

Management Committee briefing

The following points were covered at the November Committee Meeting:

- Committee considered whether or not to buy into the new EVH Landlord Safety Manual but chose not to at this time, on the basis that Forth already had policies and procedures covering much of the content.
- The Scottish Housing Regulator's recent study into how landlords consult with tenants regarding rent increases was considered and noted.
- The Management Accounts to 30th September were considered and the following noted:
 - The surplus for the period was £131,543 larger than budgeted.
 - Total income for the period was higher than expected, due to a number of Sharing Owners becoming full tenants and also void rent loss being less than budgeted.
 - Although cyclical maintenance spend was well under for the period this was largely due to delays in instructing works, due to our staff vacancy.
 - Reactive maintenance was under budget for the period.
 - Professional fees were under budget for the period but were expected to increase later in the year.
 - Loan payments to the banks was almost £40,000 below budget, due to interest rates falling rather than rising as envisaged.
- The Tenant Participation update was considered and the following noted:
 - The De Moray Association continues a programme of activities and fund raising.
 - Gas servicing satisfaction was high with a 37% return rate of surveys.
 - Satisfaction with gas heating repairs was 100%
 - Landscape maintenance satisfaction was good but a few areas for further improvement were noted.
 - Satisfaction ratings in relation to reactive maintenance work were all over 98%
 - Both start of tenancy and end of tenancy satisfaction ratings were also high.
 - Service complaints were up slightly on the previous period but all were dealt with within our target timescales.
- The Staff Induction Policy was reviewed and updated slightly.
- It was agreed to advertise the close cleaning contract in the local press as this was low value work and particularly suited to locally based companies.

John Cameron
29/11//16