

Management Committee briefing

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

- The Management accounts to 31/3/19 were considered and the following noted:
 - Income and operating costs for the year were slightly up on budget expectations.
 - The surplus generated was £126,157 more than budgeted. The main reason for this was that the anticipated rise in interest rates did not materialise.
 - Maintenance spend, across the categories, was generally under budget for the year.
 - Professional Fees and legal costs were higher than expected but this due to procuring our planned maintenance contracts and unexpected legal work.
- The quarterly Tenant Participation report was considered and the following noted:
 - Gas servicing satisfaction figures were very good at 100%.
 - The new homes surveys were disappointing as we only had 3 returns. It showed generally high satisfaction levels although some dissatisfaction was expressed regarding the ventilation system and car parking.
 - The return rate for repairs satisfaction texts was up to over 37% and satisfaction levels were at 100% compared to 80% the previous quarter.
 - The number of complaints received was slightly down from the previous quarter and no concerning patterns were noted with the type or outcome of complaints.
 - Gas Boiler Replacement survey results were excellent
 - Factor Survey was generally good but a couple of comments regarding light bulbs and the maintenance of the communal areas were noted.
 - Kitchen replacement survey reported 100% satisfaction with the quality of work and technical information. A couple of issues were noted regarding the 'extras' painting and flooring but these were resolved very quickly.
- The Customer Care Policy was reviewed and approved.
- The Annual Return of the Charter and the EESSH return were approved for submission to the Scottish Housing Regulator.
- A lengthy discussion was held over the future of Forth's development programme. Forth has in the pipeline 267 units over 6 years requiring private financing of £13.4m. Forth would need to raise a further £10.0m to deliver the programme. A number of options were reviewed and considered.

Committee agreed to take a measured approach to each new development opportunity and if Government funding continues will aim to complete the current programme.