

Management Committee briefing

The following points were covered at the February 2019 Committee Meeting:

- **The Management accounts to 31/12/18 were considered and these showed:**
 - Income slightly higher than budgeted
 - Expenditure slightly lower than budgeted
 - No concerning variances from budget
 - A larger than budgeted surplus which is expected to diminish slightly by the year end.
- **The Tenant Participation update was considered and this showed:**
 - A 35% return rate and very positive results for the gas satisfaction survey
 - A 48% return rate and very positive results for the gas repair survey
 - A 26% return rate and very positive results for the new home survey
 - A 16% return rate with generally positive results for the landscape maintenance except for weed control
 - A 37% return rate and reasonable results for the reactive maintenance text survey
 - High satisfaction ratings from the new tenancy and end of tenancy surveys
 - No major concerns regarding complaints received during the period
- **Review of the surveys:**
 - More reactive maintenance texts to be sent and recorded quarterly
 - Planned and Cyclical surveys should be done immediately as a development is completed and not when the contract is completed for that year.
 - Results to be shared with the staff responsible for the service to review and action.
- **Other Matters:**
 - Committee noted the first properties had been allocated to Housing First applicants
 - The May Committee date amended to Thursday 23rd May
 - Committee noted the issues with Johnston Avenue and an update will be provided at the March meeting
 - Committee noted the SFHA guidance on Senior Staff Succession Planning and a policy will either be amended or developed to cover this subject.

Grahame Cairns
26/02/19