

# Management Committee Briefing – July 2019

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

- The Committee noted that Fuel Poverty training was to be provided to staff in September/October.
- The Committee unanimously approved the recommendation that a Performance Bond offered by Robertson Partnership Homes should be put in place before start on site.
- The Committee approved the draft Internal Audit Plan 2019/22. It was agreed that after year one, there may be a desire to review the action plan again.
- The following Committee members that are required to stand down agreed to stand again: Colleen Sharp, John Fyffe and Gillies Thomson.
- The suggested changes to the Festive arrangements were accepted by Committee. The office will close at 1pm on Tuesday 24<sup>th</sup> December and re-open on Friday 3<sup>rd</sup> January 2020 at 9 am
- The Housing Management report for 1/4/19 to 30/6/19 was noted and the following in particular considered:
  - That the housing list decreased slightly to 1075 households, with 100% of processing being achieved within target.
  - 12 relets occurred in the period with average relet time being 2.7 days
  - Allocations are broadly in line with quota targets, 100% of new tenant visits were completed within the 6 week target and tenancy sustainment reached 100%.
  - It was recognised work was required on the difference reported between the Housing Management Report and the Joint Tenants Satisfaction Survey regarding persons who consider themselves with a disability.
  - The number of neighbour complaints had risen from previous quarter with 3 very serious complaints.
  - Current tenant rent arrears has risen, to 2.37%, with almost 57% of the outstanding arrears due to Universal Credit. It was noted former tenant arrears had dropped.
  - Income maximisation work continues at a high level and it was noted the change of work emphasis from Housing Benefit to Universal Credit, now 50% of Officer's time.
- The Asbestos Management and Personal Relationships at work policies were adopted. Committee approved any underspend should be utilised to remove the asbestos noted in the STEPS and the Community Enterprise buildings.
- The initial findings from the Joint Tenants Satisfaction Survey were received and it was noted that tenants had reported high levels of satisfaction across the board. An Action Plan was agreed to address or further investigate the areas where satisfaction ratings had decreased, although it was noted that the results were still high. The results of this plan would be included in the quarterly Tenant Participation Report .
- Two membership applications were accepted.

- The Committee were informed of the impending retirement of Anne Matthew. The Committee noted the SHR disapproval of our 5 year financial programme as the yearly increases are based on CPI only, it has been re-submitted.
- The Committee were informed of structural damage to one of our properties and remedial works were in hand.

Grahame Cairns

30/07/19