

Prospect Community Housing
 Committee Meeting - May 2022
 25 May 2022, 7:00 PM — 9:00 PM BST

Present:

Mo Connolly	Secretary
Naomi MacKenzie	Treasurer (and Chair for this meeting)
Mary MacRaid	Committee Member
Alan Gee	Committee Member
Simon Campbell	Committee Member
Chuks Ododo	Committee Member
Jolly Oluka	Committee Member
Amanda Miller	Committee Member
Shulah Allan	Committee Member
Brendan Fowler	Director
Catherine Louch	Housing Manager
Neil Munro	Property Services Manager
Marianne Wilson	Corporate Services Officer
Colin James	Finance Manager

Apologies:

Peter Matthews	Committee Member
Sharon-Lee Bow	Committee Member
Milind Kolhatkar	Chairperson

1	Welcome and Apologies
	<p>Naomi MacKenzie welcomed all attendees to the meeting.</p> <p>Apologies were noted from Peter Matthews, Sharon-Lee Bow and Milind Kolhatkar.</p>
2	Declaration of Interest
	<p>There were no declarations of interest.</p>
3	Welfare Rights Update
	<p>Naomi welcomed Fiona McLuckie to the meeting and Fiona gave an overview of the Welfare Rights paper provided.</p> <p>Fiona ran through what we are currently offering and how we hope to develop the service offered. We recently achieved our accreditation with National Standards which took 3 years of work to attain. Fiona has helped tenants secure help via the Tenant Grant fund, which helps people in arrears from the pandemic.</p> <p>A discussion took place around inflation and cost of living, with Fiona receiving more calls from people concerned about their gas/electric Direct Debit's increasing. Fiona advised she is giving out the contact details for local elected members as the more people getting in touch direct the better. It was suggested we could put these details in our e bulletin.</p>

	<p>Brendan thanked Fiona for all her work and before Fiona left the meeting, it was agreed we would bring forward the policy review of HOU12 Welfare Rights plan to discuss.</p> <p>Catherine presented the policy and talked through the changes made on the Welfare Rights plan.</p> <p>The policy was proposed by Mo Connolly, seconded by Shulah Allan and approved by all members present.</p>
4	Minutes of Previous Meeting
	<p>The minutes of the meeting held on 27 April 2022 were proposed by Mary MacRaid, seconded by Amanda Miller, and approved by all members present.</p>
5	Matters Arising Report
	<p>The Matters Arising report was noted.</p>
6	Register of Undertakings
	<p>The Register of Undertakings was noted.</p>
7	Policy Review
	<p>COR27 Tackling Domestic Abuse policy was presented by Catherine Louch, noting that a few dates have been updated and the equality impact assessment amended with some current statistics.</p> <p>PS09 Design Guide policy was presented by Neil Munro. Neil advised there were minimal changes to the policy, with some comments regarding zero heating and sprinkler systems.</p> <p>The decision to accept these two policies was proposed by Alan Gee, seconded by Simon Campbell, and approved by all members present.</p>
8	Management Team Report
	<p>Brendan Fowler gave an overview of his section of the report, confirming that the hybrid working procedure is currently being reviewed before being rolled out with input from staff and tenants. The procedure includes some more flexibility on hybrid working, with most staff working a mix of days in office and days at home. This should come into play early June.</p> <p>Neil Munro had nothing further to add to his section of the report. Neil met with changeworks this week and agreed some deadlines for the data transfer to produce the report. Neil will agree a timeline for them completing that piece of work. Oct/early Nov.</p> <p>Catherine Louch had nothing further to add on her Housing Management section of the report. Catherine confirmed that the Tenants Forum met last week, which had a good turnout.</p>

	<p>Colin had nothing further to add to his section of the report but did note that the External Audit is still ongoing with no material issues identified so far.</p> <p>Colin advised that there was an error on Public Contracts Scotland when advertising for the new Internal Auditor and because of this, we are now looking to go out to tender again. The dates are being pushed back with the view of bringing this to committee again in August.</p>
9	Quarterly Key Performance Indicators to 31 March
	<p>The management team presented the Quarterly Key Performance Indicators report.</p> <p>A discussion took place around the wording on the repair satisfaction survey. It was mentioned that the options are either very satisfied or very unsatisfied with it not clear how to choose other options. Also, it is not always clear if a repair has been effective until a while after it is carried out.</p> <p>The questionnaire is driven from the regulator as we have clear questions we need to ask. If there was an ongoing issue on the back of a repair, we would want tenants to report this to us. Brendan advised we will look into this, and feed-back at the next Committee meeting</p> <p>The report was noted.</p>
10	Arrears Report
	<p>Catherine presented the arrears report. The trend has continued down the way and we have exceeded our target to get arrears down to 5.2% by end of March from 6.7% in May 2021. The Tenant grant fund has assisted our work on arrears as we received £28k from council via this fund to support tenants affected by the pandemic.</p> <p>Catherine confirmed she will continue this report into the next quarter, however going forward these useful stats will be incorporated into the KPI document as the trend continues to go down.</p> <p>The team have given positive feedback around the arrears management changes made, which gives them a smaller number each week to work on which has proved more manageable and effective.</p> <p>The report was noted.</p>
11	Scottish Housing Regulator Annual Return on Charter
	<p>Brendan Fowler introduced the Annual Return on the Charter (ARC) to SHR on our performance. He advised the information contained within the document links to the Key Performance Indicators report.</p> <p>The SHR Annual Return was proposed by Mo Connolly, seconded by Jolly Oluka and approved by all members present.</p>
12	Risk Management Quarterly Review – Compliance category
	<p>Brendan Fowler provided an overview of the risk register – compliance category. Four red risks were presented for review:</p>

	<ul style="list-style-type: none"> . Failure to comply with SHR requirements - no changes suggested. . Breach of bank covenants - currently showing as a red risk, the suggestion is to move to amber, moving the revised unmanaged risk score to a 2 from a 3 . Failure to comply with gas and electric safety checks - no changes suggested. It was suggested at the meeting that we reduce this score, but after discussion it was agreed to keep it as proposed by Management Team. . Failure to comply with Health & Safety measures – no changes suggested. Neil Munro advised that the evidence has been updated, we now have one H&S landlord audit and one H&S audit for staff. <p>The amended Compliance risk category was proposed by Amanda Miller and seconded by Mary MacRaild and approved by all members present.</p>
13	5 Year Financial Projections
	<p>Colin gave an overview of the report, it is broadly the same report that comes to Committee every year. It is a month earlier this year due to the deadline being brought forward.</p> <p>There is a slight difference from previous years with the regulator now asking about EESSH spend within our figures. The information ties in with what was brought to committee previously in the budget.</p> <p>The report was proposed by Mo Connolly and seconded by Alan Gee, and approved by all members present.</p>
14	Quarterly Health & Safety Report to 31 March
	<p>Neil provided an overview of his report, noting the final page matrix of recommendations following the audit. This has been updated with some completion and target dates.</p> <p>The report was noted.</p>
15	Information Only Items
	<p>Developments - The committee asked if there was an update from the meeting on 18th May with the Gyle developer. Neil confirmed that the costs and proposals were discussed but need worked on with some comments from our solicitor. We are waiting on revised terms and another meeting should take place before the summer.</p>
16	AOCB
	<p>Naomi thanked everyone for attending the meeting.</p>
17	Date of Next Meeting: 29 June 2022 at 19:00

Signed:

Date: