda Item	9
Title of Paper	Policy Review
Author	James Wilson, Housing and Customer Services Manager Bill Black, Assets & Maintenance Manager
Attachment	<ol style="list-style-type: none"> 1. Succession Policy 2. Customer Engagement and Participation Policy 3. Neighbourhood Management Policy 4. Rent Setting Policy 5. Vulnerable Tenants Domestic Abuse Policy 6. Vulnerable Employees Domestic Abuse Policy 7. Managing dampness, mould & condensation policy and procedure (Bill Black) 8. Letter from the SHR

FOR DECISION

1 PURPOSE

- 1.1 To provide a draft of the review of the Succession Policy (Appendix 1), Customer Engagement and Participation Policy (Appendix 2), Neighbourhood Management Policy (Appendix 3), Rent Setting Policy (Appendix 4), Vulnerable Tenants Domestic Abuse Policy (Appendix 5), Vulnerable Employees Domestic Abuse Policy (Appendix 6) and Managing dampness, mould & condensation policy and procedure for approval.

2 RECOMMENDATIONS

- 2.1 That the Management Committee approves the Succession, Customer Engagement and Participation, Neighbourhood Management, Rent Setting, Vulnerable Tenants Domestic Abuse, Vulnerable Employees Domestic Abuse Policies and Managing dampness, mould & condensation policy and procedure..

3 BACKGROUND

- 3.1 The Succession Policy was approved by Committee in November 2019.
- 3.2 The Customer Engagement and Participation Policy was approved by Committee in August 2019.
- 3.3 The Neighbourhood Management Policy was approved by Committee in November 2019
- 3.4 The Rent Setting Policy was approved by Committee in November 2019

- 3.5** The Vulnerable Tenants and Employees Domestic Abuse Policies were approved by Committee in October 2019.
- 3.6** Following on from the case in England with the tragic death of Awaab Ishak who died of a respiratory condition caused by mould in his home , we have received the attached letter from the SHR and developed the Policy and Procedures we are also organising staff training.

4 OBJECTIVES

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

Our Strategic Objectives:

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

5. MAIN CHANGES

- 5.1** All the Policies have been reviewed to reflect legislative and Charter Outcome changes. Changes have also been made to reflect our Equalities and Diversity Policy and action plan requirements
- 5.2** The Succession Policy required no further changes
- 5.3** The Customer and Engagement Policy was changed to reflect priorities arising from the approved Tenant Participation Strategy and Action Plan
- 5.4** Reference to the Garden Assistance scheme has been removed from the Neighbourhood Management Policy as this service is no longer provided by Glasgow City Council (GCC). Our joint approach with the Council's Community Relation Unit (CRU) has been included.
- 5.5** The Rent Setting Policy was changed to better reflect the rent setting approach used by the Association and to emphasis the difference between the rent setting mechanism used and the process for the annual rent increase.
- 5.6** The Domestic Abuse Policies required no further changes.
- 5.7** The Managing dampness, mould and condensation policy and procedure is a new policy and will be reviewed in one year, and three yearly thereafter.

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

Regulatory Framework

We will comply with regulatory Standards of Governance and Financial Management for RSLs as noted below:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users

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

- Outcome 1: Equalities
- Outcome 2: Communication
- Outcome 3: Participation
- Outcome 4: Quality of Housing
- Outcome 5: Repairs, Maintenance and Improvements
- Outcome 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes
- Outcome 7, 8 and 9: Housing Options
- Outcome 10: Access to Social Housing
- Outcome 11: Tenancy Sustainment
- Outcome 13: Value for Money
- Outcome 14 and 15 Rents and Service Charges

7 FINANCIAL IMPLICATIONS

There are no financial implications.

8 KEY RISKS

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

9. EQUALITY AND DIVERSITY & HUMAN RIGHTS ISSUES

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

10. SUSTAINABILITY

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

11. SWOT ANALYSIS

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

12. CONCLUSION

- 12.1** The Policies has been reviewed to take account of relevant legislative changes to the Housing (Scotland) Act 2001, as amended in the Housing (Scotland) Act 2014 as well as the revised Scottish Social Housing Charter which was published on 1 November 2022.
- 12.2** It is recommended that Management Committee approves all the Policies that have been proposed.



POLICY

SUCCESSION

Wellhouse - The Place to Be

Draft Policy Created: December 2022

Date of Last Review: November 2019

Date of Current Review: December 2022

Date of Next Review: December 2025

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.	Policy	6
8.	Monitoring and Performance Management	9
9.	Consultation	10
10.	Complaints	10
11.	Review Timeframe	10
12.	General Data Protection Regulation	10

Linked Policies/Procedures

1.	Equalities and Diversity Policy
2.	Openness and Confidentiality
3.	Customer Engagement and Participation Policy
4.	Complaints Policy
5.	Data Protection Policy
6.	Scottish Secure Tenancy Agreement (SST)

1. Vision and Values

WELLHOUSE – THE PLACE TO BE.

Our succession policy supports our vision of Wellhouse as an attractive place where people feel safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community. It does this by setting out our rules on succession.

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 succession 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 comply with legislation.

3. Policy Aims

The aim of this policy is to set out how we will manage succession rights to a Wellhouse Housing Association tenancy, as set out in the Housing (Scotland) Act 2001 and as amended by the Housing (Scotland) Act 2014 and the Association's revised Scottish Secure Tenancy Agreement.

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 succession policy and related procedures by:

- providing accurate and clear information to applicants about our succession policy
- using interpreters for people from black and minority ethnic groups, or for disabled people, as appropriate

- responding to the different needs and service requirements of individuals (including those with protected characteristics)
- monitoring services related to succession applications to ensure that we 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
- Data Protection Act 2018
- Human Rights Act 1998
- Freedom of Information (Scotland) Act 2002

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012, was reviewed in 2019 and 2022. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

There are 4 outcomes under the Charter that are especially relevant to our succession policy. These are:

Outcome 1 Equalities

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

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights 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 are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with

Outcome11 Tenancy Sustainment

Social Landlords ensure that:

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

7. Policy

Succession

Succession is the passing of a tenancy from a tenant who has died to another person who becomes the new tenant – known as the “successor”. Succession cannot take place unless a tenant dies. If there is no person qualified to succeed to the tenancy, or if every person who is qualified does not wish to succeed, the tenancy is terminated.

If a tenant dies and a member of the household applies for the tenancy, we will consider them for the tenancy under the provisions of the Housing (Scotland) Act 2001 and the amended provisions of the Housing (Scotland) Act 2014.

The law is very clear on who is eligible to be a ‘qualified person’ and can therefore succeed to a tenancy. It also specifies the order in which each category is given priority.

Where there is a joint tenancy, the tenancy automatically remains with the other joint tenant(s). In all other circumstances the order is: -

Level One

- The tenant's surviving spouse, co-habitee or civil partner. In the case a partner or co-habitee, the house must have been the person's only or principal home throughout the period of 12 months ending with the tenant's death.
- Any surviving joint tenant, if the property was their only or principal home at the time of the tenant's death.

A partner or co-habitee is a person living with the tenant as husband and wife or in a relationship with the tenant where persons are of the same sex.

The Association must have been notified of and have given consent to the proposed successor's residency in the property.

If more than one person qualifies for the tenancy as a Level One successor, they should, in the first instance, decide among themselves who will become the tenant. If they cannot agree, the Association will decide who will become the tenant

Level Two

If no-one qualifies at Level One, or a qualified person does not want the tenancy, then the tenancy may be offered to a member of the tenant's family, providing that he or she is aged at least 16 at the date of the tenant's death and

- the person has used the property as their only or principal home throughout the period of 12 month's ending with the tenant's death.
- The Association must have been notified of, and have given consent to the proposed successor's residency in the property.
- If more than one person qualifies for the tenancy under Level Two, they must decide among themselves who should get the tenancy. If they cannot agree, the Association will decide who will become the tenant.

Level Three

If no-one qualifies at Level One or Level Two, or a qualified person at Level One or Level Two does not want the tenancy, then the tenancy may be offered to a Level Three Successor, if

- they are aged at least 16 at the date of the tenant's death and;
- the person has used the property as their only or principal home throughout the period of 12 month's ending with the tenant's death and;

7

- they gave up their only or principal home before the death of the tenant and;
- they are providing, or has provided, care for the tenant or a member of the tenant's family and;
- The Association must have been notified of, and have given consent to the proposed successor's residency in the property.

Normally the Association would expect someone who is seeking to succeed to a tenancy as a carer to be able to provide details of the amount and type of care provided along with independent information from either the tenant's GP or social worker/care manager.

If more than one person qualifies for the tenancy under Level Three, they must decide among themselves who should get the tenancy. If they cannot agree, the Association will decide who will become the tenant.

Adapted or Specially Designed Properties

Where a house has been designed or substantially adapted for the use of someone with particular needs, only spouses, co-habitees, same sex partners, joint tenants or persons with similar needs can succeed the tenancy. Others who would otherwise be eligible to succeed to the tenancy would, therefore, be offered reasonable, alternative accommodation. (Alternative suitable accommodation would be considered taking full account of Part 2 of Schedule 2 of the Housing (Scotland) Act 2001 which defines suitable accommodation)

If someone qualifies for the tenancy but does not want it, they should tell us in writing within four weeks of the death and leave the house within three months. Rent will be charged only for the actual period of occupation.

The tenancy can only be inherited twice under the provisions noted above. If the tenancy has already been inherited twice, the third death will normally end the tenancy. This will not happen if there is a surviving joint tenant whose Scottish Secure Tenancy will continue.

However, if there is still a person in the house who would otherwise qualify to inherit the tenancy under the above paragraphs, the tenancy will continue for up to 6 months after the last death. The tenancy will not be a Scottish Secure Tenancy for that period.

Confirmation of Circumstances Related to Succession

To have the right to succeed a tenancy, the Association must have been notified (in writing) that the applicant had moved in and it was their only or principal home. The qualifying period of 12 months does not begin until the Association has been notified (in writing).

The Association anticipates that the majority of issues relating to succession of tenancy will be straightforward, and that confirmation of the successor's rights will be made with reference to existing tenancy records.

The tenant is required to inform the Association in writing of changes to the household within the requirements of the tenancy agreement.

The Association will accept notification of a change in household in writing. For children residing in the property reaching the age of 16 who were part of the household when the property was allocated and it is their main or principal home, no further action is required.

When the Association receive notification (in writing), we will consider if it is appropriate to grant permission for the person(s) to reside in the property. We will refuse consent if it is not reasonable to do so, including but not exhaustively leading to overcrowding etc. Any period following refusal to reside will not count towards any qualifying period for succession.

Where a person claims to qualify for succession through a relationship with the deceased tenant, then the Association will require the applicant to provide evidence relating to that relationship such as certificates of birth, marriage or civil partnership.

Suitable Alternative Accommodation

Where an applicant does not have the right to succession of a tenancy, the Association has no discretion to grant a succession of tenancy. We will, however, consider if it is appropriate to offer a tenancy in suitable alternative accommodation in the interest of preventing homelessness.

Responsibilities and Delegated Authority

Our Housing Officers are responsible for managing applications for succession.

8. Monitoring and Performance Management

8.1 Monitoring

We have monitoring systems in place to track all succession applications and outcomes. 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 outcomes allows us to carry out equality checks and ensure our practices are non-discriminatory.

8.2 Performance Management

Our Housing and Customer Services Manager monitors our performance against service standards for processing succession application forms and against Charter Indicators.

9. 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. This is done in line with our Tenant Participation Strategy.

10. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

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

11. 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.

12. 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.



POLICY

CUSTOMER ENGAGEMENT AND PARTICIPATION

Wellhouse - The Place to Be

Draft Policy Created: December 2022

Date of Last Review: August 2019

Date of Current Review: December 2022

Date of Next Review: December 2025

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.

Trust Honesty Integrity Excellence Accountability Sustainability

Section	Content	Pages
1.	Vision and Values	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	3
5.	Legislation	4
6.	Scottish Housing Charter	4
7.	Our Principles and Standards	5
8.	The Policy	5
9.	Monitoring and Performance Management	6
10.	Consultation	7
11.	Complaints	7
12.	Review Timeframe	7
13.	General Data Protection Regulation	7

Linked Policies/Procedures

1.	Equality and Diversity Policy
2.	Openness and Confidentiality
3.	Tenant Participation Strategy and Action Plan

1. Vision and Values

Wellhouse – the Place to Be

Our customer engagement and participation policy supports our vision of Wellhouse as an attractive place where people feel safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community. It does this by setting out how we will engage and work with our tenants and a range of different customers.

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 customer engagement and participation 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 tenant participation action plan objectives.

3. Policy Aims

The Customer Engagement and Participation Policy sets out how we will work with all of our customers to make sure that they can influence and participate in decisions on services, standards and policies.

The Customer Engagement and Participation Policy links to the tenant participation action plan and agreed priorities to improve engagement. It also describes how customers can become involved; clarifies the resources available; and sets out how the tenant participation action plan will be monitored and evaluated.

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 Customer Engagement and Participation Policy and related procedures by:

- providing accurate and clear information to customers on how they can work with us by offered a range of opportunities that make it easy for them to participate at a level they feel comfortable with

Trust Honesty Integrity Excellence Accountability Sustainability

- using interpreters for people from black and minority ethnic groups, or for disabled people, as appropriate, to support participation and engagement
- responding to the different needs and service requirements of individuals (including those with protected characteristics)
- monitoring opportunities and methods of engagement both to 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
- Equality Act 2010
- Equality Act 2010 (Specific Duties) (Scotland) Regulations 2022
- Data Protection Act 2018
- Human Rights Act 1998
- Freedom of Information (Scotland) Act 2002

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012, was reviewed in 2019 and 2022. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

There are 3 outcomes under the Charter that are especially relevant to our Customer Engagement and Participation Policy. These are:

Outcome 1 Equalities

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

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights 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:

Trust Honesty Integrity Excellence Accountability Sustainability

- 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 are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with

7. Our Principles and Standards

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

8. The Policy

We have set 4 outcomes to make sure that we meet what customers want:

Outcome 1

Build and strengthen opportunities for customers to be actively involved in our service delivery.

Outcome 2

Develop engagement opportunities and partnership working.

Outcome 3

Foster a positive engagement ethos

Outcome 4

Strengthen and develop communication methods

Consultation on Changes to Policy

We will consult with our customers in respect of any major changes to policies that directly affect them. We think it is especially important to consult on these strategic policies and plans:

Trust Honesty Integrity Excellence Accountability Sustainability

- Allocations
- Rents
- Neighbourhood Management and Anti-social Behaviour
- Complaints
- Our Tenant Participation Action Plan

Working with our Partners

We will develop more effective working relationships with Glasgow City Council, other neighbouring housing providers (including collective bodies such as EHRA) and third sector organisations locally and nationally in order that opportunities for customers are maximised.

Action Plan

We have developed an action plan for tenant participation with our Customer Opinion Panel and will continue to work with them to deliver the outcomes we have set for our customer engagement and participation activities.

Funding our Customer Engagement and Participation Policy

We will allocate a set amount each year in our budget to help ensure customers are involved and can participate in the improvement of our policies and services.

9. Monitoring and Performance Management

9.1 Monitoring

We have monitoring systems in place to track our progress against our action plan and on customer satisfaction rates. This enables us to demonstrate our compliance with legislation and regulatory standards.

9.2 Performance Management

Staff will provide quarterly reports to committee in respect of the following:

- continual monitoring of satisfaction survey
- review of performance against the action plan

Committee will also be provided with an annual performance review against the following Charter indicators.

Indicator 2

Percentage of customers who feel their landlord is good at keeping them informed about their services and decisions.

Trust Honesty Integrity Excellence Accountability Sustainability

Indicator 5

Percentage of customers satisfied with the opportunities given to them to participate in their landlord's decision making processes.

10. 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. This is done in line with our Tenant Participation Strategy.

11. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

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

12. Review Timeframe

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

13. General Data Protection Regulations - UK

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



POLICY

NEIGHBOURHOOD MANAGEMENT

Wellhouse - The Place to Be

Draft Policy Created: December 2022

Date of Last Review: November 2019

Date of Current Review: December 2022

Date of Next Review: December 2025

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	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	4
5.	Legislation	4
6.	Scottish Housing Charter	5
7.	Our Principles and Standards	6
8.	The Policy	7
9.	Monitoring and Performance Management	11
10.	Consultation	11
11.	Complaints	12
12.	Review Timeframe	12
13.	General Data Protection Regulation	12

Linked Policies/Procedures

1.	Equality and Diversity Policy
2.	Openness and Confidentiality
3.	Tenant Participation Strategy and Action Plan
4.	Complaints Policy
5.	Anti-social Behaviour Policy
6.	Allocations Policy
7.	Repairs and Maintenance Policies
8.	Data Protection

1. Vision and Values

Wellhouse – the Place to Be

Our neighbourhood management policy supports our vision of Wellhouse as an attractive place where people feel safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community. It does this by setting out how we will manage a range of services to maintain and improve conditions within our neighbourhood.

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 neighbourhood management 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 and delivers against our agreed service standards.

3. Policy Aims

This policy aims to:

- Create a successful, thriving and safe Wellhouse
- Encourage and support local people to enjoy living here
- Manage and maintain the local area to a high standard
- Support our customers to look after the area
- Support customers who are experiencing problems with their neighbours or in the community
- Support customers to sustain their tenancies

We expect our customers to meet their obligations under the Tenancy Agreement and work with us to make **Wellhouse the place to be**. The policy aims to encourage tenants to:

- Keep their own home in a reasonable state of cleanliness and decoration
- Take reasonable care to prevent damage to their property, their neighbour's property and common areas
- Tell us as soon as reasonably possible about any damage to the house and common areas

Additionally, the Policy sets out how we:

Trust Honesty Integrity Excellence Accountability Sustainability

- Take action in response to any complaint or concern
- Seek feedback on our policy
- Report on our policy and communicate with our customers
- Monitor and review our policy

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 neighbourhood management policy and related procedures by:

- providing accurate and clear information to customers about our neighbourhood management 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 our neighbourhood management 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
- The Housing (Scotland) Act 2010
- The Housing (Scotland) Act 2014
- Equality Act 2010
- Equality Act 2010 (Specific Duties) (Scotland) Regulations 2022
- Data Protection Act 2018
- Human Rights Act 1998
- Freedom of Information (Scotland) Act 2002
- Regulation of Investigatory Powers (Scotland) 2000
- Dog Fouling (Scotland) Act 2003

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012, was reviewed in 2019 and 2022. 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 Neighbourhood Management Policy. These are:

Outcome 1: Equalities

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

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights 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 are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with

Outcome 4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard

Outcome 5: Repairs, Maintenance and Improvements

Social landlords manage their businesses so that:

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

Outcome 6: Estate Management, Anti-social Behaviour, Neighbour Nuisance and Tenancy Disputes

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

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

Outcome 11 – Tenancy Sustainment

Social landlords ensure that:

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

Outcome 13: Value for Money

Social landlords manage all aspects of their businesses so that:

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

7. Our Principles and Standards

We are committed to meeting the following service standards:

Prevention

- help our customers to sustain their tenancies
- visit our customers annually to offer support and update on services available
- carry out an annual house inspection
- carry out regular estate inspections and take any action required to maintain a high standard
- offer benefits advice to help maintain tenancies and household income

Multi Agency Working

- we will develop and maintain effective working relationships with external agencies including Police Scotland, EHRA members and Glasgow City Council to ensure a high quality physical environment
- we have developed a joint approach to dealing with tenancy breaches with Glasgow City Council's Community Relations Unit
- maintain an open door policy for our customers to tell us if things are going wrong
- make sure our staff are well trained and have the skills and knowledge to support our customers and communities to resolve any issues
- encourage our customers to take an active role in helping to maintain the area

Community Resilience

- to let our houses timeously to promote strong communities
- help new customers to settle in their new homes by carrying out settling in visits within 8 weeks
- to treat others with respect and to be a good neighbour
- to work with external partners to keep our area litter free
- to respect diversity

Enforcement

- make sure all customers are aware of their responsibilities to keep to the terms of the Tenancy Agreement
- Work with the City Council in relation to bulk uplifts, fly tipping, dog fouling, garden maintenance etc.
- Dealing with nuisance behaviour and tenancy breaches, involving Glasgow City Council's Community Relations Unit where appropriate

8. The Policy

How we look after Wellhouse

We want to promote both our housing and our community as an attractive place to live and aim to set and maintain standards to allow residents to enjoy a clean, tidy and safe environment and live happily in their homes.

We want to make customers aware of their responsibilities regarding the upkeep and maintenance of their home, common areas and the local area as a whole. We want to support customers to meet these responsibilities and sustain their tenancies.

Obligations and Responsibilities

The obligations and responsibilities of Wellhouse and our customers in regards to estate and neighbourhood management are set down in the Scottish Secure Tenancy Agreement.

Environment

We ask our customers to make sure:

- If they have a garden, that it does not become overgrown, untidy or cause a nuisance to other residents
- They put all rubbish for collection in the bin store or designated area.
- all rubbish is properly bagged and placed in bins provided rather than left in common areas / gardens
- Bulk rubbish is placed in the bin store for collection (if they live in tenement properties)
- Bulk rubbish collection is arranged with Glasgow City Council and all items are kept within their garden until collected and not on the pavements /communal areas
- no vehicle owned by them / their visitors / members of their household is parked on land unless that land is set aside for parking or is a public road.
- No vehicle owned by them / their visitors / members of their household cause's nuisance or annoyance to their neighbours

We will

- have systems in place for the regular inspection of back courts, bin stores, paths, communal grass areas and other open areas for which we are responsible
- keep common grass areas, shrub beds and hedges for which we are responsible from becoming overgrown, untidy or causing a nuisance to other residents
- Where a property is empty and has a garden, we will make sure it does not become overgrown, untidy or cause a nuisance to other residents

Common Areas

We expect our customers to:

- keep common areas, such as closes, stairways, backcourts, paths and bin areas clean and tidy and free from litter and dog or other animal dirt.
- make sure no property including bicycles, motorcycles or prams are stored in the common areas, including close entrances or areas around front doors.
- allow pets to foul or cause damage to other people's property

We will

- clean all tenemental stairs (owned or factored) on fortnightly basis and have systems in place for the regular inspection of closes and common areas including health and safety checks
- keep common areas, such as closes, stairways, backcourts, paths and bin areas in good repair and fit for use by customers, members of their household and their visitors
- keep common areas, such as closes, stairways, backcourts, paths and bin areas clean and tidy and free from litter where we have agreed to do so

Managing our area

We are responsible for managing the local environment and keep all the areas we own in good repair and fit for use by customers, members of their household and their visitors. We want to promote Wellhouse as an attractive place to live to potential customers and ensure our existing customers feel positively about themselves and their area. We want customers to be satisfied with us and our services.

We will pay recognition to those customers who make a difference by carrying out annual garden awards schemes and seeking nominees for 'being a good neighbour' award.

We provide an Estate Warden Service to provide local employment and training opportunities. We provide a high quality and responsive service based within the local area 5 days a week.

The Estate Wardens are responsible for managing the local environment on a day to day basis alongside our Housing and Maintenance teams. We also expect Glasgow City Council to fulfil their obligations to the area and environment.

If we have to remove bulk rubbish we will attempt to identify those responsible and recharge them for this work

Customers' Homes

We expect our customers to:

- keep their home in a reasonable state of cleanliness and decoration
- take reasonable care to prevent damage to their property, their neighbour's property and common areas
- Report to us, as soon as reasonably possible, any damage to the house or common areas

When something goes wrong

We take all complaints and concerns that our customers have very seriously. We are committed to doing all we can to encourage people to live amicably together and to treat each other with respect and tolerance and to take a pride in their neighbourhood and home.

We know that a poorly maintained environment can have a negative impact on our customers and that neighbour disputes, nuisance, and anti-social behaviour is very destructive. We aim to do all that we can to prevent such situations arising and to act speedily when these situations do arise.

We are committed to:

- Treating our customers with respect at all time
- Treat information in confidence as far as possible
- Making it easy to contact us
- Responding quickly to any concerns or complaints about Customers or other household members or visitors aiming to take complaints within 1 working day;
- Treat each complaint about the environment seriously, impartially and in line with our policy
- Support our customers to look after their home and their area
- using a multi-agency approach to bring cases reported to us to a satisfactory conclusion
- Keep anyone who reports an issue to us regularly informed

Actions we can take

Every case is unique and we have a range of actions that we can take in responding to incidents:

Stage 1 - Establishing the facts

- By telephone
- By e-mail
- By letter
- A home visit
- An office interview
- Speak to the person complained of
- Speak to surrounding neighbours as appropriate
- Request information from the police for information in relation to specific incidents where they have been involved
- Give out incident diaries
- Checks to see if there is on-going social work involvement

Stage 2 - First Stage Resolution

- Recharging customers for work which they have failed to do or to cover the costs of repairs for malicious damage caused by them
- Making use of the Provisions contained in the Dog Fouling (Scotland) Act 2003
- Use Environmental Protection Services to enforce local bye-laws
- Mediation
- Organise meetings to attempt to resolve the disputes
- Referral to the Police where activity is of a criminal nature
- Withdrawing allocation rights
- Support the person complained of to change behaviour

Stage 3 – Enforcement

- We will always try to resolve complaints without taking legal action however if a tenant persistently breaches their tenancy agreement and where situations cannot be resolved, such action will be considered and in these circumstances tenants may lose their homes.

Throughout the process we will support the person who has made the complaint.

9. Monitoring and Performance Management

9.1 Monitoring

We have monitoring systems in place to ensure that we deliver effective services and comply with legislation and regulatory standards.

9.2 Performance Management

Staff will provide regular reports to committee on key aspects of neighbourhood management.

Committee will also be provided with an annual performance review against the following Charter indicators:

Indicator 13

The percentage of customers satisfied with the management of the neighbourhood they live in.

Indicator 15

The percentage of anti-social behaviour cases reported in the last year, which were resolved.

We also provide an Annual Return on the Social Housing Charter (ARC) to the Scottish Housing Regulator to tell them how we have performed against the performance indicators in the Social Housing Charter, as well as providing an Annual Landlord Report to our tenants and other customers on our performance.

10. 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. This is done in line with our Tenant Participation Strategy.

11. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

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

12. Review Timeframe

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

13. General Data Protection Regulations - UK

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



POLICY

RENT SETTING

Wellhouse - The Place to Be

Draft Policy Created: December 2022
Date of Last Review: November 2019
Date of Current Review: December 2022
Date of Next Review: December 2025
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	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	3
5.	Legislation	4
6.	Scottish Housing Charter	4
7.	Our Principles and Standards	6
8.	The Policy	6
9.	Monitoring	8
10.	Consultation	8
11.	Complaints	9
12.	Review Timeframe	9
13.	General Data Protection Regulation	10

Linked Policies/Procedures

1.	Equality and Diversity Policy
2.	Openness and Confidentiality
3.	Tenant Participation Strategy and Action Plan
4.	Complaints Policy
5.	Income Collection and Debt Recovery Policy
6.	Business Plan Protocol

Trust Honesty Integrity Excellence Accountability Sustainability

1. Vision and Values

Wellhouse – the Place to Be

Our rent setting policy supports our vision of Wellhouse as an attractive place where people feel safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community. It does this by setting out how we will set our rents and steps we take to ensure rents are affordable, comparable with neighbouring registered social landlords and maintain the Association's viability

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 rent setting policy has been approved by the Management Committee. and they will monitor its implementation. Rents are set to ensure that we can deliver against our strategic aims and our agreed service standards.

3. Policy Aims

Rents represent the main source of the Association's income. It is, therefore, crucial that we set the right rent levels. We need to balance what is affordable to our tenants with the resources we need to deliver excellent services. This includes maintaining and repairing our tenant's homes and managing the Wellhouse area to a high standard.

Our tenants have a right under the Housing (Scotland) Act 2001 to be consulted on our policy and the rent levels we set. This policy sets out:

- How we set our rents
- The role of the Management Committee
- How we spend our customer's rents
- How we consult with our customers on this policy
- How we consult on any rent increase
- How we communicate with our customers on rents and service charges

4. Equal Opportunities Statement

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

Trust Honesty Integrity Excellence Accountability Sustainability

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 rent setting policy and related procedures by:

- providing accurate and clear information to tenants about any rent increase
- using interpreters for people from black and minority ethnic groups, or for disabled people, as appropriate
- responding to the different needs and service requirements of individuals (including those with protected characteristics)

5. Legislation

The following legislation is relevant to this policy:

The following legislation is relevant to this policy:

- The Housing (Scotland) Act 1987 (as amended)
- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 2010
- The Housing (Scotland) Act 2014
- Equality Act 2010
- Equality Act 2010 (Specific Duties) (Scotland) Regulations 2022
- Data Protection Act 2018
- Human Rights Act 1998
- Welfare Reform and Work Act 2016

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012, was reviewed in 2019 and 2022. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

There are 7 outcomes under the Charter that are especially relevant to our Rent Setting Policy. These are:

Outcome 1 : Equalities

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

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Trust Honesty Integrity Excellence Accountability Sustainability

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 are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with

Outcome 11: Tenancy Sustainment

Social landlords ensure that:

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

Outcome 13: Value for Money

Social landlords manage all aspects of their businesses so that:

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

Outcomes 14 and 15: Rents and Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of services, and how far current and prospective tenants and other customers can afford them
- tenants get information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

7. Our Principles and Standards

We have agreed a set of guiding principles:

- Rent Setting is clear and transparent and rent levels reflect property type, size and level of amenities
- Consult with our customers on rent increases
- We comply with the law, any guidance and the Social Housing Charter
- Sufficient income is generated to meet all of the Association's financial requirements
- The rents set are affordable to those customers who are in full time employment
- Rents are broadly consistent with comparable rents charged by similar landlords
- Provide our tenants with information on how we spend the rent charges we collect
- Make the rent our customers pay go as far as possible by focusing on value for money and working efficiently and effectively

8. The Policy

What Our Rents Deliver

Our customer's rents are the main source of income for Wellhouse Housing Association. We use it to:

- carry out repairs to our customer's homes;
- maintain our customer's homes;
- manage the Wellhouse area;
- provide excellent services;
- provide high quality and affordable homes;
- support and consult with our tenants;
- support any borrowing that we have or need to do, to build new homes and carry out major works to our tenant's homes;
- make sure that we have enough money in reserve to meet future works or to respond to the unexpected;
- cover our staff and office costs so that we can remain easily accessible to our customers and maintain a well-trained staff

How We Set Our Rents

We want our rent setting policy to be as transparent and easy to understand as possible.

We undertook a rent and service charge setting exercise in consultation with all our customers in 2016, the result of which informed how we set rents at Wellhouse.

Our approach to rent setting takes account of 3 things:

- A base rent set for every property, based on a 2apt

Trust Honesty Integrity Excellence Accountability Sustainability

- An additional amount per bedroom, based on the property size
- An additional amount, based on the property type

How We Review Our Rents and Service Charges and Decide on Increases

Starting from the model described above, we then consider each year the following factors:

Affordability

Making sure our rents are affordable to our tenants and future tenants is at the heart of our approach to rent setting. There is no universally accepted definition of affordability in Scotland. We use the definition recommended by the Scottish Federation of Housing Associations (SFHA).

“For a rent (including service charges) to be affordable households with one person working 35 hours or more should only exceptionally be dependent on housing benefit in order to pay it.” (SFHA Guidance)

We keep this definition under review to make sure that it continues to be relevant and meaningful as things change, such as welfare benefit reform, inflation, minimum wage levels etc.

To help us test the relevance of this definition we will ask our customers to provide us with information on their income so that we can build a profile of affordability to inform our rent setting and rent increases.

Comparability

We look at the rents of other local landlords in order to test how comparable our rent levels are.

We do this annually, when we propose a new rent. We provide our tenants with information on other rent levels for similar properties, using available benchmarking information.

We aim to be comparable with other providers.

However, different landlords will inevitably have different rent structures, different financial commitments and different Business Plan priorities so it is not possible to achieve full comparability. The type and age of an organisation, as well as its loan commitments, will also drive their rent levels.

Viability

As part of our annual Business Plan review process, we will look at the rental income and what we need to pay for and other future commitments. We consider what we need to spend and what income we will get with:

Trust Honesty Integrity Excellence Accountability Sustainability

- what we need to meet our existing commitments to deliver services, repairs, maintenance, staffing costs, office costs, loan repayments, contingencies to cover bad debts such as arrears and what we think inflation will be;
- what we need to meet the costs of any service improvements, new projects and initiatives;
- the continuing impacts of Welfare Benefit Reforms

Rents

All of this information tells us how much money we need to collect for the coming and future years.

We then look at the total rental income we collect in the year. The difference between what we need/want to spend and the income we receive will tell us how much more we need to raise. That is then translated into a rent increase.

The Management Committee will consider a range of options and make a decision on the level of increase we should apply. We will then consult with our tenants on the rent increase before making a final decision.

We begin to review our Business Plan and begin to set our annual budget in October of every year and we aim to make final decisions about the budgets and any rent or service charge increases by February of the following year. Any increases will start from 1st April.

Service Charges

Our current policy is not to raise service charges but to set rents at a level which meets all our costs.

This policy is informed by the guidance provided by the Scottish Federation of Housing Associations and Scottish Housing Regulator.

9. Monitoring

We have monitoring systems in place to ensure that our rent setting, and any rental increases based on this, are applied accurately using information held on each property.

Our staff and external auditors carry out annual checks.

10. Consultation

Rent consultations are a right our tenants have under the Housing (Scotland) Act 2001. Tenants **must be** consulted on rent policy and rent increases.

We normally begin this process in December each year:

- We tell our customers about how they can be involved in our rent setting, normally in our December newsletter;
- We will set out any options with regards proposed rent increase levels and what they would mean in terms of our customers' services, investment plans and the cost implications to our tenants;
- We will normally arrange meetings or drop -in sessions for customers to tell us what they think
- Our customers can also tell us what they think in writing, by telephoning, by e-mail, face to face or by completing and returning any surveys to the office in person, by post or on-line;
- We will publish what our customers have told us and show how that has influenced our decision;
- We advise our tenants of the outcome of the consultation exercise and the final decision made by our Committee, normally in January of each year.

How We Communicate With Our Tenants On Their Final Rent Increase

In February/March every year we send all our tenants a letter giving 28 days' notice of the rental increase, to comply with legislative requirements. Tenants are advised of:

- what the rent increase will be
- What their new rent will be from 1st April

We also send all our tenants an individual annual rent statement that will set out how much rent was charged during the previous year and how much rent the tenant has paid, along with details of any arrears or credit balance.

11. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone, 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

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

12. Review Timeframe

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

13. General Data Protection Regulations - UK

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



POLICY

Vulnerable Tenants - Domestic Abuse

Wellhouse - The Place to Be

Draft Policy Created: December 2022

Date of Last Review: October 2019

Date of Current Review: December 2022

Date of Next Review: December 2025

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	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	4
5.	Legislation	4
6.	Scottish Housing Charter	5
7.	The Policy	6
8.	Monitoring	8
9.	Consultation	8
10.	Complaints	8
11.	Review Timeframe	9
12.	General Data Protection Regulation	9

Linked Policies/Procedures

1.	Equality and Diversity Policy
2.	Openness and Confidentiality
3.	Allocation Policy
4.	Tenant Participation Strategy and Action Plan
5.	Data Protection

1. Vision and Values

Wellhouse – the Place to Be

Our domestic abuse policy supports our vision of Wellhouse as an attractive place where people feel safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community. It does this by setting out how we will assist vulnerable tenants experiencing domestic abuse, and should be read in conjunction with our allocations policy

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 domestic abuse 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 and delivers against our agreed service standards.

3. Policy Aims

- improve overall safety and wellbeing by recognising that domestic abuse is a serious crime which has an adverse impact on the health of individuals, families and communities;
- increase awareness and understanding of this issue amongst residents and employees;
- encourage residents and employees to report domestic abuse;
- facilitate early identification of domestic abuse and offer supportive and effective intervention to reduce the risk of harm;
- improve the safety and welfare of adults and children affected by domestic abuse and prevent further incidents by responding rapidly, effectively and consistently to all reports;
- empower victims by providing information on the options available to them;
- improve the response to victims through effective engagement of appropriate external enforcement and support agencies;
- create a consistent approach for recording and monitoring incidents of domestic abuse;
- inform colleagues of best practice when responding to domestic abuse
- ensure that all sections are clear regarding their roles in tackling and responding to issues around domestic abuse.

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 domestic abuse policy and related procedures by:

- providing accurate and clear information to customers about our domestic abuse 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 our domestic abuse advice and services to ensure that they 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:

- Domestic Abuse (Scotland) Act 2018
- Domestic Abuse (Scotland Act) 2011
- Adult Support and Protection (Scotland) Act 2007
- Children (Scotland) Act 1995
- Children's Hearing (Scotland) Act 2011
- Forced Marriage etc. (Protection and Jurisdiction (Scotland) Act 2011
- Protection from Abuse (Scotland) Act 2001
- Housing (Scotland) Act 1987
- Homelessness etc. (Scotland) Act 2003

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012, was reviewed in 2019 and 2022. 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 Vulnerable Tenants Domestic Abuse Policy. These are:

Outcome 1: Equalities

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

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Outcome 6: Estate Management, Anti-social Behaviour, Neighbour Nuisance and Tenancy Disputes

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

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

Access to Housing and Support Outcome 7, 8 and 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 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. The Policy

Introduction

7.1 This Policy sets out how Wellhouse Housing Association (WHA) views domestic abuse, and how we will respond to and seek to deal with any reports of abuse affecting tenants or members of their households. The term ‘abuse’ covers violence as well as verbal or other forms of abuse.

7.2 WHA believes that domestic abuse presents one of the highest risks to personal safety and is unacceptable. We will therefore take the strongest action possible against perpetrators where we have the power to do so and with consent of the victim. We will deal with all reports of domestic abuse as an emergency and respond to them within 1 working day. We will assist the victim to reach a decision which they feel best secures their safety by:

- Reviewing their accommodation,
- Enabling the level of assistance they want, and
- Taking action against the perpetrator which the victim and we feel is most appropriate.

Definition

WHA will use the Scottish definition of domestic abuse, which is:

“Domestic Abuse, as gender-based violence, can be perpetrated by partners or ex partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family and friends. It can be characterised by a pattern of coercive control often escalating in frequency and severity over time”.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by:

- Isolating them from sources of support,
- Exploiting their resources and capacities for personal gain,
- Depriving them of the means needed for independence, resistance and escape,
- Regulating their behaviour.

Coercive behaviour is an act or pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim.

7.3 Domestic violence and abuse can manifest itself through the actions of immediate and extended family members via unlawful activities, such as forced marriage, ‘honour based abuse’, and female genital mutilation. Extended family members may condone or even share in the pattern of abuse. Any such actions are not acceptable, whatever form they take.

WHA encourages all tenants and household members to report domestic abuse, whether they are victims of, or witnesses to, such incidents. Similarly WHA employees will be encouraged to do the same. We will deal with all reports of domestic abuse with sensitivity.

7.4 WHA have pledged to 'Make a stand' against domestic abuse and we will:

- Make all new tenants aware of WHA's policies relating to rehousing, relationship breakdown and where applicable the implications of joint tenancies;
- Publicise this domestic abuse policy to all tenants and employees, highlighting the consequences for perpetrators;
- Provide advice and information within the office and make information about national and local domestic abuse support services available on our website.
- Appoint the Housing Manager as the champion who will own the activity that WHA are doing to support victims.

7.5 We will adopt a survivor centred approach in dealing with domestic abuse whereby:

- if a person feels they are experiencing domestic abuse we will deal with it under this policy.
- We will not require victims to contact the Police or to take legal action before we provide assistance.
- We will only take action with the victim's consent. The exception to this general rule is where we consider a child is at risk in any situation or if there is a high risk of serious harm to anyone involved. Where a person is identified as the victim of domestic abuse, any interaction with them will be guided by best practice guidelines.

7.6 Confidentiality

Victims will be encouraged to allow WHA to share information with other agencies, including Police and Local Authority departments, to ensure that the full range of civil and criminal action can be pursued and the appropriate assistance provided. However all information provided by the victim will be treated with the utmost confidence and only passed to external agencies with their proper, informed consent.

The exceptions to this will be:

- Where we consider a child is at risk in any situation, or
- If there is a high risk of serious harm to anyone involved, or
- If we are obliged by law to disclose information.

The Director or Manager must approve any disclosure that does not have the victim's consent.

Information will be shared with work colleagues on a 'strictly need to know' basis. We will adhere to all current data protection requirements

7.7 Our approach will be one driven by the victim's choice and where appropriate, and with consent, we will seek to prevent homelessness and move the perpetrator. If this is not possible, we will use the allocations process to prioritise the victim and their

family to a new home by means of management transfer. However, the default position is to sustain the tenancy and rehouse the perpetrator.

We recognise that every case will be different and our response will be tailored to the individual circumstances and needs of the victim. When a tenant reports domestic abuse all available options will be discussed and considered with including:

- Making arrangements for their immediate personal safety;
- Reviewing and where possible improving the safety and security of their existing home to enable them to remain there safely;
- WHA will not recharge for lock changes and damages due to domestic abuse.
- Reporting incidents to the Police, which may result in criminal action against the perpetrator
- Where appropriate, we will work with Police and other external agencies to seek legal action against the perpetrator, which may include recovery of possession where other members of the household have left the property due to domestic abuse.
- When the victim requires emergency rehousing, WHA will provide advice and assistance on accessing emergency accommodation from Glasgow City Council.

8. Monitoring

We will report on the progress of the implementation of this policy and our pledge to 'Make a Stand' annually to the Management Committee but we will not name our customers in our reports.

9. 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. This is done in line with our Tenant Participation Strategy.

10. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

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

11. Review Timeframe

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

12. General Data Protection Regulations - 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.



POLICY

Vulnerable Employees - Domestic Abuse

Wellhouse - The Place to Be

Draft Policy Created: December 2022

Date of Last Review: October 2019

Date of Current Review: December 2022

Date of Next Review: December 2025

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	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	3
5.	Legislation	4
6.	The Policy	4
7.	Monitoring	11
8.	Review Timeframe	11
9.	General Data Protection Regulation	11

Linked Policies/Procedures

1.	Equality and Diversity Policy
2.	Openness and Confidentiality
3.	Data Protection

1. Vision and Values

Wellhouse – the Place to Be

Our domestic abuse policy for employees supports our vision of Wellhouse as an attractive place to work, where employees feel safe, working within a small staff team.

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 domestic abuse policy has been approved by the Management Committee. and they will monitor its implementation, to ensure that it delivers against our strategic aims and promotes our strategic values as an employer.

3. Policy Aims

- improve overall safety and wellbeing by recognising that domestic abuse is a serious crime which has an adverse impact on the health of individuals, families, employees and communities;
- increase awareness and understanding of this issue amongst employees;
- encourage employees to report domestic abuse;
- facilitate early identification of domestic abuse and offer supportive and effective intervention to reduce the risk of harm;
- empower victims by providing information on the options available to them;
- create a consistent approach for recording and monitoring incidents of domestic abuse;
- inform colleagues of best practice when responding to domestic abuse;
- ensure that as an employer we are clear regarding our roles in tackling and responding to issues around domestic abuse.

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 domestic abuse policy and related procedures by:

- providing accurate and clear information to employees about our domestic abuse policy
- using interpreters for people from black and minority ethnic groups, or for disabled employees, as appropriate
- working in partnership with the Glasgow City Council to address homelessness and to promote social inclusion
- responding to the different needs and requirements of individuals (including those with protected characteristics)
- monitoring our domestic abuse advice and employee support services to ensure that they 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:

- Domestic Abuse (Scotland) Act 2018
- Domestic Abuse (Scotland Act) 2011
- Adult Support and Protection (Scotland) Act 2007
- Children (Scotland) Act 1995
- Children's Hearing (Scotland) Act 2011
- Forced Marriage etc. (Protection and Jurisdiction (Scotland) Act 2011
- Protection from Abuse (Scotland) Act 2001
- Housing (Scotland) Act 1987
- Homelessness etc. (Scotland) Act 2003

6. The Policy

6.1 Introduction

Wellhouse Housing Association recognises that its employees will be amongst those affected by domestic abuse; for example, as a survivor of domestic abuse, an individual who is currently living with domestic abuse, someone who has been impacted upon by domestic abuse or as an individual who perpetrates domestic abuse.

We are committed to developing a workplace culture in which there is zero tolerance for abuse and which recognises that the responsibility for domestic abuse lies with the perpetrator. Wellhouse Housing Association has a 'zero tolerance' position on domestic abuse and is committed to ensuring that any employee who is the victim of

domestic abuse has the right to raise the issue with their employer in the knowledge that they will receive appropriate support and assistance. This policy also covers the approach we will take where there are concerns that an employee may be the perpetrator of domestic abuse.

By developing an effective domestic abuse policy and working to reduce the risks related to domestic abuse, we will create a safer workplace and we will also send out a strong message that domestic abuse is unacceptable.

Wellhouse Housing Association recognises that domestic abuse is an equalities issue and undertakes to not discriminate against anyone who has been subjected to domestic abuse in terms of current employment or future development.

This policy is part of Wellhouse Housing Association commitment to family friendly working, and seeks to benefit the welfare of individual members of staff; retain valued employees; improve morale and performance; and enhance the reputation of Wellhouse Housing Association as an employer of choice.

Wellhouse Housing Association recognises its legal responsibilities in promoting the welfare and safety of all staff. Therefore, this policy applies to staff across all sites as well as agency and contract staff and Committee Members.

6.2 Definition

WHA will use the Scottish definition of domestic abuse, which is:

“Domestic Abuse, as gender based violence, can be perpetrated by partners or ex partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family and friends. It can be characterised by a pattern of coercive control often escalating in frequency and severity over time”.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by:

- Isolating them from sources of support,
- Exploiting their resources and capacities for personal gain,
- Depriving them of the means needed for independence, resistance and escape,
- Regulating their behaviour.

Coercive behaviour is an act or pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim.

6.3 Identification of the problem

Whilst it is for the individual themselves to recognise, they are a victim of domestic abuse, there are signs which may indicate an employee may be a victim. These may include;

- The member of staff may confide in their colleagues/manager.
- Staff may inform their manager that a colleague is suffering from domestic abuse.
- There may be obvious effects of physical abuse (it is important not to make assumptions).
- It may come to light as a result of enquiries into a drop-in performance or a significant change in behaviour.
- It may reveal itself as the background to poor attendance.

It is essential to understand that any of the above may arise from a range of circumstances of which domestic abuse may be one. Managers/ Supervisors who support staff in such matters should address the issue positively and sympathetically ensuring that the employee is aware that support and assistance can be provided.

Wellhouse Housing Association respects employees' right to privacy. Whilst Wellhouse Housing Association strongly encourages victims of domestic abuse to disclose domestic abuse for the safety of themselves and all those in the workplace, it does not force them to share this information if they do not want to.

6.4 Confidentiality and Right To Privacy

Employees who disclose experiencing abuse can be assured that the information they provide is confidential and will not ordinarily be shared with other members of staff without their permission.

There are, however, some circumstances in which confidentiality cannot be assured. These occur when there are safeguarding concerns about children or vulnerable adults or where the employer needs to act to protect the safety of employees. In circumstances where Wellhouse Housing Association has to breach confidentiality it will seek specialist advice before doing so.

If it decides to proceed in breaching confidentiality after having taken advice, it will discuss with the employee why it is doing so and it will seek the employee's agreement where possible.

As far as possible, information will only be shared on a need-to-know basis.

All records concerning domestic abuse will be kept strictly confidential. No local records will be kept of absences related to domestic abuse and there will be no adverse impact on the employment records of victims of domestic abuse. Improper disclosure of information, that is, breaches of confidentiality by any member of staff will be taken seriously and may be subject to disciplinary action.

Where domestic abuse in a same sex relationship is disclosed, due regard will be paid to the double disclosure of confidential information particularly where the individual recipient of abuse may not be out at work.

6.5 Support for Individuals

Wellhouse Housing Association recognises that developing a life free from abuse is a process not an event and Wellhouse Housing Association will provide ongoing support for employees who disclose abuse.

Wellhouse Housing Association and professional organisation representatives will work together cooperatively to help staff experiencing domestic abuse. Wellhouse Housing Association will respond sympathetically, confidentially and effectively to any member of staff who discloses that they are experiencing domestic abuse.

Where domestic abuse has been reported line managers will treat unplanned absences and temporary poor timekeeping sympathetically.

Line managers may offer employees experiencing domestic abuse a broad range of support. This may include, but is not limited to:

- Special paid leave for relevant appointments, including with support agencies, solicitors, to rearrange housing or childcare, and for court appointments.
- Temporary or permanent changes to working times and patterns.
- Changes to specific duties, for example to avoid potential contact with an abuser in a customer facing role.
- Redeployment or relocation.
- Measures to ensure a safe working environment, for example changing a telephone number to avoid harassing phone calls.
- Using other existing policies, including flexible working.
- Access to counselling/support services in paid time.
- Access to courses developed to support female survivors of domestic abuse, for example assertiveness training.

Line managers will respect the right of staff to make their own decision on the course of action at every stage.

Other existing provisions (including occupational health, independent counselling service, others) will also be signposted to staff as a means of support

6.6 Organisational Planning

All employees will be made aware of this policy through a range of methods including induction, training, appraisal, leaflets and posters.

Wellhouse Housing Association will remind staff of the importance of not divulging personal details of other employees, such as addresses, telephone numbers or shift patterns.

This is paramount when dealing with Honour Based Abuse cases.

6.7 Disclosure of Abuse

Staff experiencing domestic abuse may choose to disclose, report to or seek support from a union representative, a line manager, or colleague. Line managers and union representatives will not counsel victims, but offer information, workplace support, and signpost to other organisations.

Wellhouse Housing Association will respond sympathetically, confidentially and effectively to any member of staff who discloses that they are suffering from domestic abuse.

6.8 Training

Wellhouse Housing Association is committed to ensuring all line managers are aware of domestic abuse and its implications in the workplace. Information, briefings or awareness raising sessions will ensure that all managers are able to:

- Identify if an employee is experiencing difficulties because of domestic abuse.
- Respond to disclosure in a sensitive and non-judgemental manner.
- Provide initial support – be clear about available workplace support.
- Discuss how the organisation can contribute to safety planning.
- Signpost to other organisations and sources of support.
- Understand that they are not counsellors.

6.9 Safety Planning

Wellhouse Housing Association will prioritise the safety of employees if they make it known that they are experiencing domestic abuse.

When an employee discloses domestic abuse, Wellhouse Housing Association will encourage its employees to contact a specialist support agency and make appropriate referrals where necessary.

Wellhouse Housing Association will work with the employee and a specialist agency (with the employee's consent) to identify what actions can be taken to increase their personal safety at work and at home as well as address any risks there may be to colleagues.

6.10 If the Victim and the Perpetrator work in the same Organisation

In cases where both the victim and the perpetrator of domestic abuse work in the organisation, Wellhouse Housing Association will take appropriate action. In addition to considering disciplinary action against the employee who is perpetrating the abuse, action may need to be taken to ensure that the victim and perpetrator do not come into contact in the workplace.

Action may also need to be taken to minimise the potential for the perpetrator to use their position or work resources to find out details about the whereabouts of the victim. This may include a change of duties for one or both employees or withdrawing the perpetrators access to certain computer programmes or offices.

Wellhouse Housing Association encourages all employees to report if they suspect a colleague is experiencing or perpetrating abuse. Employees should speak to their line manager about their concerns in confidence. In dealing with a disclosure from a colleague, employers should ensure that the person with concerns is made aware of the existence of this policy.

6.11 Perpetrators of Domestic Abuse

Domestic abuse perpetrated by employees will not be condoned under any circumstances nor will it be treated as a purely private matter. Wellhouse Housing Association recognises that it has a role in encouraging and supporting employees to address violent and abusive behaviour of all kinds. Employees should report if they suspect a colleague is a perpetrator of abuse.

If an employee approaches Wellhouse Housing Association about their abusive behaviour, Wellhouse Housing Association will provide information about the services and support available to them.

Wellhouse Housing Association will treat any allegation, disclosure or conviction of a domestic abuse related offence on a case-by-case basis with the aim of reducing risk and supporting change.

Wellhouse Housing Association views the use of violence and abusive behaviour by an employee, wherever this occurs, as a breach of the organisation's Code of Conduct for disciplinary purposes.

Wellhouse Housing Association Code of Conduct is intended to inform all staff, irrespective of grade, of the standards of conduct expected of them. It identifies a set of principles governing behaviour by which staff members are expected to abide. Staff members are expected at all times to present high standards of personal integrity and conduct that will not reflect adversely on the organisation and its reputation.

In some circumstances it may be deemed inappropriate for the individual to continue in his/her current role(s), due to a caution or conviction. Wellhouse Housing Association views the use of violence and abusive behaviour by an employee, wherever this occurs, as a breach of the organisation's Code of Conduct for disciplinary purposes.

These procedures can be applicable in cases where an employee has:

- Behaved in a way that has harmed or threatened his/her partner.
- Possibly committed a criminal offence against his/her partner.
- Had an allegation of domestic abuse made against him/her.
- Presented concerns about their behaviour within an intimate relationship.
- Wellhouse Housing Association is committed to ensuring that:
- Allegations will be dealt with fairly and in a way that provides support for the person who is the subject of the allegation or disclosure.
- All employees will receive guidance and support.

- Confidentiality will be maintained and information restricted only to those who have a need-to-know.
- Investigations will be thorough and independent.
- All cases will be dealt with quickly avoiding unnecessary delays.
- All efforts will be made to resolve the matter within 4-6 weeks, although some cases will take longer because of their nature or complexity.

NOTE: This procedure is intended to be safety focussed and supportive rather than punitive.

The alleged perpetrator will be:

- Treated fairly and honestly
- Helped to understand the concerns expressed and processes involved
- Kept informed of the progress and outcome of any investigation and the implications for any disciplinary process
- Advised to contact their union or professional organisation

There are five potential strands in the consideration of an allegation:

1. A police investigation of a possible criminal offence
2. Disciplinary action by the employer
3. Providing specialist, safety-focused counselling
4. Identifying risk
5. Referral to Local Authority regarding risk to general public/vulnerable people

Any employee who is responsible for giving advice, or who comes into contact with or supports those vulnerable people or children experiencing domestic abuse needs to be particularly aware of the potential consequences if they are found to be perpetrators.

If a colleague is found to be assisting an abuser in perpetrating the abuse, for example, by giving them access to facilities such as telephones, email or fax machines then they will be seen as having committed a disciplinary offence.

If it becomes evident that an employee has made a malicious allegation that another employee is perpetrating abuse then this will be treated as a serious disciplinary offence and action will be taken.

Further Guidance

Anyone using this policy to respond to a victim or perpetrator of domestic abuse should refer to further current information provided by:

Glasgow East Women's Aid

753 Westerhouse Road
Glasgow G34 9PB
Phone: 0141 773 3533
Email: teammembers@GEWA.org.uk

Victim Support Scotland

1 Mart Street
Saltmarket
Glasgow
G1 5NA

SAMARITANS - GLASGOW

210 West George Street
Glasgow
G2 2PQ

Contact using any phone: 116123

CHILDLINE

No problem too big or too small.

Tel: 0800 1111.

POLICE

Easterhouse Police Station
1 Bogbain Road
Glasgow

0141-532-4264 (closes at 6pm). Thereafter Tel: 101

Men's Advice Line

Free helpline number for help and support
For male victims of domestic violence.
0808 801 0327.

7. Monitoring

We will report on the progress of the implementation of this policy and our pledge to 'Make a Stand' annually to the Management Committee but we will not name our employees in our reports.

8. Review Timeframe

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

9. General Data Protection Regulations - 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.

DRAFT POLICY**MANAGING DAMPNESS,
MOULD & CONDENSATION**

Wellhouse - The Place To Be

Policy Created:	January 2023
Date of Review	January 2024
Date of Next Review	January 2024

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

Section	Content	Pages
1.	Vision and values	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities & Human Rights Statement	3
5.	Scottish Housing Charter	4
	The Policy	4
6	Purpose	4
7.	Scope	5
8.	Our Approach to Managing Dampness, Mould & Condensation	5
9.	Policy Background – Legislation and Statutory/Regulatory Requirements	6
10.	Procedure/Process	6
11.	Complaints	6
12.	Review Timeframe	6
13.	General Data Protection Regulations	6
14.	Freedom of Information	7

Linked Policies/Procedures

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

1. Vision and values

Wellhouse – the Place to Be.

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

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

2. Governance

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

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

3. Policy Aims

The overall aim of the policy is to set how the Association will meet its statutory duties in relation to the management of Dampness, Mould & Condensation.

The document sets out the key policy objectives, control measures and accountabilities for ensuring the management of Dampness, Mould & Condensation.

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

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

4. Equal Opportunities and Human Rights Statement

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

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

5. Scottish Housing Charter

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

Outcome 1: Equalities

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

Outcome 4: Quality of housing

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

Outcome 5: Repairs, Maintenance and improvements

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

Outcome 13: Value for money

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

The Policy

6. Purpose

- 6.1 Estimates in the UK are that between 10-50% of homes are affected by damp. Social Housing and low-income communities where there is often overcrowding, a lack of appropriate heating, ventilation and insulation, can experience a substantially higher proportion of damp and mould than the national average.
- 6.2 We want to ensure that our customers have warm, safe and healthy homes to live in. We have identified that some customers and parts of our stock portfolio can be more susceptible to condensation and possible damp related issues.
- 6.3 A more purposeful approach to the prevention, treatment and remediation of these issues will benefit our customers. Going forward our tools will include better data, improved reporting and identification of mould, condensation and dampness, end-to-end customer service with better joined up advice, guidance and support, and preventative technology systems.

7. Scope

7.1 The policy applied to Wellhouse HA employees, contractors and stakeholders

8. Our Approach to Managing Dampness, Mould & Condensation

We commit to:

- 8.1 Provide and maintain a comfortable, warm and healthy home, free from damp, mould or disrepair for our customers.
- 8.2 Recognise that having mould issues in a home can be distressing for our customers and ensure we are supportive in our approach.
- 8.3 Work in partnership with residents to resolve and understand how to reduce condensation, damp and mould issues.
- 8.4 Make sure the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould.
- 8.5 Undertake responsive repairs to alleviate damp are carried out as quickly and efficiently as possible to minimise damage to the fabric, fixtures and fittings of the property.
- 8.6 Know our stock and the archetype of properties and components that have a higher likelihood to suffer from damp and mould.
- 8.7 Minimise the number and impact of complaints
- 8.8 Plan resources to respond to higher demand. For example, during the winter months.
- 8.9 Provide staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.
- 8.10 To support our customers in ways to reduce damp and condensation in their home and how to make positive changes.
- 8.11 To make best use of technology to help customers to best manage their homes and use technological insight to better understand cause and solutions.
- 8.12 To take account of the issues of damp and condensation when designing investment programmes, for example heating and ventilation.
- 8.13 To comply with all statutory and regulatory requirements and sector best practice.

9. Policy Background – Legislation and Statutory/Regulatory Requirements

- Housing (Scotland) Act 2014
- Scottish Housing Quality Standards (SHQS)

Requirements on social landlords to ensure their tenants' homes:

- Are energy efficient, safe and secure
- Are not seriously damaged
- Have kitchens and bathrooms that are in good condition
- **Energy Efficiency Standards in Social Housing (EESH)**

The Energy Efficiency Standard for Social Housing (EESH) aims to encourage landlords to improve the energy efficiency of social housing in Scotland. This supports the Scottish Government's vision of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.

The EESH will contribute to the requirements of the Climate Change (Scotland) Act 2019, which sets targets to reduce Scotland's emissions of all greenhouse gases to net-zero by 2045 at the latest, with interim targets for reductions of at least 56% by 2020, 75% by 2030, and 90% by 2040.

10. Procedure

- 10.1 Our process is set out within the accompanying procedure "Managing Dampness, Mould & Condensation Procedure"

11. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaint's procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS, telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

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

12. Review timeframe

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

13 General Data Protection Regulations

The organisation will treat your personal data in line with our obligations under the current GDPR regulations and our own policy. Information regarding how

Trust Honesty Integrity Excellence Accountability Sustainability

your data will be used and the basis for processing your data is provided in Wellhouse HA's Fair Processing Notice.

14. Freedom of Information

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

DRAFT PROCEDURE**MANAGING DAMPNESS,
MOULD & CONDENSATION**

Wellhouse - The Place To Be

Policy Created:	January 2023
Date of Review	January 2024
Date of Next Review	January 2024

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

Section	Content	Pages
	The Procedure	
1	Purpose	
2	Scope	
3	Contributory Factors of Dampness, Mould and Condensation	
4	Four Main Categories of Dampness	
5	Procedure/Process	
6	Turning insight into action	
7	Review Timeframe	
8	Appendix 1	

Linked Policies/Procedures

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

1. Purpose

- 1.1 To provide a procedure that will create a consistent approach to addressing cases of mould and condensation or dampness through to resolution and rectification of cause.

2. Scope

- 2.1 The procedure applies Wellhouse HA employees, contractors and stakeholders

3. Contributory Factors of Dampness, Mould & Condensation

3.1 Fuel poverty

It is recognised that fuel poverty is a major factor in cases of condensation which can lead to mould problems when customers are unable to afford to heat their home effectively.

3.2 Cold Bridging

Cold Bridging can be found in many areas including poorly installed cavity wall insulation for example. Where a gap occurs in the insulation this can cause areas to become colder, which would then be at risk of increased condensation.

3.3 Blocked or broken ventilation

This would include blocked solum or air bricks and broken window trickle vents

3.4 Broken or no extractor fans

Where possible, all kitchens, bathrooms and utility rooms should have a functioning extractor fan.

3.5 Radiators

Heating systems performance is not always at the standard required to prevent condensation. Radiators may be undersized for the room volume and can be located on internal walls creating colder external walls.

3.6 Missing/damaged render or pointing on brickwork

There could be various reasons for poor or broken pointing (i.e., the finish between bricks) on parts of a brick wall which may have created cold spots for condensation and penetrating damp. The same can also be true with damaged render systems

3.7 Leaking guttering

Guttering can, over time, corrode, warp or sag causing leaking joints. Lack of effective maintenance can result in blocked or choked gutters and downpipes that can, through time, cause damage to the fabric of the building.

3.8 Leaking roofs

This could be caused by many things i.e., damaged or missing tiles, damaged flashing, roof vents or chimneys, blocked gutters or simply that the roof has approached the end of its serviceable life.

3.9 Unvented and condensing tumble dryers

These can produce excessive amounts of water vapour in the property, encouraging condensation.

3.10 Customer management of the home

Excessive humidity within the home and the lack of adequate ventilation is the primary cause of condensation. Drying clothes on space heaters, cooking with lids off pans, and over-crowding all add to the moisture levels within a property.

3.11 Rising damp

Rising damp can occur where there is missing or ineffective damp proof course or where a high ground level breaches the damp proof course.

4. Four Main Categories of Dampness

4.1 Penetrating dampness

This type of dampness will only be found on external walls or, in the case of roof leaks, on ceilings. It only appears because of a defect in the structure of the home, such as missing pointing to the brickwork, missing roof tiles, loose flashing or leaking gutters. These defects then allow water to pass from the outside to the inner surfaces. Penetrating dampness is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp-patch' which looks and feels damp to the touch. "Tide marks" will be left, even in periods of dry weather.

4.2 Defective plumbing

Leaks from water and waste pipes, especially in bathrooms and kitchens, are relatively common. They can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and stays damp whatever the weather conditions outside. An examination of the water and waste pipes in the kitchen and bathroom and the seals around the bath, shower and sinks will usually find the problem. In cases when leaks are not attended to, rot may become established in wooden joists and floor boards leading to a risk of collapse in severe cases.

Mould may be seen with this type of dampness and even fungi are not uncommon if the defects are not addressed.

4.3 Rising dampness

This is caused by water rising from the ground into the home. The water gets through or around a defective damp proof course (DPC) or passes through the natural brickwork if the property was built without a DPC. Rising damp will only

affect basements and ground floor rooms. It will normally rise no more than 36 inches above ground level (900mm) and usually leaves a 'tide mark' low down on the wall. You may also notice white salts on the affected areas.

Rising damp will be present all year round but is more noticeable in winter. If left untreated it may cause wall plaster to crumble and paper to lift in the affected area. Mould will rarely be seen where there is rising damp (and then only in the early stages). This is because rising dampness carries with it salts that prevent the growth of mould.

4.4 Condensation and mould growth

This is by far the most common enquiry we receive from customers which often leads to a repair request.

Condensation is caused by water vapour or moisture in the air, inside the dwelling, coming into contact with a colder surface, such as a window or wall. The drop in temperature causes water to form on the surface. This water may then soak into the wallpaper, paintwork or plasterwork. Mould spores are invisible to the naked eye but are in the air all around us all of the time and will quickly grow on surfaces where condensation has formed into a visible covering.

Condensation can be more prevalent during the colder months and we often experience a spike in customer demand during Autumn and Winter. A symptom of condensation is mould growth which is usually found in the corners of rooms, north facing walls and on or near windows. It is also found in areas of little air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. It also forms in bathrooms and kitchens as they are high moisture areas or in properties which are overcrowded.

All homes are affected by condensation at some point however certain activities can increase the problem and good practices can eliminate this from becoming a bigger problem. Condensation and mould growth can often be a consequence of customer habits and lifestyles. Cooking, washing and drying clothes indoors etc. all produce water vapour that can only be seen when tiny drops of water (condensation) appear on colder surfaces such as walls, windows, ceilings or mirrors and often unseen on clothing, shoes and furniture.

The amount of condensation in a home depends upon a number of things, most importantly-

- How much water vapour is produced by the actions of its residents
- How cold or warm the property is
- How much air circulation (ventilation)
- How well the property has been insulated.

Simply turning up the heating will not sort out the problem, this may only temporarily reduce condensation. All factors may need to be looked at to reduce the problem. The first sign of a problem is often water vapour condensing on

windows and other cold surfaces, which then takes a long time to disappear. This allows the surfaces to become damp resulting in mould growing on these damp areas.

5. Procedure / Process

How to Manage a Report of Damp or Mould and Condensation

5.1 First contact

- Call received by Maintenance Team
 - Inspection arranged
 - Repairs Team to give tailored advice to alleviate condensation and provide information leaflets.
 - Where there is no evidence of lifestyle related condensation or visible building defects following a property inspection.
 - Where required raise a line for an antifungal wash down
 - Housing Officer to be informed following visit.
 - A request for a condensation/dampness survey should be raised to a specialist contractor who will arrange to leave monitoring equipment and will provide a report and recommendations.
- A request will be sent to Income Advice Officer following an inspection by the Repairs Team for a referral to Home Energy Scotland consideration also for top up voucher for customers struggling to heat homes. (depending on what funding streams are available)
 - Customer to be contacted after 28 day period to assess effectiveness of advice etc , where issue remains a specialist condensation/dampness survey should be arranged.
 - All contact should be recorded in the communication log on Homemaster.
 - Any remedial works recommended by the Specialist Survey will be discussed with the tenant prior to works commencing.

5.2 Repeat contact

- If there is repeated contact after the advice/remedial works are carried out a follow up visit or a joint visit with a Housing Officer may be more appropriate. Identifying if issues have worsened or if new areas are affected and if a technical inspection may be required. (original Specialist Surveyor should be contacted if it appears that the problem has not been resolved)
- The objective is to minimize any dissatisfaction, should the customer identify that they are still dissatisfied and look to pursue a complaint this will be recorded and progressed in line with complaints policy.

5.3 How to Manage a Report of Defective plumbing

- Call received by Housing Assistant
- Housing Assistant will assess the repair type following discussion with the customer
- Repair will be categorised as either Emergency (response within 24 hours but typically within 4 hours) where the leak cannot be contained and will likely cause significant damage or as an Appointment (up to 15 days based on customer requirements but typically within 3 days) where the customer confirms for example that there is a minor drip which can be contained
- Most repairs of this type are first time fix, however where a trades operative identifies additional works for example water staining on ceilings below a bathroom, water damage to kitchen fitments, a follow on technical inspection will be arranged to establish any further remedial works.

5.4 How to Manage a Report of Penetrating dampness & Rising dampness

- Call received by Housing Assistant
- Housing Assistant will assess the repair type following discussion with the customer and Maintenance Officer
- Repair will generally be categorised as Programmed and an appointment will be arranged for a Maintenance Officer to visit the property to fully diagnose the issue
- Most repairs of this type are associated with either defective guttering/downpipes and/or missing or dislodged roof tiles

Following the technical inspection remedial works will be completed within 30 days where possible (typically within 14 days). In some instances where the work is more complex or specialist in nature, repair works cannot always be carried out as part of the responsive repairs service as they generally require more planning, resources and non-standard materials. For reasons of efficiency, major repairs and specialist works may be grouped together in a programme of works

6. Turning insight into action

As well as addressing reports of dampness, mould and condensation effectively, taking a proactive approach will also be key to success. Such an approach is made increasingly possible through the insight that can be gained from the extensive repairs and investment history we have for our properties and from the data that can be collected on the environment in homes using sensor technology. Where applicable we will deploy analysis and sensor technology to build understanding and to inform action including campaigns, staff resource deployment and property investment.

7. Monitoring and Review

This Procedure will be reviewed every in 1 year and every 3 years thereafter and will be reviewed should legislation, Regulations or internal organisational change and amendments as required

Appendix 1 **Dampness/ Condensation information**

Some helpful advice which may assist you in preventing condensation;

Why Condensation Occurs;

Condensation occurs when warm moist air meets a cold surface. The risk of condensation depends on how moist the air is and how cold the surfaces of the rooms are.

When Condensation Occurs;

Condensation usually occurs in the winter months because the building structure is cold and because windows are opened less and moist air cannot escape.

Where Condensation Occurs;

Condensation which you can see occurs often in short periods in bathrooms and kitchens because of the steamy atmosphere and quite frequently for long periods in unheated bedrooms; also sometimes in cupboards or behind furniture where ventilation and movement of air are restricted.

What is important?

- To prevent very moist air spreading to other rooms from kitchen and bathrooms or from where clothes may be put to dry.
- To provide some ventilation to all rooms so that moist air can escape.
- To use the heating reasonably.

How to prevent Serious Condensation in your home;

Reduce moisture content of room air.

Good ventilation of kitchens when washing or drying clothes or cooking is essential. Use any extractor fans when cooking, washing of clothes or bathing.

If there is no extractor fans open kitchen windows but keep the door closed as much as possible. After bathing keep the extractor on until any mirrors are clear and close the door long enough to dry off the room.

In other rooms provide some ventilation by opening a window just slightly. Too much ventilation in cold weather is uncomfortable and wastes heat. All that is needed is a very slightly opened window or ventilator. Where there is a choice open the top part, such as a top-hung window by about 10mm this is usually sufficient.

Avoid using portable heaters such as paraffin or flue less gas heaters. Each litre of fuel consumed produces the equivalent of 1 litre of water vapour.

Do not use unventilated airing cupboards for clothes drying.

If washing is put to dry, for example in a bathroom or kitchen, open a window or turn on the extractor fan. Do not leave the door open or moist air will spread to other rooms where it may cause trouble.

Provide reasonable heating;

Try to make sure that all rooms are at least partially heated, Condensation mostly occurs in unheated bedrooms.

To prevent condensation the heat has to keep room surfaces reasonably warm. It takes a long time for a cold building structure to warm up, so it is better to have a small amount of heat over a prolonged than a lot of heat over a short time.

Houses and flats that are left unoccupied and unheated during the day get very cold. Whenever possible, it is best to keep heating on, even at a low level.

Some rooms are especially cold because they have a lot of outside walls. Such rooms are most likely to have condensation and some heating is therefore necessary.

REMOVING MOULD

Eradicate mould when it occurs. It is hard to remove when it has been there a while;

Do not dry brush the area. This could release spores into the air which can spread the mould further as well as cause an allergic reaction in some people; and

There are several treatments for mould:

Tea Tree Oil is effective. A 3% solution or 2 teaspoons in a spray bottle with 2 cups of water will suffice. Shake well before each use;

Kill mould from surfaces with an 80% white **fermented** vinegar solution (available from supermarkets). After applying the mixture, leave for at least 20 minutes and then lightly sponge with clean water;

Remove the mould physically. Killing, but not removing the mould may allow it to grow back; and

Don't use bleach. Bleach has a high pH which makes it ineffective to kill mould. It simply bleaches it, so it looks like it has disappeared.

Remember to follow the instructions of the cleaning product you use.

To: Chief Executives/ Directors of Registered Social Landlords
and Chief Housing Officers/ Directors of Housing of Local Authorities

01 December 2022

Dear colleague,

I am sure you will have seen the recent media coverage of the coroner's report on the tragic death of Awaab Ishak who died of a respiratory condition caused by mould in his home. This case has highlighted the clear link between mould and damp in houses and serious health conditions. I would encourage you to read the full coroner's report [here](#).

Ensuring tenant and resident safety is a critical part of the work of social landlords in Scotland. The Scottish Housing Quality Standard was developed by the Scottish Government and requires that the homes provided by social landlords:

- Meet the Tolerable Standards;
- Be free from serious disrepair;
- Be energy efficient;
- Have modern facilities and services; and
- Be healthy, safe and secure.

I am writing to ask all governing bodies and committees to consider the systems they have in place to ensure their tenants' homes are not affected by mould and dampness and that they have appropriate, proactive systems to identify and deal with any reported cases of mould and damp timeously and effectively.

The current cost of living crisis, and in particular rising energy costs, will mean that many tenants face difficulties in heating their homes. So it is now more important than ever that all social landlords have robust procedures for managing reports and instances of mould and dampness.

We are working with the Scottish Federation of Housing Associations and ALACHO to identify and promote good practice in the management of mould and dampness. In the meantime, you may find it helpful to look at the [Housing Ombudsman's report on damp and mould](#) which was published last year.

If you identify any concerns with your current systems please contact your lead regulator to discuss how you will plan to make necessary improvements.

Regards



Helen Shaw
Director of Regulation

Management Committee	25 January 2023
Agenda Item	10
Title of Paper	Asset Management Strategy and Action Plan
Author	Bill Black, Assets and Maintenance Manager John Stevenson Service Improvement Officer
Attachment(s)	Asset Management Strategy Asset Management Strategy Action Plan
Executive summary	Committee are asked to note changes to the Asset Management Strategy and association action plan Committee are asked to approve strategy and action plan to allow tenant consultation to proceed

FOR INFORMATION

1 PURPOSE

- 1.1 To update Committee on the revised and updated Asset Management Strategy and associated action plan, prior to tenant consultation.

2 RECOMMENDATIONS

- 2.1 That Committee note the revised and updated Asset Management Strategy and Action Plan.
- 2.2 That Committee approve the new Asset Management Strategy and Action Plan, to enable consultation to proceed with our tenants.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The revised Asset Management Strategy is consistent with our:
- Strategic Objective 2: to provide quality homes
 - Strategic Objective 5: to maintain good governance and sound financial management
 - Strategic Direction: Consolidation and continuous improvement
 - Asset Management Approach
 - Priority to improve energy efficiency of our stock as set out in our business plan

4 BACKGROUND

- 4.1 Our Asset Management Strategy and Action Plan was due for a review and the first stage of this has now been completed.
- 4.2 The review has taken on board the outcomes and key recommendations of the Scottish Housing Regulator's Strategic Asset Management Recommended Practice Review (March 2020) and the Scottish Federation of Housing Association's revised Asset management Manual

5. MAIN ISSUES:

5.1 The strategy sets out how we will meet the following charter outcomes:

- Outcome 4 – Quality of Housing
- Outcome 5 – Repairs, Maintenance and Improvements
- Outcome 13 – Value for Money

5.2 The strategy commits us to ensuring the following:

- Quality standards
- Sustainability
- Financial viability, affordability and value for money
- Suitability of purpose
- Recognition of our customer needs
- Customer satisfaction

5.3 The strategy is our statement of intent to:

- Provide good quality homes and environments
- Keep our stock well maintained to maximise their life and to protect our investment
- Regularly assess that stock is meeting our business needs

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

6.1 Our annual ARC return will include information on our performance against the Charter Outcomes

7 FINANCIAL IMPLICATIONS

7.1 These are set out within the strategy, which will be delivered within our business planning framework and budgetary process.

8 KEY RISKS

- 8.1 Failure to invest sufficiently or efficiently in our stock could lead to failure to meet expected regulatory standards and charter expectations leading to reputational harm.
- 8.2 Failure to invest sufficiently or efficiently in our stock could lead to failure to meet tenant expectations leading to higher turnover and lower demand. This would pose a financial risk.

9 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

9.1 The Strategy and Plan is related to our approach to maintain and improve our housing stock and therefore has no such implications. Investment will be made based on a strategic approach and works will be delivered in a way that allows for any reasonable adjustments required.

Asset Management Strategy

Strategy

Wellhouse - The Place to Be

Draft Strategy Created:
January 2023

Date of Last Review: N/A

Date of Current Review:
January 2023

Date of Next Review:
January 2025

Reviewed by: Assets and
Maintenance Manager

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

Contents

1.	Introduction	4
2.	Aims and Objectives	4
3.	Statement of Intent	4
4.	General Principles	4
5.	Customers and Stakeholders	5
6.	Compliance with Standards	6
	6.1 Scottish Social Housing Charter	
	6.2 Health & Safety Legislation	
7.	The Planning Approach	6
8.	Funding, Financial Plans and Value For Money	7
9.	Stock Profile	7
10.	Scottish Housing Quality Standard (SHQS)	8
11.	Energy Efficiency Standard for Social Housing (EESH)	8
12.	Risk Assessment	8
13.	Asset Disposal	9
14.	Sustainability and Energy Efficiency	9
15.	Strategic Priorities	9
16.	Tenant Consultation	9
17.	Review Timeframe	10
18.	General Data Protection Regulation	10

Appendices	
Appendix 1	Asset Management Action Plan
Appendix 2	Asset Management Risk Register
Appendix 3	Early Warning System
Appendix 4	Asset Register
Appendix 5	5-year Investment Programme

1. Introduction

We have defined Strategic Asset Management as the strategy which will ensure we manage, maintain and invest in our property assets to ensure that our properties provide attractive, good quality homes for our residents and future customers, at an affordable cost to them and us. We also want to ensure our homes and other property assets are fit for purpose.

For Wellhouse Housing Association, the above definition reflects the process we apply to ensure that the assets we need to operate our business are managed effectively, provide value for money, support growth and diversity and are sustainable into the future. In addition to the property assets, we also recognise financial resources, staff, systems and processes as organisational assets. The asset management strategy recognises that effective maintenance is essential to ensure our properties continue to meet housing needs and remain sustainable in the future.

Various asset management procedures and processes are in place to achieve this, including the following:

- Planned and Cyclical maintenance programmes
- Reactive maintenance policy and procedures
- Voids procedures
- Response targets and quality standards
- Health and safety procedures

2. Aims and Objectives

Through our asset management strategy, we contribute to our strategic objectives and we are committed to ensuring the following:

- Quality standards
- Sustainability
- Financial viability, affordability and value for money
- Suitability of purpose
- Recognition of our customer needs
- Customer satisfaction

3. Statement of Intent

The Asset Management Strategy aims to ensure that our properties provide good quality homes and environments for our tenants that are well maintained to maximise their life and to protect the investment in the properties. Our stock will be regularly assessed to ensure it meets our business needs.

4. General Principles

To consult with tenants and residents, keeping them updated on forthcoming programmes of works and to incorporate tenant choice, wherever possible, as part of the replacement programmes.

To provide a planned and cyclical maintenance programme and undertake improvement works and an adaptations service in a professional and cost-effective manner. However,

where planned maintenance works are not a statutory requirement, we will not carry out improvements to properties if the property is in poor condition internally through negligence or where there is money owed to the association through rent arrears, recharge repairs or court expenses or where the tenant does not wish the works to be carried out.

To ensure compliance with all relevant legislation and regulations and to maintain the stock in accordance with the landlord responsibilities set out in the tenancy agreements.

To maintain the Association's properties in a good, lettable standard at all times.

To undertake, wherever possible, and where funding is available, the incorporation of innovation and improvements as part of our programmes that provide a long-term benefit to our tenants and the environment, especially those which reduce running costs or improve the quality of life for residents.

To ensure that the works carried out are undertaken effectively and efficiently in compliance with recognised good practice.

To reduce the amount of ad-hoc major repairs and routine maintenance through a planned maintenance approach.

To undertake regular stock condition surveys and inspections and maintain updated life cycle costing programmes for all our properties.

To undertake where necessary, risk management appraisals, value management and cost benefit analysis in respect of identified and planned works.

To report regularly to the Board of Management, on planned programmes, progress, spend, costs and other relevant issues.

Where we lease properties, the relevant works will be undertaken in accordance with the terms of the lease and the relevant asset management arrangements.

Where other owners' properties are part of a mixed tenure project, where we own properties, we will look to optimise recovery of other owners' costs which are attributable, as part of any works we undertake.

Regular stock reviews will be undertaken and where it is felt to be in our best interests, properties may be remodelled, or assets may be disposed.

5. Customers and Stakeholders

We recognise that there are a number of key stakeholders in relation to our asset management strategy. These include:

- Residents
- Service Users
- The wider community
- Our Board of Management
- Staff
- Funders and lenders

- The Scottish Housing Regulator and other regulators
- Partners, such as the local authority, contractors, others RSLs, agencies and community groups

6. Compliance with Standards

As a Registered Social Landlord (RSL), Wellhouse Housing Association will comply with the regulatory requirements of the Scottish Housing Regulator (SHR). The Asset Management Strategy has been guided by the SHR Strategic Asset Management Recommended Practice (SAMRP) (August 2012) as updated (March 2020).

Asset Management is a key requirement of performance standards for housing associations. Implementation of the asset management strategy will ensure compliance with a range of performance standards, including the following:

- Governance and financial management
- Disposals guidance
- Service delivery and communication
- Void management
- Repairs
- Stock management
- Life cycle maintenance
- Adaptations

6.1 Scottish Social Housing Charter

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The asset management strategy will contribute towards this aim and promote a culture of continuous improvement in delivery of our services.

6.2 Health and Safety Legislation

Compliance with statutory obligations and health and safety requirements is reflected in our cyclical and planned maintenance programmes and processes.

7. The Planning Approach

Our short to medium term cyclical and planned maintenance programmes are recognised in our 5-year plans.

Our ongoing planned maintenance and improvement programmes are included as part of our 30-year business and financial plans.

As part of our planning processes, it is essential to have good information available to inform our plans in the asset management strategy.

We have detailed information available on our stock and our tenants/residents and this information is analysed to ensure we deliver high quality services.

Continuous improvement is an approach applied as part of our service delivery objectives. Performance is monitored and regularly reported to senior management, our Board of Management and our customers.

The reporting process allows us to control costs and identify any trends which require intervention or can impact on the planning process. Based on the above planning approach we can ensure our maintenance plans are reflected in our annual budgets, our medium-term plans and our long-term financial projections.

8. Funding, Financial Plans and Value For Money

The planned and cyclical maintenance programmes will be funded through the rental income and from provisions set aside for these purposes.

Improvement works to housing will be funded through budgeted expenditure or through grant income where applicable.

Improvement works to non-housing assets will be funded by us through budgeted expenditure.

Our corporate business and financial plans fully recognise our asset management proposals and plans. Value for money assessments aim to achieve the optimum balance of both cost and quality.

9. Stock Profile

Wellhouse Housing Association currently (end of March 2022) owns 792 mainstream rented properties, 93 of these have been built or adapted for specialist needs, and 5 supported bedspaces build and let via Glasgow City Council's Health and Social Care Partnership (HSCP).

Apt Size	House Types	Number
2	Main Door	44
2	Ground Flats	2
2	Other Flats	6
2 Apt Total	52	
3	Main Door	135
3	Houses	49
3	Ground Flats	73
3	Other Flats	240
3 Apt Total	497	
4	Main Door	15
4	Houses	100
4	Ground Flats	10
4	Other Flats	31
4 Apt Total	156	
5	Houses	81
5 Apt Total	82	
6	Houses	5
6 Apt Total	5	

Our non-housing stock includes The Hub (which incorporates our offices) and four commercial (shop) units.

10. Scottish Housing Quality Standard (SHQS)

The Scottish Housing Quality Standard (SHQS) was introduced in February 2004 and is the Scottish Government's principal measure of housing quality in Scotland. SHQS Compliance was required by April 2015, except for any abeyance and exemption. We achieved full compliance of all properties by the due date except for allowable exemptions and abeyances.

At the end of March 2022, 95.08% of our stock meets the standard. The remainder were due to tenant refusal or other issues out with our control, which resulted in abeyances or exemptions. The introduction of new legislation on smoke alarms and heat detectors from February 2022, proved to be challenging for ourselves and our residents.

We regularly monitor our properties to ensure continued compliance and take steps to minimise exemptions and abeyances.

11. Energy Efficiency Standard for Social Housing (EESH)

The Energy Efficiency Standard for Social Housing (EESH) was launched by the Scottish Government in March 2014. The standard sets minimum energy ratings for social housing stock to achieve by 31 December 2020. The standards are based on target minimum energy ratings that vary dependent upon the dwelling type and the fuel type used to heat it. At the end of March 2022, 99.1% of our stock meets the standard. The remainder were due to tenant refusal or other issues out with our control, which resulted in abeyances or exemptions.

We are reviewing our planned improvement works to ensure that we can meet the awaited enhanced standards from Scottish Government, known as EESH2.

12. Risk Assessment

Strategic risks, associated with asset management are assessed as part of our business planning process, and risk registers are reviewed in accordance with our risk management policy, to ensure we have a good understanding of actual and potential risks which could impact on our asset management strategy.

Our housing stock is mixed with the majority built around 1955 and being refurbished tenemental flats and conversions. Some are new build housing, primarily house types, built to high standards and are well maintained. Therefore, when identifying and assessing asset management risks, we take a proportionate approach, which reflects the age, type and condition of our assets.

Notwithstanding the above, there will be unforeseeable and unavoidable events which could occur due to external factors. Examples of risks which could fall into this category might include financial factors relating to maintenance cost inflation, health and safety incident, environmental and climate change conditions such as flash floods and other economic conditions which result in an unexpected risk.

To minimise the impact of such risks we apply management monitoring processes and have business continuity plans in place.

13. Asset Disposal

Where it is assessed as being in the best interests of Wellhouse Housing Association and its tenants, arrangements may be considered for the disposal of assets.

14. Sustainability and Energy Efficiency

Sustainability is at the core of all Wellhouse Housing Association's strategies, policies and procedures and the asset management strategy has been drawn up to ensure our properties continue to meet the needs and standards required by our tenants/residents and other customers, both now and in the future. Sustainability encompasses a wide range of factors and covers various activities. The asset management strategy recognises Sustainability in our approach through:

- Sustaining tenancies, through the provision of affordable, well designed, maintained and managed homes
- Maximising the life cycles of our property assets, through well planned maintenance processes and programmes
- Managing and maintaining the Wellhouse estate
- Improving properties to extend the life of our assets and add value
- Adapting properties to meet tenants/residents particular needs
- Improving both environmental and energy efficiency standards to make a positive contribution to climate change objectives and address fuel poverty

15. Strategic Priorities

The priorities which have been identified are as follows:

- Continue to deliver responsive customer services, by meeting or exceeding our target response times
- Deliver efficiencies by identifying and implementing process improvements to eliminate waste and duplication
- Continue to review processes and procedures and focus on continuous improvement in service delivery and customer satisfaction levels through all aspects of the services provided
- Develop current areas of business growth and look at new avenues for future growth
- Continue to plan and implement a programme of improvement measures to ensure compliance with the new EESSH before the target date and continue to maintain and improve SHQS compliance
- Address energy efficiency and address fuel poverty for tenants

16. 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 strategies are working and help us to make changes that will improve it. In line with our Customer Engagement and Participation Strategy:

- We make it easy for customers to give us their comments and views - face to face, by telephone, e-mail, online or in a letter.

- We commission formal independent tenant satisfaction surveys on a continuous monitoring basis carried out every three months.
- We consult our Customer Opinion Panel
- We publish the targets we set
- We publish how we have performed against those targets

We use customer feedback when we are reviewing our strategies.

17. Review Timeframe

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

18. 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.

Aim 1: To meet appropriate Quality Standards			
Objective	Task	Resources	Timeframe
All properties to meet the Scottish Housing Quality Standard (SHQS)	Regular review of stock against SHQS	Time /Staff	Ongoing
	Reduce number of abeyances or exemptions, particularly due to tenant refusals	Time /Staff	Ongoing
All properties to meet the Energy Efficiency Standard for Social Housing (EESH)	Regular stock condition surveys to inform improvement programme	Staff/Consultants	Ongoing
	Reduce number of abeyances or exemptions, particularly due to tenant refusals	Time /Staff	Ongoing
	Prepare for proposed changes to standard, referred to as EESH2	Staff/Consultants	Short Term
	Explore technological changes that help us to reduce fuel expenditure and address fuel poverty for our tenants	Staff/ Consultants	Medium Term
Compliance with Health & Safety legislation	Keep informed of changes to legislation and regulations	Time/Staff	Ongoing
	Staff and Committee training programme	Time	Ongoing
	Rolling programme of gas safety checks	Staff/Contractor	Ongoing
	Regular review of legislative changes and impacts to be incorporated within our corporate risk register	Time/Staff	Ongoing
	Maintain an Asbestos Register	Staff/Consultant/Contractors	Ongoing
	Identify other risks such as legionella, electric safety etc. and ensure addressed through planned and cyclical works programme	Staff/Consultant/Contractors	Ongoing

Aim 2: To ensure stock sustainability			
Objective	Task	Resources	Timeframe
Financial Viability	Financial reporting carried out every month showing actual spend against projected costs	Time / Staff	Ongoing
	Maintenance costs enshrined in our 5-year and 30-year business and financial plans		Ongoing
Affordability	Maintenance costs to be included in draft budget, prior to consulting tenants on any annual rent increase proposals as part of our affordability and viability checks	Time / Staff	Ongoing
	Maintenance costs to be programmed to smooth out investment peaks in our proposed improvement works and planned component replacement	Time / Staff	Ongoing
	Ability to move funds between repairs budgets	Time / Staff	Ongoing
Value for Money	Tight procurement procedures. Contractor takes risk on costs	Time / Staff/Consultants	Ongoing
	Monitor repairs expenditure across budgets to ensure sustainable balance between reactive and planned works.	Staff/Time	Ongoing
	Recharge tenants for repair costs, where appropriate and in accordance with tenancy agreement	Time/Staff	Ongoing
Suitability of Purpose	Develop Asset Register, to inform future investment priorities	Staff/Consultant	Medium Term
	Develop a Sustainability Matrix	Staff/Time	Long Term
	Implement formal checks on demand and refusal rates to ensure properties where we	Staff/Time	Medium Term

ASSET MANAGEMENT ACTION PLAN

	are investing are sustainable during payback period		
	Monitor properties where the Association is the minority owner, to ensure can maintain viability of stock	Staff	Long Term

Aim 3: To deliver services that recognise our customer needs			
Objective	Task	Resources	Timeframe
Understanding Our Customer Needs	Create and support an engagement mechanism for evaluating day-to-day repairs	Staff/Tenants	Short Term
	Create and support an engagement mechanism for evaluating longer-term replacement and upgrade programmes	Staff/Tenants/Consultants	Medium Term
	Develop an Asset Management working group	Staff/Time	Long Term
Improve Customer Satisfaction	Create a mechanism that provides tenants with the opportunity to scrutinise our repairs performance	Staff/Tenants	Long Term
	Publish an annual and 5-year capital investment programme	Time/Staff	Ongoing

Management Committee	25 January 2023
Agenda Item	11
Title of Paper	Operational Update Report
Author	Management Team
Appendices:	None

FOR INFORMATION AND DECISION

EXECUTIVE SUMMARY:

1. Director – Main Issues

ERA:

The lease has been signed for the Hub. ERA have set up a Wellhouse Hub Facebook site to promote their activities and we have a link to our website. This is progressing well.

Easterhouse Housing & Regeneration Alliance

An EHRA planning day has been scheduled for 8 February – this is to refocus and refresh the committee and its' future direction. All committee are welcome to attend. There is also a fuel and transport poverty consultation event (run by Strathclyde University) being held on 3 February – all welcome.

2. Housing & Customer Services Manager – Main Issues

Training/HomeMaster

- A full staff compliment will be attending Equality and Diversity training on Tuesday 17 January 2022 – PM course.
- Both Housing Manager and Service Improvement Officer attended Rent Increase by HomeMaster on Tuesday 17 January 2023 – AM course.
- HomeMaster has now gone live with allocations and all allocations successfully transferred from SDM to HomeMaster.
- The team are still familiarising themselves with HomeMaster and this will be an ongoing development.

Trust Honesty Integrity Excellence Accountability Sustainability

Rent & Debt Management

- The collection of rent arrears is still a priority, and several cases are calling in court during November and December have now had decrees which have been presented to the Committee via papers.
- House visits will continue in line with general estate visits which has been detailed below.

Welfare & Advice update

- The SFHA £15K Fuel Insecurity Fund has now closed. We used the fund to award 152 households a fuel payment between October 2022 and January 2023. When we applied for the funding our goal was to support up to 150 households experiencing fuel insecurity, and the fund had to be fully used by 31st March 2023. We have successfully achieved our aims.
- 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.

Allocations & Voids

- We have allocated one home since the office re-opened in January.
- We currently have 9 void properties which we have pre-allocated and we are working closely with the repairs team to achieve dates on entry as soon as possible.

Estate Management / stock

- The Housing Services Team along with Estate Wardens have revisited estate management. We have managed to arrange site visits with Nicola from GCC to introduce her to some issues and look at partnership working.
- As the outcome of our joint estate visits, Nicola from GCC managed to allocate Wellhouse a skip which we could use at the local dump at Queenslie has closed. In addition to the skip being dropped off we have also had a 'good-will-gesture' from GCC to clear some back courts of contaminated bin.
- Wellhouse will continue to work closely with Estate Wardens, GCC and our residents to tackle estate issues. We will be carrying out more estate visits and correspond with residents with door knocking, calls, texts and mail drops when required to highlight the issues in the area and how we can collectively deal with the estate issues. We have information from GCC with regards to refuse disposal which we will bring to the attention of our tenants - again this will be mail drops, posters, signs and possibly our web page.
- The Housing Services team and the Estate Wardens will work closely with Clyde Valley who are assisting with bulk collection to ensure problem areas are addressed and the Association is getting value for money for this service.

3. Assets & Maintenance Manager – Main Issues

- Estates warden recruitment, we invited 4 applicants for an interview only one attended after the interview we decided not to offer them the job. We will re advertise the beginning of February.
- There has been an issue with the bin collection over the holidays with missed collections Danny, Estates Supervisor has contacted GCC and a joint visit has been carried out along with James Housing Manager as well as the missed bin collections there is an issue with access to the recycling centres throughout Glasgow. GCC have dropped a skip at the office to help with the access issues at the coups.
- We were very busy prior to the holidays with the cold weather snap frozen pipes and heating issues. Following the office closure we have been busy catching up with the works carried out over the holiday.

4. Finance & Corporate Services Manager – Main Issues

- Staff continue to become more confident in the use of the Homemaster system, Arrangements are being made with Homemaster to train the key contractors on the additional functionality of the system that will enable them to automatically upload to the system completion times, supporting evidence and invoices. When this is fully implemented it will enable staff to manage their workload more efficiently.
- The previous Housing Management system now has read only capability and a plan is being developed to ensure that all required information is extracted and appropriately stored before the end of 2023 when the licence will become renewable and this will enable us to cease paying a licence fee.
- The second draft of the 2023/24 is a separate paper being discussed. Detailed review and meetings have already taken place between the senior management team and the Finance & Corporate Services Manager. The senior management team will continue to review the information provided and update any material changes to be considered in order for the final version of the budget to be presented in February 2023.