

Prospect Community Housing
 Committee Meeting – February 2023
 22 February 2023, 7:00 PM — 9:00 PM BST

Present:	Naomi MacKenzie Jolly Oluka Peter Matthews Mo Connolly Chuks Ododo Mary MacRaid Alan Gee Sharon-Lee Bow Shulah Allan Brendan Fowler Catherine Louch Neil Munro Colin James Marianne Wilson	Chairperson Secretary Treasurer Vice Chair Committee Member Committee Member Committee Member Committee Member Committee Member Director Housing Manager Property Services Manager Finance Manager Corporate Services Officer
Apologies:	Simon Campbell Amanda Miller	Committee Member Committee Member
Leave of Absence:	Milind Kolhatkar	Committee Member

1	Welcome and Apologies	
	Naomi MacKenzie welcomed all attendees to the meeting and apologies were noted for Simon Campbell and Amanda Miller	
2	Declaration of Interest	
	There were no declarations of interest.	
3	Minutes of Meeting held on 25 January 2023	
	The minutes of the meeting held on 25 January 2023 were proposed by Peter Matthews, seconded by Alan Gee, and approved by all members present.	
4	Matters Arising Report	
	The Matters Arising report was noted.	
5	Register of Undertakings	
	The Register of Undertakings were noted.	
6	Policy Review	
	PER01 The Recruitment and Selection policy was presented by Brendan Fowler, who noted there were minimal changes to the policy.	

	<p>HOU04 The Mutual Exchange policy was presented by Catherine Louch, who noted that there are no significant changes to this policy. Peter noted that there can be a change to the EQIA now as very recent research has been conducted. Peter will update Catherine via email with the information.</p> <p>HOU13 The Safeguarding policy was presented by Catherine Louch, who noted this was a new policy. Catherine explained that part of the reason for having this policy is a requirement from funders.</p> <p>A discussion took place around the policy, and it was asked that more details are included such as who is being safeguarded from who; staff, our tenants, other tenants and other residents. There should be reference to the types of harm, whether it be individual harassment, risk to themselves, antisocial behaviour. It is also good to know the procedures that will follow this and how they link, or an action plan on how it will be implemented by staff. The EQIA can be broadened to all protected characteristics.</p> <p>It was agreed that Catherine and the Management team will go away and review the policy in more detail and bring back to the committee. In the covering paper, there will be a description included regarding how it will be implemented.</p> <p>The decision to accept the PER01 Recruitment & Selection policy and HOU04 Mutual Exchange policy was proposed by Alan Gee, seconded by Peter Matthews, and approved by all members present. The Safeguarding Policy will be brought back to a future meeting for approval.</p>
<p>7</p>	<p>Management Team Report</p>
	<p>Brendan added to his section of the report that on Monday he attended the SHR Landlord forum in Glasgow, with the Chief Executive and Chair of SHR. Brendan is part of the newly formed Urban group. Brendan said there was a good open discussion which gave a sense of where the regulator was going to go.</p> <p>Neil noted the update to some of the contracts we are working on for Developments.</p> <p>Catherine updated on the legal services tender – we are working with other Housing Associations on this, and the scoring has now taken place. Also, the rent increase process is going well, and as there is no postal strike we are able to post out the review letters.</p> <p>Colin had nothing further to add to his section of the report. Colin took the opportunity to discuss the Residential weekend and the Finance Training. He noted that the Sunday session is a broader strategic one, whereas the Saturday morning session will be more on the alternative reporting format. Colin plans to give a general refresher training on finance and processes for committee and asked for feedback on anything which the committee would like covered. It was discussed that the committee would like a refresher on how money comes in and transactions that flow from this.</p> <p>The management team report was noted.</p>

<p>8</p>	<p>Debt Write Offs</p> <p><u>Tenant Arrears Write Offs</u></p> <p>Catherine Louch presented the Tenant Arrears Write offs, noting that the accounts can still be pursued. This year we have £21,974.29 of arrears, with a small amount of credits which brings the net amount to £21,142.61. Within this amount is two trustees/bankruptcies. This is well below the level of £40k that was budgeted for. A question was asked with regards to the credits and Catherine advised these are when rent is paid in advance when the tenancy ends, often when a tenant then passes away and there is no-one to pay the money to.</p> <p><u>Non-Rent Write Offs and Provisions</u></p> <p>Colin James presented the non-rent Write offs, and noted anything more than 9 months old is written off. The write-off amount has gone up to £17,059 this year, overall the net £15,305, which is close to budget of £15k.</p> <p>A discussion took place around if a previous tenant with arrears, is now homeless, do we have an obligation to re house them again. Brendan advised that the choice based letting system helps to avoid this happening.</p> <p>The decision to accept the Tenant Arrears Write-off's at £21k and the Non-Rent Write off's at net £15,305 was proposed by Shulah Allan, seconded by Mary MacRaild and approved by all members present.</p>
<p>9</p>	<p>Risk Management Quarterly Review; Reputation Category</p> <p>Brendan introduced the Reputation Risk category.</p> <p><u>Planned Programmes Risk</u></p> <p>Neil advised there was no significant changes to this Risk. It was discussed about social media and how often we should be putting information out on this.</p> <p><u>Consultation Risk</u></p> <p>Catherine advised no changes to this risk, it has been tidied up and brought up to date with recent tenant satisfaction survey.</p> <p><u>IT Contractor Insolvency Risk</u></p> <p>Brendan noted that although this risk was amber it was useful to bring to the Management Committee as we have a new supplier for our Finance System. The potential risk here is that we have moved to a cloud based system and may also do so with future suppliers.</p> <p>Brendan advised we are currently looking into an Escro agreement which is an insurance policy that we can take out to cover us in a situation where a supplier may go under and is not bought over by another company. We are also looking at if we need anything in place for data held in the cloud.</p> <p>The decision to accept these risks was proposed by Peter Matthews, seconded by Jolly Oluka and approved by all members present.</p>

10	Quarterly Key Performance Indicators to 31 December 2022
	<p>Brendan introduced the KPI report and talked through the first section on complaints.</p> <p>Neil talked through the repairs statistics. Neil explained that satisfaction has dropped, and we are looking into this. The survey action plan will also pick this up.</p> <p>Catherine noted within her section of the report that the voids are up slightly, this is due to some tenants passing away with some work needing done to properties before we are able to rent out again. Catherine advised that we are working on a revised void procedure.</p> <p>It was asked what the cost implication to the organisation was from the voids. Although not noted in this report, Catherine confirmed we are well below the Scottish average and Brendan noted that this cost is covered in the quarterly management accounts.</p> <p>Colin gave an overview of his section of the KPI report.</p>
11	Quarterly Health & Safety Report to 31 December 2022
	<p>Neil gave an overview of the Health & Safety report, noting that there has been two incidents recently and the staff training we have undertaken.</p> <p>Neil confirmed that in the appended H&S Action log, the highlighted green items are completed, the amber items are currently being worked on and the red item will be looked at over the next couple of months.</p>
12	Business Plan
	<p>Brendan presented the 2023 Business Plan. He advised that the Corporate objectives were not attached on Convene so will present these next month as part of the Management Team Report.</p> <p>It was noted by the committee that on the strategic objectives section there is a figure symbol with information missing and on page 4 there are two different fonts being used. This will be looked at, but we will also be converting the Business Plan into an online format and this will pick up the formatting issues.</p> <p>The decision to approve the business plan was proposed by Shulah Allan, seconded by Mo Connolly and approved by all members present.</p>
13	Information Only Items
	<p>The following reports were noted:</p> <ul style="list-style-type: none"> - Annual report on Staff Training and Development - Development Update - Arrears Report <p>A question was raised on the Development update to ask how the meeting with the design team for the Morvenside site went. Neil advised that the meeting went ahead</p>

	and there is information to present to the Developing Working Group next week. Neil advised there will be some challenges ahead with this site.	
14	AOCB	
	Naomi MacKenzie thanked everyone for attending the meeting.	
15	Date of Next Meeting: Wednesday 29 March 2023 at 19:00	

Signed:

Date: