

21 February 2024

Dear Member,

The next Management Committee will be held on **Wednesday 28 February 2024 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 Committee Meeting of 31 January 2024	Chair	2min	Approval
5	Matters arising and actions from the minutes report	Director	3min	Note
6.	Rent Arrears update	Housing Manager	10min	Note
7.	SHR Regulatory Framework Consultation	Housing Manager	10min	Note
8.	Neighbourhood Management Policy	Housing Manager	5min	Approval
9.	Maintenance update report	Maintenance Manager	15min	Note
10.	Operational Update	Management Team	10min	Note
11.	AOCB	Chair	2min	

Meeting closed 8pm. Next Meeting 24 April 2024, 6PM

JARGON BUSTER Feb 2024	
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 (SOI)	A statement of comprehensive income contains two main things: the net income and other comprehensive income (OCI). The net income is the result obtained by

	preparing an income statement. On the other hand, OCI consists of all the other items that are excluded from the income statement. This was previously known as the Income & Expenditure Statement
Statement of Financial Position (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
Heads of Terms	Heads of Terms (HoTs) is the initial document that sets out the agreed terms that parties will legally contract on and will be used to inform Wellhouse's solicitors when drafting a Purchase Missive for a site acquisition.
ACQUISITION	Acquisition is the term used when we acquire or purchase a site or property. The acquisition will be governed by a purchase Missive which sets out the terms and conditions of the contract including the price to be paid in exchange for the site being purchased. It will also detail the deliverables to be provided as part of the purchase, the timescales, the date the transaction will be concluded known as the date of entry.
SHR	Scottish Housing Regulator
SDFP	Strategy & Development Funding Plan – we submit this to the council with our development ambitions
SHR Regulatory Framework	This Framework is the SHR's 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.

**WELLHOUSE HOUSING ASSOCIATION
MINUTES OF THE COMMITTEE MEETING HELD
ON 31 January 2024 AT 6PM – via Teams**

1. Welcome, Sederunt & Apologies

Present:

Maureen Morris	Chair
Gordon Kerr	Committee Member
Anna Dukova	Committee Member
Jane Heppenstall	Committee Member
Darron Brown	Vice Chair
Helen Lafferty	Committee Member

In Attendance:

Martin Wilkie-McFarlane	Director
Bill Black	Assets and Maintenance Manager
James Wilson	Housing and Customer Services Manager
Linda Logan	Minutes
David Gebbie	Observer
Lauren Herd	Observer

Apologies:

Leeann Brown	Committee Member
Michelle Harrow	Committee Member

2. Jardon Buster

Noted for information.

3. Declarations of interest.

There were no declarations of interest.

4. Minutes of the Committee Meeting of 29 November 2023.

Committee approved the minutes of the committee meeting of 29 November 2023 as a true and accurate record of the proceedings.

Darron Brown proposed and Jane Heppenstall seconded the minutes of 29 November 2023.

5. Matters arising and actions from the minutes report.

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

6. Management Accounts to December 2023

The Director presented the report to provide members with a comparison of the budget and actual financial position to 31 December 2023. The budget surplus for the nine-month period to 31 December was £207,553 however the actual results for the period show a surplus of £528.025 and an overall favourable variance of £320,472 arising from;

Operational activities – favourable variance of £366,472

Net interest and other activities – adverse variance of £46,118

Expenditure:

He advised an overspend of £169,525 against budget mainly due to additional utility charges as contracts were only available for charges higher than anticipated and £28,290 for repair costs to the drainage at the Hub. It is hoped that this cost can be reclaimed through grant funding from the Baillieston Infrastructure Fund. The cost of development was £155,864 of which we received grant funding from GCC of £130,683 for the costs mentioned.

The Statement of Financial position showed that our loans had been reduced by £189,665 due to the monthly contributions being paid towards this liability. Reserves had increased by £528K to over £8.6M in line with the surplus made for the period. There were no covenant compliance issues. Cash had decreased by £91,981 due to works being completed and reinvestment in our homes.

Resolution:

Committee approved the management accounts to 31 December 2023.

Jane Heppenstall proposed and Gordon Kerr seconded the management account to 31 December 2023.

7. 24/25 Draft Budget – Version 2

The Director noted the budget based on the recommended rent increase following the rent consultation and information for 24/25 budget. Detailed discussions were held between the Finance, Housing and Maintenance Manager to ensure costs were a realistic reflection of the anticipated cost for the coming year. He highlighted that the Housing Manager would report under separate cover in relation to the proposed rental increase.

He provided an executive summary of changes between draft1 and draft2 of the budget in relation to the proposed rental increases, an additional £9K budget added for Estates Housing Officers for additional estates work and improvements to customer services. VAT of £115K had now been added to components. This had not been included in the 1st draft budget which had also had a slight knock on effect of £6K additional depreciations. Additional savings of £23K were made on gutter cleaning and £7K on external painting. He asked committee noted the expected main changes in draft3 of the budget in relation to insurance renewal quotes which it is hoped will be known at that time. The housing stock valuations spreadsheet had been complete by the housing team and sent to our insurance broker.

Gordon Kerr noted the interest cover on loan covenants was quite tight and will require to be monitored.

Jane Heppenstall sought clarification on the difference in housing properties depreciation between 23/24. Gordon Kerr compared depreciation within the management accounts and suspected that a net figure had been reported. The Director will discuss with the finance team.

8. Policy Review Report.

The Governance Officer asked committee to approve the reviewed recruitment and selection, toil, overtime and flexi, shared parental leave, adverse weather condition, training and development and the privacy policies. The policies had been posted to the library in BoardEffect in December for committee review. There were no changes required.

Resolution:

Committee noted and approved all of the aforementioned policies.

Darron Brown proposed and Anna Dukova seconded the aforementioned policies for a further 3/5 years.

9. Rent Arrears update.

The Housing Manager presented the report to update on the arrears position. Since the last committee update gross current tenant rent arrears had increased by £13,831 to £319,600 (8.95%). It noted an ARC indicator of 9.67% for the same period last year. During the same period net current arrears increased by £11,485 to £27,587 and former tenant arrears had increased by £3,662. He asked committee to note that universal Credit is now claimed by 282 WHA households and Universal Credit arrears account for 58.26% of the total gross current rent arrears.

He asked committee to note the stats at page 43 of the report, where a performance column had now been incorporated to provide committee with current performance percentages and provide a clearer picture on performance. He reported changes in the housing teams' approach to rent arrears, anti-social behaviour, estate allocations and lets, moving to a more specialised role.

Gordon Kerr asked if the housing team was moving away from housing officers working in specific patches. The Housing Manager confirmed that one housing officer would be working solely on arrears management. Gordon also sought clarification on whether 9.67% performance averages included gross rent arrears and former tenant arrears. The Housing Manager stated that the ARC indicator required that current gross rent arrears, former tenant arrears and write-offs be included.

Darron Brown asked if the level Universal Credit arrears was due to tenant's receiving the money and not paying it directly to the Association. The Housing Manager explained the process of money management and giving tenants the opportunity to pay their rent. He noted that some tenants may be 4-5 weeks in arrears before the Association can request that Universal Credit be paid directly to us.

The Director asked when tenants are on Universal Credit and if rent coming directly to us from the UC account, if it was paid in arrears. The Housing Manager confirmed this.

Committee noted the rent arrears update.

10 KPI Report

The Housing Manager presented the report to bring to the attention of committee, the KPI's for the period April-December 2023.

He noted rent arrears performance had been reported earlier. The % of tenancy offers refused increased to 42.9% for the year to date remaining above our internal target of 30%. He provided a breakdown of the reasons where offers had not proceeded and complications with section 5 referrals, where we had not been informed that the referral had already been housed when our offer was made. Re-let time had increased slightly to an average to 32 days. Property conditions and metering issues continue to impact on our performance.

He noted comments from the tenant satisfaction survey, certainly in relation to communal spaces, relate to spaces managed by Glasgow City Council. He stated that we had reestablished our relationship with Nicola from GCC who is now on the customer opinion panel, including the police, fire brigade and Andy from ERA.

The Maintenance Manager noted that the total cost for adaptations had been fully committed. A further request for £30K had been submitted, these adaptations had been front funded. We are still waiting for a response from Glasgow City Council.

Committee noted the KPI report for the period April-December 2023.

11. Complaints and Compliments 23/24

The Housing Manager presented the report in line with the SPSO and the Associations regulatory requirements covering the period 1 October 2023 to 31 December 2023.

He noted a decrease in the number of complaints received. He advised committee that several tenants had gone through their MP to raise a complaint, rather than approaching the Association to resolve the complaint. These are required to be raised as an elected member enquiry and are not recorded as a complaint.

Discussion ensued with regards to the increase in elected members enquiries and the reasons thereof, and the increase in the use of social media.

Action: The Director proposed that a benchmarking exercise be carried out with colleagues with EHRA and further afield to ascertain if they are experiencing the same enquiries and report back to the committee.

Committee noted the Complaints and Compliments Report.

12. Operational Update Report

Director:

The Director reported under separate cover.

Housing Manager:

The Housing Manager reiterated the housing services improvement plan where staff roles had changed to more specialised roles rather than a generic approach for the period 22 January until 31 March 2024

He thanked committee for approving temporary reception cover due to some staff shortages. Rachel has settled in well, covering reception duties and assisting the team with administration work.

He provided a brief overview of a report issued by Glasgow City Council outlining the potential impact on the Home Offices plans to make around 2,500 Asylum decision in Glasgow by the end of 2023. The Council is taking steps to prepare for the increased number of Asylum seekers by increasing the capacity of its homelessness services and working with partners to identify additional options. We have had no further information from the Council at this time with regard to the 2,500 decisions.

He asked committee to note the income advice update and the highlighted case studies.

He advised that feedback from the Development Consultation held last week had been very positive. The Boards are still in the reception areas and customer opinion is being captured.

Assets & Maintenance Manager:

The Maintenance Manager advised that the joint procurement with Calvey on ECIR, DTD and void contracts was well underway as is our own gas contract for serving and maintenance.

GCC have been contacted regarding additional funding for adaptations. No response had been received to date and we will continue front fund these as requests are received.

Open Reach and City Fiber are currently surveying the flats to install broadband and renewing older cabling along with some new infrastructure.

He asked committee to note that 50 fences had been damaged for fallen down during the recent storms. He advised that the insurance excess per fence was £1,000 plus a depreciation of 10% for every year. The Association will be required to pay for these repairs and it is hoped the contractors will start on site next week. Committee discussed at length the negative reviews on social media and the requirement for staff to be more proactive in communicating with our tenants.

Finance & Corporate Services Manager:

The Director asked committee to note the finance update. Gordon Kerr sought clarification on the final closure of the IT service and the Director advised that it related to the removal of the physical server from the Hub.

Community Activities:

Committee noted the update report from Easthall Residents Association on activities within the Hub. There was no other business. Meeting closed 8:00PM

13. Preparing Scotland Resilience Testing.

The Director provided committee with an overview of the Scottish Government's document that sets out how organisations should prepare for emergencies which was a good guide when Covid restrictions were implements. We responded well and were able to operate during a short notice period with the support of our

IT provider. We are assured that we would be able to respond at short notice should the need arise in the future.

14. **AOBC**

There was no further business.

Meeting closed: 8pm. Next meeting 28 February 2024.

ACTIONS ARISING FROM PREVIOUS MANAGEMENT COMMITTEE MEETINGS January 2024

MINUTE REFERENCE	ACTION	OWNER	DUE BY	STATUS OPEN/ CLOSED	PROGRESS
June 2022					
Rent Arrears		Housing Manager		Open	The Housing Manager will provide an update on the arrears position at the February committee meeting.
24/25 budget assumptions		Finance Manager and Director	Feb 2024	Open	Actions required: <ul style="list-style-type: none"> A formal 24/25 re-forecasting budget will be brought to the committee at the February Committee meeting.
May 2023					
7. 30 year financial projections including (FYFP)		Finance & Maintenance Manager, Director		Open	A report will be presented committee in the next couple of months to focus on alternative heating systems, the challenges, maintenance and running costs, in particular for our tenants, what's happening within the sector and up to date information from the Government relating to funding and our advisors such as the SFHA.
November 2023					
On Call Payments	Action: It was agreed that a policy to cover out of hours payment over the holiday period would be brought to committee and that it be reviewed annually	Maintenance Manager	June 2024	Open	The Maintenance Manager will prepare the policy and present to committee no later than June 2024.

Complaints and Compliment	The Director proposed that a benchmarking exercise be carried out with colleagues with EHRA and further afield to ascertain if they are experiencing the same enquiries (MP) and report back to the committee.	Housing Manager	May 2024	Open	The Housing Manager will prepare a benchmarking exercise to ascertain if colleagues are experiencing the same level of MP enquiries.

Management Committee	28 February 2024
Agenda Item	6
Title of Paper	Rent Arrears Update
Author	James Wilson, Housing & Customer Service Manager
Attachment(s)	Arrears performance report
Executive summary	<p>The following information is recorded at the end of Period 10, that is 31 January 2023:</p> <ul style="list-style-type: none"> • Gross current tenant rent arrears are £320,580.95 - 8.93% of annual charges. • Net arrears are £261,443– 7.29% of annual charges. • Former Tenant's arrears are £76,243. • Rent collection is currently 97.73% (from 1 April 2023 to 31 Jan 2024) • 102 tenants (12.89% of all tenants) owing £1,000+ now owe £224,073 collectively – 85.70% of current arrears and 6.24% of annual charges. • 61 tenants (7.65% of all tenants) of those owing £1,000+ are UC recipients. • 51 tenants (6.39% of all tenants) owe £2,000+ • The number of tenants claiming UC is 291 (36.51% of tenants). • The amount of UC arrears figure is £166,741 (52.01% of the current arrears) or (4.64% 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 January 2024 position.

5. MAIN ISSUES:

5.1 Since the last Committee update, gross current tenant rent arrears have increased by £981.07 to £320,580 (8.93%). This is based on ARC calculations, as opposed to our Annual Gross Rent receivable, which includes our supported accommodation. Any arrears in these two units are reported separately, at 5.8 below.

5.2 During the same period, net current arrears reduced by £9,143.99 to £261,443.

5.3 The Former Tenant Arrears have increased by £3,662 to £76,243.

5.4 102 tenants owe more than £1,000, which is 7 less than reported at last Committee meeting, and those owing more than £2,000 at 51, which is 2 less.

5.5 Of the 102 cases of £1000+ we have 65 tenants with a repayment arrangement in place and 37 without an arrangement.

5.6 To tackle high arrears cases of £1000+ we have focused our attention on cases without arrangements in place. Each case status has been updated to reflect that case position. There has been a string focus on house visits, telephone calls and stage action being implemented. Manager appointments for arrears have also been increased.

5.7 Universal Credit (UC) is now claimed by 291 WHA households according to the Universal Credit Portal. UC arrears account for 52.01% of the total gross current rent arrears.

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

5.9 The collection rate is 97.73%.

5.10 Within our supported accommodation, we have 4 arrears cases, owing a total of £4759. The Housing Manager is liaising with these tenants' managers to resolve this debt.

6 ARREARS CASE BREAKDOWN BY VALUE AND QUANTITY

6.1 Committee have asked for a breakdown to be provided of cases within balance bandings, which are detailed below.

6.2 This information has been detailed in the attached appendix.

7 Court Cases

Currently there are 15 cases in the court system.

8 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

8.1 ARC report will include our performance.

9 FINANCIAL IMPLICATIONS

9.1 Dealt with in the body of the report.

10 KEY RISKS

10.1 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.

10.2 Any rise in evictions may lead to reputational damage. Mitigation- use only as a last resort.

11 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

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

Function	Business Area	ARC QUESTION	KPI Brief Description	Annual KPI Target	Perfomance @ 31/01/24
Rent Management	ARC	26	Rent Collected as % of total rent due for year	100%	97.73
		27	Gross Rent Arrears as % of rent due for year	8.00%	9.41
		18	% of Void Rent Loss	0.60%	0.35
		22	Number of court actions which resulted in eviction	n/a	0
	Performance		Current Tenants Arrears %	7.00%	7.29
			Former Tenant Arrears %	1.00%	2.13

Gross refers to the whole of something, while net refers to a part of a whole following some sort of deduction. For example, Net arrears are monies due to the Association minus Technical Arrears. Gross arrears are Technical Arrears plus Net Arrears.

Technical arrears is the Gross arrears minus the monies due from Housing Benefit up until the end of that reporting month. For example; housing benefit is paid 4-weekly whereas we charge rent monthly. Therefore to make this calculation and adjust balance we calculate the money due to the end of the reporting month. So if a tenant is paid Housing Benefit on the 16th of the reporting month then we include what would be due up until end of the reporting month which we will collect after the monthly debit has been applied at the end of the reporting month.

TOTAL GROSS RENT DUE 2023/24	£3,587,223
Rounded rent due figure	£3,587,223

January	
27	£337,686.58
CTA	£261,443.18
FTA	£76,243.40

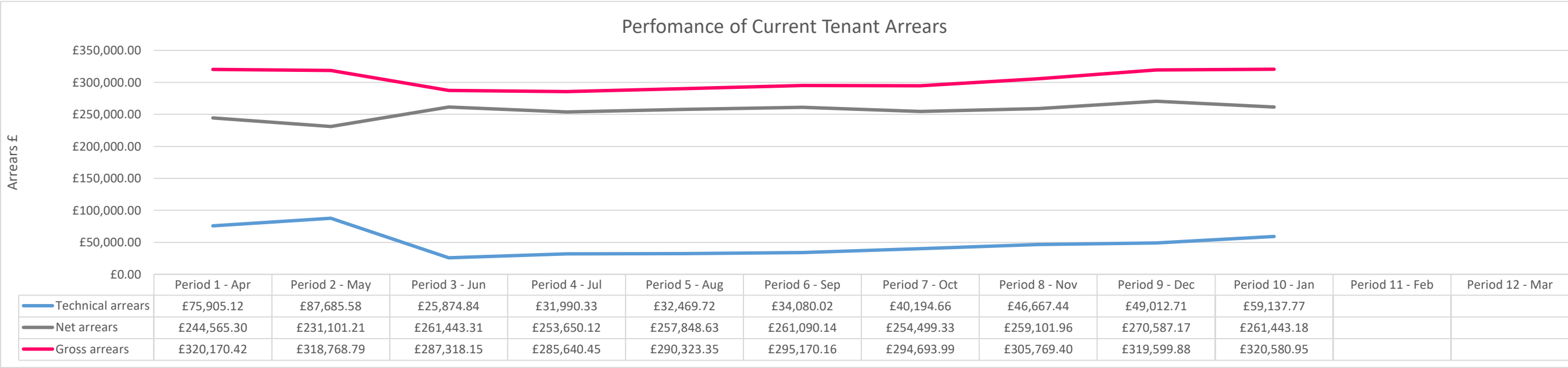
	Period 1 - Apr	Period 2 - May	Period 3 - Jun	Period 4 - Jul	Period 5 - Aug	Period 6 - Sep	Period 7 - Oct	Period 8 - Nov	Period 9 - Dec	Period 10 - Jan	Period 11 - Feb	Period 12 - Mar
Technical arrears	£75,905.12	£87,685.58	£25,874.84	£31,990.33	£32,469.72	£34,080.02	£40,194.66	£46,667.44	£49,012.71	£59,137.77		
Net arrears	£244,565.30	£231,101.21	£261,443.31	£253,650.12	£257,848.63	£261,090.14	£254,499.33	£259,101.96	£270,587.17	£261,443.18		
Gross arrears	£320,170.42	£318,768.79	£287,318.15	£285,640.45	£290,323.35	£295,170.16	£294,693.99	£305,769.40	£319,599.88	£320,580.95		

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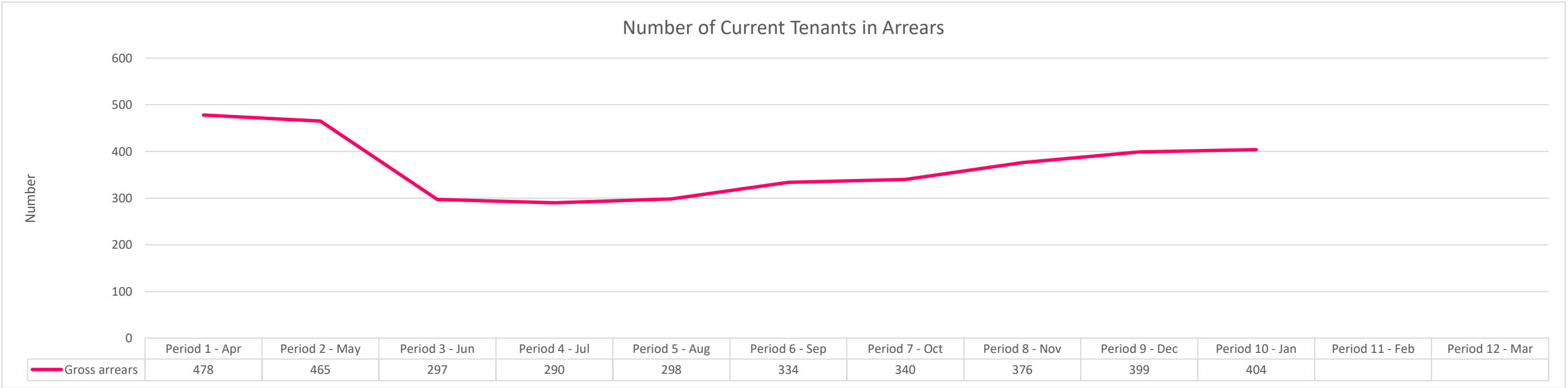
£10,125.06

-£9,143.99

£981.07

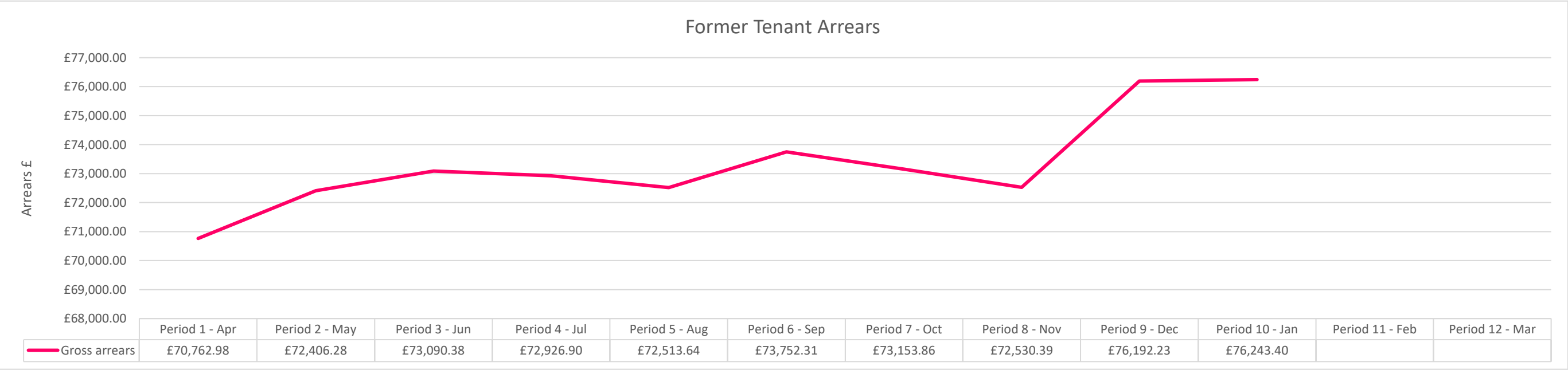


	Period 1 - Apr	Period 2 - May	Period 3 - Jun	Period 4 - Jul	Period 5 - Aug	Period 6 - Sep	Period 7 - Oct	Period 8 - Nov	Period 9 - Dec	Period 10 - Jan	Period 11 - Feb	Period 12 - Mar
Gross arrears	478	465	297	290	298	334	340	376	399	404		

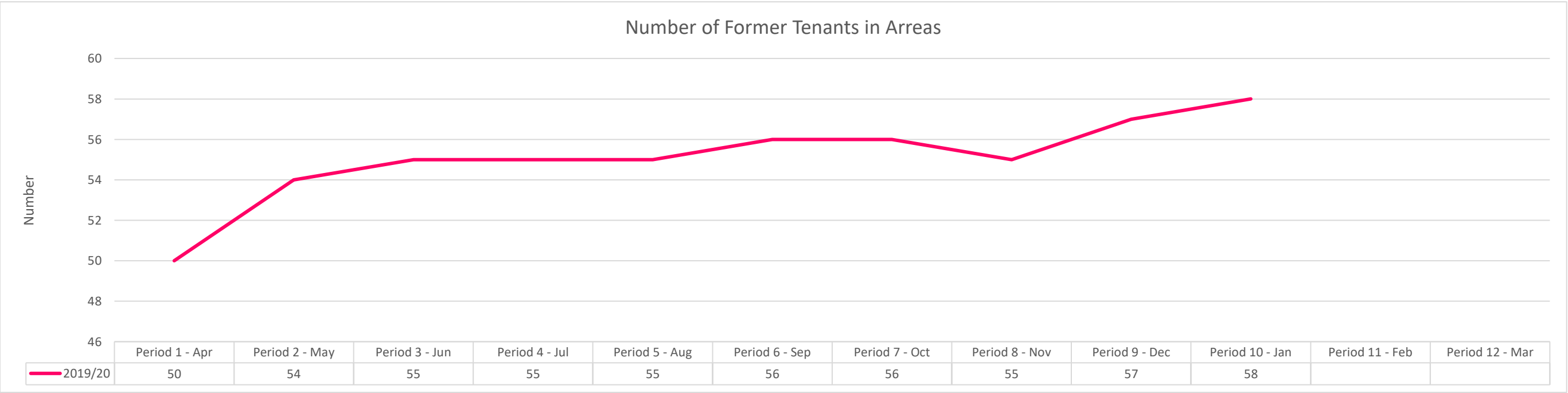


	Period 1 - Apr	Period 2 - May	Period 3 - Jun	Period 4 - Jul	Period 5 - Aug	Period 6 - Sep	Period 7 - Oct	Period 8 - Nov	Period 9 - Dec	Period 10 - Jan	Period 11 - Feb	Period 12 - Mar
Gross arrears	£70,762.98	£72,406.28	£73,090.38	£72,926.90	£72,513.64	£73,752.31	£73,153.86	£72,530.39	£76,192.23	£76,243.40		

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£51.17

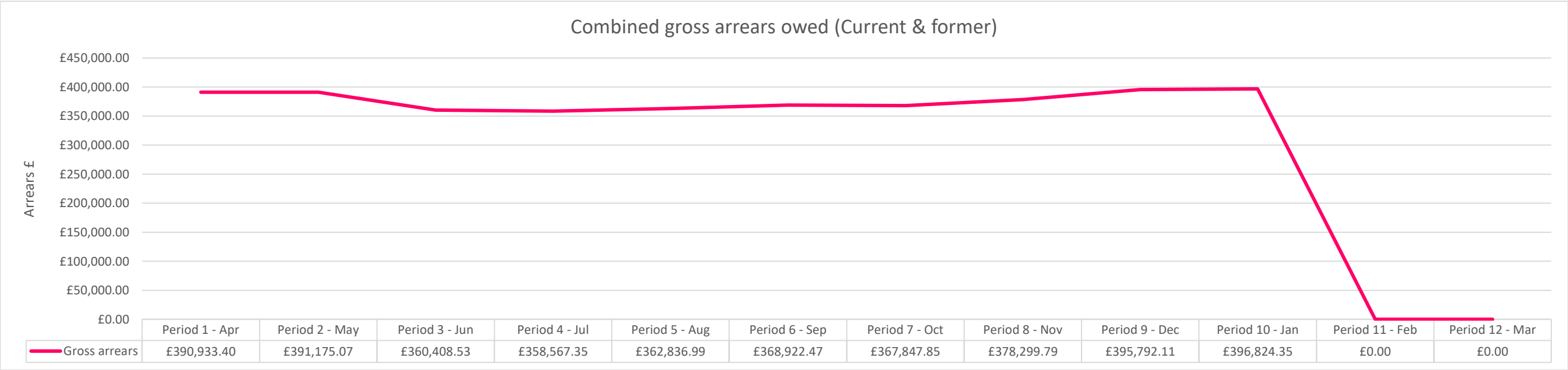


	Period 1 - Apr	Period 2 - May	Period 3 - Jun	Period 4 - Jul	Period 5 - Aug	Period 6 - Sep	Period 7 - Oct	Period 8 - Nov	Period 9 - Dec	Period 10 - Jan	Period 11 - Feb	Period 12 - Mar
2019/20	50	54	55	55	55	56	56	55	57	58		

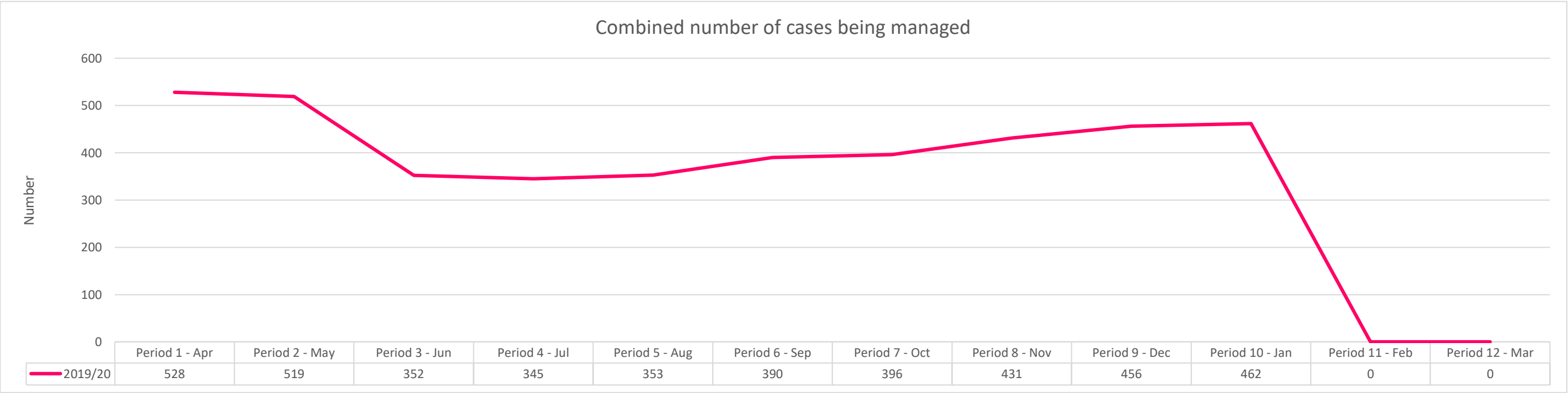


	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Period 1 - Apr	Period 2 - May	Period 3 - Jun	Period 4 - Jul	Period 5 - Aug	Period 6 - Sep	Period 7 - Oct	Period 8 - Nov	Period 9 - Dec	Period 10 - Jan	Period 11 - Feb	Period 12 - Mar
Gross arrears	£390,933.40	£391,175.07	£360,408.53	£358,567.35	£362,836.99	£368,922.47	£367,847.85	£378,299.79	£395,792.11	£396,824.35	£0.00	£0.00

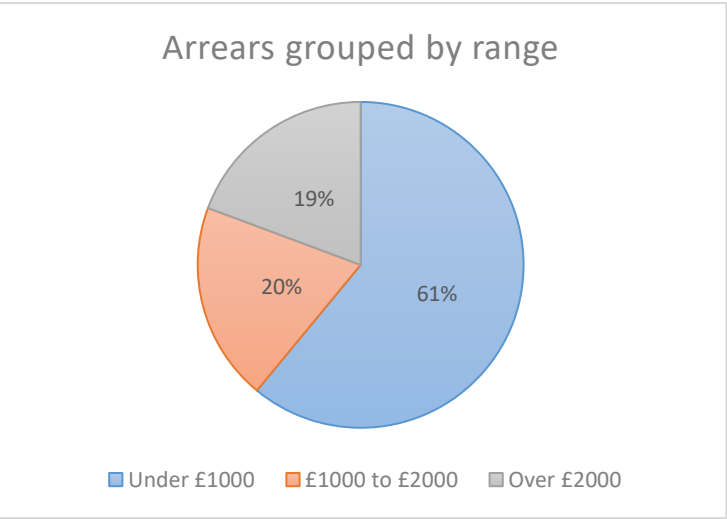
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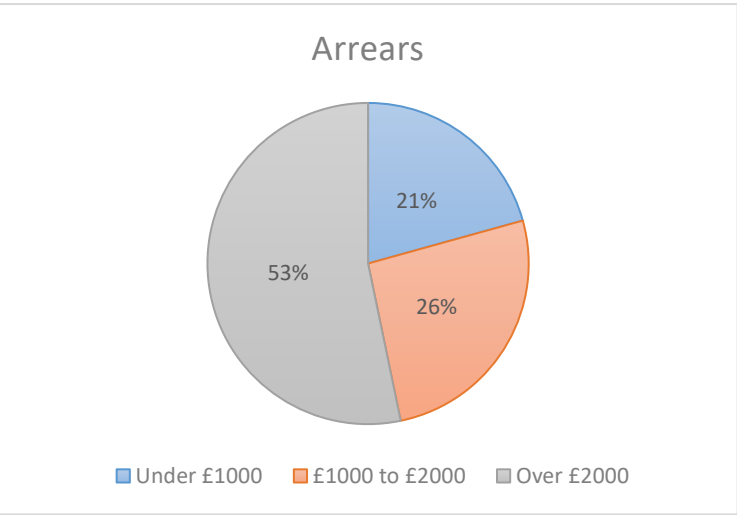
	Period 1 - Apr	Period 2 - May	Period 3 - Jun	Period 4 - Jul	Period 5 - Aug	Period 6 - Sep	Period 7 - Oct	Period 8 - Nov	Period 9 - Dec	Period 10 - Jan	Period 11 - Feb	Period 12 - Mar
2019/20	528	519	352	345	353	390	396	431	456	462	0	0



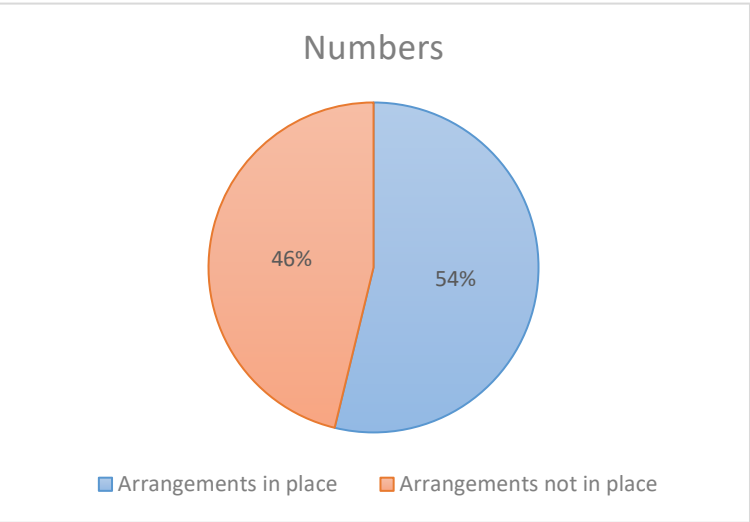
Arrears grouped by range	Cases
Under £1000	161
£1000 to £2000	52
Over £2000	51



Arrears grouped by amounts	Arrears
Under £1000	£58,953
£1000 to £2000	£74,217
Over £2000	£151,733



Arrangements	Numbers
Arrangements in place	142
Arrangements not in place	122



Management Committee	28 February 2024
Agenda Item	7
Title of Paper	Scottish Housing Regulator and New Regulatory Framework
Author	James Wilson, Housing and Customer Services
Attachment	<p>The attachments below were loaded to the library section of BoardEffect for review.</p> <ol style="list-style-type: none"> 1. SHR: Our new Regulatory Framework and statutory guidance for social landlords 2. SHR: Our regulation of social housing: Our response to consultation feedback 3. SHR: Regulation of social housing in Scotland

NOTE

1. Introduction

This report provides an overview of the newly implemented Scottish Housing Regulator (SHR) Regulatory Framework and its potential impact on Wellhouse Housing Association. It outlines the key changes, potential implications, and recommended actions for the Committee to consider.

2. Recommendations

It is recommended that the Committee:

- **Take note of the changes highlighted in this report** and their potential impact on Wellhouse's operations and governance.
- **Initiate discussions and action plans** to address the changes and ensure compliance with the new framework.
- **Consider further research and engagement** with the SHR and stakeholders to clarify specific aspects of the framework.

3. Background

The SHR is an independent body responsible for regulating social housing landlords in Scotland. In 2023, they launched a revised Regulatory Framework, reflecting a shift towards risk-based regulation and tenant empowerment. This new framework introduces several key changes with significant implications for Registered Social Landlords (RSLs) like Wellhouse.

The revised framework was developed through extensive consultation with stakeholders, including RSLs, tenants, and other housing professionals. However, specific concerns regarding implementation and clarity remain.

4. Main Changes

The New Regulatory Framework introduces several key changes:

- **Focus on tenants:** The framework emphasizes listening to and promoting the interests of tenants, homeless individuals, factored owners, and Gypsy/Travellers.
- **Transparency and information:** The SHR will continue providing easily accessible information about landlords' performance to promote openness and accountability.
- **Tenant safety:** Maintaining strong focus on tenant and resident safety remains a priority. Collaborations will be established to review performance indicators against the Scottish Social Housing Charter.
- **Strengthened assurance:** Landlords may be required to provide explicit assurance on specific issues in their Annual Assurance Statement.
- **Non-compliance clarity:** The framework makes it clearer when a social landlord is considered non-compliant.
- **Annual Return on the Charter review:** A comprehensive review of the Annual Return on the Charter is planned, with consultations later this year.
- **Notifiable Events information:** Details on the types of Notifiable Events reported and how the SHR handles them will be released later in the year.
- **Annual Assurance Statements:** This remains the main way for Committee to inform SHR and declare compliance with regulatory standards.

5. Regulatory, Legal and Constitutional Issues

Several potential regulatory, legal, and constitutional issues arise:

- **Interpretation and clarity:** Specific aspects of the framework may require further clarification from the SHR to ensure consistent interpretation and application.
- **Data protection and privacy:** Sharing tenant data requires careful consideration of data protection regulations and tenant consent.
- **Resource implications:** Compliance with new standards may require additional resources and capacity building within Wellhouse.

6. Financial Implications

The financial implications of the new framework depend on Wellhouse's current practices and the degree of adaptation required. Potential costs include:

- **Data collection and reporting:** Increased data sharing and reporting may require investments in new systems and processes.
- **Tenant engagement:** Enhanced tenant involvement initiatives may incur additional costs.
- **Governance and capacity building:** Strengthening governance and risk management may require staff training and development.

7. Key Risks

Key risks for Wellhouse under the revised framework include:

- **Failing to comply with new standards:** This could lead to regulatory enforcement action, reputational damage, and tenant dissatisfaction.

- **Inadequate tenant engagement:** Failing to meet tenant expectations for involvement and responsiveness could erode trust and relationships.
- **Insufficient resources:** Lack of resources could hinder effective implementation and compliance, affecting service delivery and financial stability.

8. Equality and Diversity and Human Rights Issues

The new framework requires consideration of equality and diversity in service delivery and tenant engagement. Wellhouse should ensure that:

- All tenants have equal access to services and opportunities regardless of protected characteristics.
- Engagement activities are inclusive and accessible to diverse tenant groups.
- Data collection and reporting consider potential privacy and equality issues.

9. Sustainability

The new framework encourages sustainable practices, aligning with Wellhouse's existing sustainability goals. Implementing the framework effectively can contribute to long-term sustainability by:

- Improving tenant satisfaction and building stronger relationships, leading to improved property management and reduced costs.
- Attracting and retaining talent through responsible governance and ethical practices.
- Enhancing Wellhouse's reputation and fostering collaboration with stakeholders.

10. SWOT Analysis

Strengths:

- Strong existing tenant engagement practices.
- Commitment to good governance and ethical practices.
- Experience adapting to regulatory changes.

Weaknesses:

- Limited resources to implement new requirements.
- Potential gaps in data collection and reporting systems.
- Need for further clarity on interpreting specific framework aspects.

Opportunities:

- Enhance tenant satisfaction and loyalty through improved engagement.
- Attract and retain talent through strong governance and risk management.
- Build partnerships and collaborations with stakeholders.

Threats:

- Regulatory penalties for non-compliance.
- Loss of tenant trust and reputational damage.

- Difficulty competing for resources with larger RSLs.

11. Conclusion

The revised SHR Regulatory Framework presents both challenges and opportunities for Wellhouse. By proactively understanding the changes, assessing risks and impacts, and developing action plans, Wellhouse can leverage this framework to improve tenant outcomes, strengthen governance, and build a sustainable future. The Committee's engagement and leadership are crucial in navigating this transition successfully.

Management Committee	28 February 2024
Agenda Item	8
Title of Paper	Neighbourhood Management Policy Review
Author	James Wilson, Housing and Customer Services
Attachment	1. Neighbourhood Management Policy

FOR DECISION

1 PURPOSE

- 1.1 To provide a note of the change of the Neighbourhood Management Policy for consideration and comment.

2 RECOMMENDATIONS

- 2.1 That the Management Committee note and approve the change to this Policy.

3 BACKGROUND

- 3.1 The current Neighbourhood Management Policy was approved by Management Committee in September 2016 and most recently reviewed in 2022.

4 OBJECTIVES

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

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

5 MAIN CHANGES

- Section 8 The Policy – heading managing our area: we have added a paragraph 'An allocated budget will be issued to Housing Officers annually to addresses issues highlighted within the common areas of the Associations community in line with Policy. This budget will be reviewed annually.'

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

6.1 Regulatory Framework

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

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

6.2 Legislative Framework

The following legislation is relevant to this policy:

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

7 FINANCIAL IMPLICATIONS

There are no financial implications.

8 KEY RISKS

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

9. EQUALITY AND DIVERSITY & HUMAN RIGHTS ISSUES

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

10. SUSTAINABILITY

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

11. SWOT ANALYSIS

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

12. CONCLUSION

- 12.1** The changes have been made to reflect the allocation of the budget to Housing Officers to address estate management issues identified in line with policy.



POLICY

NEIGHBOURHOOD MANAGEMENT

CHANGE TO POLICY FEBRUARY 2024

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.

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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
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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:

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- 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

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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.

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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.

An allocated budget will be issued to Housing Officers annually to addresses issues highlighted within the common areas of the Associations community in line with Policy. This budget will be reviewed annually.

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.

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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.

Management Committee	28 February 2024
Agenda item	9
Title of Paper	Assets and Maintenance Update
Author	Bill Black Assets and Maintenance Manager
Attachments	N/A
Executive Summary	This report is to give an overview of the Assets & Maintenance Activity.

FOR INFORMATION

1 PURPOSE

- 1.1 The purpose of this report is to bring to the attention of Committee the current trends and activity within the Assets Team.
- 1.2 The report will cover activity from the last meeting and give updates on ongoing areas of work within the Team.

2 RECOMMENDATIONS

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

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 Key areas of performance are integral to business; we measure our success by setting targets against these objectives, ensuring that we deliver them effectively and efficiently. The six objectives are to: -
 1. Deliver excellent services.
 2. Provide good quality homes.
 3. Anticipate, understand and respond to local needs.
 4. Foster an attractive, successful and thriving community.
 5. Maintain good governance and financial management.
 6. Value and invest in our people.
- 3.2 It is also consistent with our Values of:
Trust, Honesty, Integrity, Excellence, Accountability, Sustainability
- 3.3 This Report should contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be".

4. BACKGROUND

- 4.1** Planned Maintenance is the replacement of building components that have come to the end of their useful lifespan; this will include items such as kitchens, bathrooms and Gas Central Heating systems.
- 4.2** Cyclical Maintenance as the name suggests are works that are required by law or necessity to be completed annually or within regular timescales such as every two or five years.
- 4.3** This summary forms an update to the end of February 2024.

5. MAIN ISSUES

5.1 Procurement

We are currently procuring several contracts these are the current stages for each. All tenders are published on Public Contracts Scotland.

5.2 Day to Day and Void Repairs Jointly with Calvey HA.

Letters have been issued to those who have been successful in reaching Stage 2 of the Tender, returns are due 27th February 2024.

5.3 5 Year Periodic Electrical Inspection Jointly with Calvey HA.

The closing date for this contract was 19 February 2024.

5.4 Gas Servicing and Maintenance WHA.

The closing date was 9th February 2024

Ourselves, Calvey & the Consultant will go over the tender submissions and provide a report to Committee in due course on the Tender returns along with a recommendation for the jointly procured contracts and for our Gas tender for Committee approval.

5.5 Future Procurement

The next major procurement will be for our Kitchen & Bathroom Planned Replacements and Adaptations contracts.

5.6 Gas Servicing and Electrical Testing

Gas Servicing is at 100% access we still have an average of 5 going to a forced access legal Letter and around 2-3 being a forced access.

ECIRs access has been good and we are on course for 100% access. Both areas take a lot of work and effort by Staff and Contractors.

6 Repairs

Contractors are continuing to perform well and since the 8th of January we have issued 115 job lines for day to day jobs.

7. Planned Maintenance

Boiler install 100% complete.

Kitchens and bathrooms are 80% complete, we are chasing the last no accesses along with the Housing Team

8. Storm Damage

Following the recent Storm we have over 55 fences down unfortunately due to existing workloads our contractors have not been able to start right away to get the fencing done as quickly as possible we have split the work between two contractors.

9. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

Regulatory Framework

We will comply with the Scottish Social Housing Charter requirements relating to the provision of a reactive and planned maintenance service as noted below:

- **Outcome 2. Communication.**
- **Outcome 3. Participation.**
- **Outcome 4. Quality of housing.**
- **Outcome 5. Repairs, maintenance and improvements.**
- **Outcome 13. Value for money.**

10. FINANCIAL IMPLICATIONS

Dealt with in the body of the report.

11. KEY RISKS

Failure to ensure that the annual cyclical and planned maintenance programmes are funded and adhered to will lead to significant deterioration in the quality of the building fabric, also resulting in much higher repair costs in the future and the loss of rental income through the inability to let properties. Failure to comply with the duty of care to tenants, through not maintaining a safe environment, could result in damages claims and legal penalties, should accident and/or injury occur as a result of our negligence.

12. EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

None apparent.

13. CONCLUSION

- 13.1** Committee are asked to note the paper and ask any questions, we will develop the information contained over the next few months.

Management Committee	28 February 2024
Agenda Item	10
Title of Paper	Operational Update Report
Author	Management Team
Appendices:	1. SFHA Impact Report 23/24 – for information

FOR INFORMATION AND DECISION

EXECUTIVE SUMMARY:

1. Director – Main Issues

The Director will report under separate cover.

2. Housing & Customer Services Manager – Main Issues

Scottish Housing Regulator - New Regulatory Framework

The Scottish Housing Regulator (SHR) has recently published its new Regulatory Framework and statutory guidance, effective from April 1st, 2024. Here's a quick briefing:

Key points:

- **Focus on tenants:** The framework emphasizes listening to and promoting the interests of tenants, homeless individuals, factored owners, and Gypsy/Travellers.
- **Transparency and information:** The SHR will continue providing easily accessible information about landlords' performance to promote openness and accountability.
- **Tenant safety:** Maintaining strong focus on tenant and resident safety remains a priority. Collaborations will be established to review performance indicators against the Scottish Social Housing Charter.
- **Strengthened assurance:** Landlords may be required to provide explicit assurance on specific issues in their Annual Assurance Statement.
- **Non-compliance clarity:** The framework makes it clearer when a social landlord is considered non-compliant.
- **Annual Return on the Charter review:** A comprehensive review of the Annual Return on the Charter is planned, with consultations later this year.
- **Notifiable Events information:** Details on the types of Notifiable Events reported and how the SHR handles them will be released later in the year.
- **Annual Assurance Statements:** This remains the main way for Committee to inform SHR and declare compliance with regulatory standards.

Overall:

- The new framework builds upon the previous one, maintaining stability and responding to stakeholder feedback.
- It reinforces the SHR's commitment to safeguarding and promoting the interests of those served by social housing in Scotland.
- Transparency, tenant involvement, and safety remain central themes.

Further resources:

- Linda Logan, Corporate & Governance Officer has placed appropriate SHR documents into Board Effect library.
- SHR website: <https://www.housingregulator.gov.scot/>
- News article: <https://www.scottishhousingnews.com/articles/regulator-publishes-new-regulatory-framework>

Glasgow's Citywide Housing Transfer Incentive Scheme

Glasgow's Citywide Housing Transfer Incentive Scheme is being led by Glasgow City Council and is being introduced to address homelessness, make use of existing housing, supporting downsizing and financial benefits.

The Aim:

- Make better use of existing housing in Glasgow.
- Address the shortage of larger family homes for homeless families.
- Encourage tenants in under-occupied social housing (by 2+ rooms) to downsize.

How it works:

- Tenants who downsize will receive incentives like:
 - Priority access to suitable smaller properties.
 - Assistance with moving costs and potentially rent arrears.
 - Help with decorating and floor coverings in the new home.
 - Practical assistance with the moving process.
 - In some cases, even relocation to be closer to family or friends.

Benefits:

- Frees up larger homes for homeless families in temporary accommodation.
- Reduces overcrowding and improves housing suitability for everyone involved.
- Potential cost savings for the council by reducing stays in temporary accommodation.
- May offer health and wellbeing benefits for downsizing tenants.

Further information:

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- Glasgow City Council website: <https://www.glasgow.gov.uk/article/25234/Glasgow-housing-transfer-scheme-to-give-homes-appropriate-for-peoples-needs>
- Scottish Housing News article: <https://www.scottishhousingnews.com/article/glasgow-brings-forward-tenant-downsize-incentive-scheme>

More Than a Quarter of Scotland's Households in Housing Need

A recent report by the Homes for Scotland (HFS) revealed a startling statistic: **more than a quarter (28%) of Scottish households face one or more forms of housing need**. This translates to roughly **693,000 households**, a significantly higher figure than previously estimated.

Key findings:

- **Underestimation:** The report argues that the Scottish Government's existing tool for assessing housing need (HNDA) significantly underestimates the true scale of the problem.
- **Broader definition:** The report uses a broader definition of housing need than just homelessness or temporary accommodation. This includes:
 - **Unfit properties:** Households living in substandard conditions.
 - **Overcrowding:** Households with more people than bedrooms.
 - **Lack of adaptations:** Homes lacking necessary adaptations for disabled residents.
 - **Affordability issues:** Households struggling to afford their rent or mortgage.
 - **Concealed households:** Hidden families living in overcrowded situations.
- **Specific numbers:**
 - 373,000 households have at least one concealed household.
 - 185,000 struggle to afford their current housing.
 - 123,000 live in overcrowded conditions.
 - 85,000 lack necessary adaptations.
 - 85,000 live in very poor conditions.

Why is this important?

- **Human right:** Adequate housing is considered a human right, and this report highlights the significant number of Scots who don't have it.
- **Social and economic impact:** Poor housing conditions can have negative impacts on health, education, and employment.
- **Policy implications:** The report suggests the need for revised policy approaches to address the wider definition of housing need. This could involve:
 - Increasing land allocation for social and affordable housing.
 - Improving affordability measures.
 - Investing in adaptations for disabled residents.
 - Addressing the issue of concealed households.

Resources:

- **News article:** <https://www.scottishhousingnews.com/articles/more-than-a-quarter-of-scotlands-households-in-housing-need>

Policy work update.

We are currently working on two policies to bring to Committee. These are Decant Policy and a Leased Properties Policy. These properties are cross departmental working and there are drafts being worked on. Once completed this will be shared with Committee for comments and approval. This is to safeguard the Association.

Income Advice update

SFHA Social Housing Fuel Fund, for £25,000 to assist upwards of 250 tenants experiencing immediate fuel crisis or debt issues. We have supported a total of 293 households with fuel payments totaling £21,000. We have £4000 left to support households experiencing fuel poverty between now and March 2024.

DWP'S managed migration process for Universal Credit has now started in this area for single people claiming Tax Credits only. Single tenants claiming tax credits only receive a letter advising that their tax credits claim will end and they must claim UC by a specific date. Tenants have a 3-month deadline to make a claim to UC. The IAO has been assisting tenants in need of support to make the move to Universal Credit. The IAO has so far assisted 4 tenants with the managed migration process. The DWPs current plan is to have all households claiming legacy benefits to have moved across to UC by the end of 2029.

Case study 1

A tenant contacted the IAO for support to complete a benefit form. The IAO assisted with the form and completed a full benefit check. The IAO identified that the client had rent arrears of £2035.16. The IAO assisted the client to apply for a DHP to cover a rent shortfall caused by a non-dependent deduction of £85.73 per month and a 14% under occupancy charge. The client was awarded £73.16 per week from DHP to top up her UC payment of housing costs. The tenant's rent arrears are now clear.

Financial gain

DHP £2633.76

Fuel fund £50

Total annual gain: £2683.76

Case study 2

A tenant was referred to the IAO by the Housing Officer due to a rent shortfall caused by non-dependent charges that had meant the tenant accrued rent arrears of £2373.55. The IAO assisted the client to claim Attendance Allowance and the claim was successful. The Attendance Allowance claim triggered a higher rate of Pension Credit, Housing Benefit, and Council tax reduction. The claimant was awarded backdated housing benefit of £2049.60 and her rent arrears are reduced to £323.95.

Financial gain

Housing Benefit arrears + increase £3968.40

Attendance Allowance £6206.75

Pension Credit increase £5358.08.

Fuel Fund £50

Total annual gain: £15583.23

Case study 3

A tenant contacted the IAO to check her benefits. The IAO noted that the child disability element of UC was being paid at an incorrect rate for the past ten Universal Credit assessment periods. The IAO assisted the client to challenge the decision and the client was awarded a backdated payment of £2905.67.

Financial gain:

Higher disabled child element arrears + ongoing entitlement: £6682.63

Fuel payment £50

Total annual gain £6682.63 over the year.

Case study 4

A tenant came to the office to request a benefit check. The IAO noticed the tenant was refused the Adult Disability Payment in April 2023, and advised the client she may have good cause to request a late review. The IAO assisted the client to challenge the decision and she was successfully awarded a backdated payment of £4086.00 + she now has ongoing entitlement.

Financial gain:

Adult Disability Payment backdate + ongoing entitlement £7627.20.

Fuel Fund £50

Total annual gain £7677.20

IA Service April 2023 to Feb 2024

The IAO has assisted 225 tenants with benefit related enquiries from April 2023.

Financial Gains from April 2023 to date are £916,436.54.

3. Assets & Maintenance Manager – Main Issues

- **Asbestos Common Areas** - We have arranged for the removal of the asbestos rope in the close junction boxes once completed there will be no asbestos in our common areas this is 95% complete.
- **EESH 2 EPCs & Net Zero** - There are several consultations out from both the Scottish & UK Governments on the above we will I have attended several Forums on them and we will respond to the consultations and provide a paper to Committee once we have more clarity on what is being asked of us along with time scales and potential impact.
- **Estate Wardens** - The Wardens are continuing to carry out their winter work in the back courts and open areas as well as clearing out voids, we are still experiencing issues when dumping due to Queenslie being closed and having to travel to the other Centres.

4. Community Activities

Trust

Honesty



Accountability Sustainability

Wellhouse Housing Association Committee Update – February 2024

New Initiatives and Successful Funding Bids

You will all be aware over the past couple of updates I have been keeping you up to date with a couple of applications we have had away, one to introduce new targeted services, one to enhance the community space within The Hub facility and also the possibility of kicking off a new specialist service within the facility.

Well.....we are pleased to report that we have been successful on all three fronts.

We successfully gained support from GCVS Wellbeing Fund to the sum of £8,976 to introduce two new services for local residents. One will allow us to focus on a weekly session aimed at creating a Men's Group to reduce risks of social isolation and loneliness, increase mental and physical health and wellbeing. Some of the activities we are suggesting, although these will change as we build the group with attendees, walking, cycling, cinema evenings, dominoes/socialising, campcraft and cooking.

The second group to support activities aimed at ladies, combating similar risks to the male group. Some activities we will aim to offer will be Reiki, meditation sessions, cooking session, arts and crafts, cinema evenings, this list is not exhaustive, and we plan to develop other activities as the group form and develop these around the attendees within the budget.

Both clubs should hopefully start the first week in April with us marketing this from early March, building demand.

We have also been successful to the tune of £3,530 with an application to upgrade The Hub facility and develop the upstairs space into a multi-use area including a ceiling mounted 4K Ultra HD Projector, 140" Cinema Screen, Dolby Sound Surround wall mounted speaker system, wall mounted HDMI ports allowing this to be used for Laptops, training, education purposes, to link Gaming Consoles etc. The space will be able to be used as a Cinema Space, lecture space and much more.

We will also fit LED Lighting around the ceiling making this a 'soft' environment which will support usage for neuro-divergent attendees. We will also introduce 5 two-seat sofas.

Lastly, we are set to have a New Service kick off on 27th February. This will initially be an 8 week initiative with Glasgow Virtual School, with a view to this continuing beyond and perhaps increasing next school term. The space will be used as a classroom designed at re-engaging secondary aged pupils into education, care experienced young people and interrupted learners return to education and have a safe, nurturing area to learn. Glasgow Virtual School will have two teachers on site working with a group of up to 8 young people, one session happening in the morning 9.30pm to 12.30pm and one session 1pm to 3.30pm. We will further engage and offer the young people who will be referred to this service by Secondary Schools, Education Psychologists and Education Services across Nort East of Glasgow, in volunteering opportunities within the café space etc.

So, hopefully you will all agree this is a real positive start to 2024 and of course most importantly, following our plan of building engagement across the community.

Trust Honesty Integrity Excellence Accountability Sustainability

Children's Services

We are continuing to see growth in our numbers attending the 'Outta Skool' Group and Children and Young People's Youth Clubs. WE are now regularly having over 20 attendees at each session and the scope of the work being delivered is growing also. We have introduced a few baking sessions which have been very well received, sports session and Dance sessions with the Tuesday and Thursday groups due to input from our attendees along with planned arts and crafts topic sessions within the Outta Skool groups. These are all in addition to the usual weekly activities of gaming, fun games and cooking.

Our sessions are Tuesday and Thursday between 5.30pm and 8.30pm. Our 'Straight Outta Skool' is on Wednesday and Fridays between 3.30pm and 5.30pm with children being provided a snack as part of this service.

Bingo

Trisha and Eddie's Bingo continues to go well with good numbers attending each Wednesday and Friday. With Spring just around the corner, lighter evenings and hopefully better weather we are hopeful that this will continue to develop and numbers will maintain.

Community Café

The Café continues to prove very popular with the affordable menu. Stephanie has built up a good core of regular custom with most days her serving between 30 and 45 customers.

The extended hours have worked well and this has helped create a nice, safe, fun space where families and friends can meet up for a nice bite to eat. This is all very important for establishing The Hub as a facility with the community at heart.

We have had a few enquiries regarding the pace being available to be hired out for children's birthdays etc at weekends and we are presently exploring this as an option to further create opportunities for the community.

If you would like any further information on anything, please feel free to get in touch and I would be more than happy to talk through anything.

Thank you again for allowing us to serve the community of Wellhouse.

Best wishes,
Andy

SFHA impact report 2023/24

What we achieved for you in 2023/24

SFHA exists to support, represent and connect our members, who provide safe, warm affordable homes: a mission that has rarely been so important as it is today, as we tackle poverty, climate change and a desperate shortage of decent housing.

This short report sets out some of the successes we achieved together over the last year. SFHA exists only for our members, and we could not have done any of this without you.

Thank you for your ongoing support:
Together, we are housing Scotland

sfha

Scottish Federation of
Housing Associations

We are housing Scotland



Representing our members



Impact: we persuaded Scottish Government to make vital changes to the **Social Housing Net Zero Heat Fund**, making it more affordable for our members to fit sustainable heating systems, and increasing the funds available to our remote and rural members.



Celebrating our sector:

We launched our **Housing at Scotland's Heart** campaign, spotlighting the incredible work of our members across Scotland. Key MSPs, including the Housing Minister, have supported the campaign.

This Programme for
Government must
deliver the social
homes we need



Housing at
Scotland's heart



Partnership: We worked with our sister federations across the UK, calling on the government to **reform Universal Credit processes** and introduce a much-needed social tariff, to make welfare and energy support fairer.

Influence:

Our report, **It's Your Life's**

Opportunities, was launched in the UK Parliament and later debated in Westminster, helping MPs understand how SFHA members are supporting tenants through the cost of living crisis, and the reforms we want to see on social security and energy policy.



Supporting our members



Your voice: Our research into members' views shaped our response to the Scottish Housing Regulator's review of the Regulatory Framework, and had influence in the subsequent consultation.

Funding: By the end of March 2024, we will have distributed close to **£8m** to **over 100 housing associations** and co-operatives through four Scottish Government funds, helping you support your tenants.



Professionalism: We secured CPD accreditation for three SFHA events, enabling **389 delegates** to continue their professional development.



Information: We published or updated seven key toolkits and pieces of guidance, including **Putting Safety First**, a joint report with sector colleagues on dealing with damp and mould – helping you deal with the issues facing your tenants.



Connecting our members



Knowledge: We maintained strategic partnerships with Changeworks, Warmworks and the Scottish Procurement Alliance, part-funded Homeless Network Scotland and the Housing Support Enabling Unit and worked with **135 industry-leading associates** from **51 different sectors**, making sure you get access to expert knowledge and advice.



Learning: **96%** of the **1232 attendees** at our **nine events** said they gained new knowledge.



Unity: SFHA now **represents 95%** of housing associations and co-operatives in Scotland, helping you come together to achieve real influence as a sector.

