

Prospect Community Housing
 Committee Meeting – February 2025
 26 February 2025, 7:00 PM — 9:00 PM BST

Present:	Naomi MacKenzie Mo Connolly Jolly Oluka Nikki Ross Alan Gee Chuks Ododo Jeremy Hewer Sharon-Lee Bow Cheryl Mabon Sylwia Bogusz Brendan Fowler Catherine Louch Colin James Neil Munro Marianne Wilson	Chairperson Vice Chair Secretary Treasurer Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Director Housing Manager Finance Manager Property Services Manager Corporate Services Officer Tenants forum members (left after agenda item 3)
Apologies:	Amanda Miller Milind Kolhatkar	Committee Member Committee Member

1	Welcome and Apologies	
	Naomi welcomed all attendees to the meeting and apologies were noted for Amanda Miller and Milind Kolhatkar.	
2	Declaration of Interest	
	There were no declarations of interest.	
3	Tenants Forum 2024 Outcomes	
	<p>Naomi welcomed the Tenants forum to the meeting and Catherine asked the tenant forum to introduce themselves.</p> <p>The Committee asked some members what encouraged them to become tenant's forum members. The tenant's forum answered that it was to help improve the local neighbourhood and to make a difference.</p> <p>A member of the tenant's forum advised they are also part of the Edinburgh Tenants Federation, which is the only body that represents all tenants from housing associations, council tenants and private let tenants. The member advised that Prospect do a great job in engaging and listening to their tenants and it is appreciated by all of the Tenants Forum.</p> <p>There were no further questions on their report. Catherine thanked the forum for all their hard work over the last year and welcomed the new additions that joined over</p>	

	the forum recently too. Brendan echoed Catherine and added thanks to the tenant's forum for all their time and effort.	
4	Minutes of Meeting held on 29 January 2025	
	The minutes of the meeting held on 29 January 2025 were proposed by Nikki Ross, seconded by Jolly Oluka, and approved by all members present.	
5	Matters Arising Report	
	The Matters Arising report was noted.	
6	Register of Undertakings	
	The Register of Undertakings were noted.	
7	Policy Review	
	<p>Brendan presented PER23 Wellbeing at Work policy and noted that it has had some minor changes to the policy. Brendan noted that we had a comment from a Committee member who could not make the meeting suggesting that under the "staff responsibility" section we add in something about staff supporting each other/team support and raising appropriate concerns to a line manager if they are concerned about a colleague's wellbeing, especially work-related stress. Brendan agreed that he will add this into the policy.</p> <p>Neil presented PS04 Factoring policy and noted no significant changes to this policy. A question was asked if we have any properties where we receive a factoring service. Neil advised we will do at Clovenstone Close. It was asked if we need any formal qualifications for providing a factor, Colin advised we have to do a standard test on a 3-year basis, which requires you to show yourself a fit and proper person in order to run the business. Brendan carries out this test.</p> <p>It was asked how many properties we are responsible for factoring, Colin confirmed it is 39 properties, which were originally right to buys. It was asked if they go on the open market, do we have a policy in place to acquire them, Brendan advised that we would be able to acquire in those situations, however it would depend on how quickly the council would grant funding and if we can get it to stack up.</p> <p>The decision to accept the above policies was proposed by Cheryl Mabon, seconded by Jolly Oluka, and approved by all members present.</p>	
8	Management Team Report	
	<p>Brendan gave an overview of his section of the report. Brendan confirmed that 3 tenants are willing to take part in the heat pump pilot. The work will be carried out in May or June this year and it is fully funded by the council. It was asked if it is permanent for the tenants that agreed to the pilot, and Brendan confirmed that it was permanent, and this will now be the 3 tenants new heating system. Prospect will be responsible for maintaining. Brendan advised the cost for the 3 properties is £55k in total, which includes the solar panels, the heat pumps and the batteries.</p> <p>Neil highlighted the additional funding in his section of the report.</p>	

	<p>Catherine highlighted the positive arrears figure. The Committee wanted to note a thank you to Caroline Richards for all her work on the Trust board over the years and what a positive influence it has been on Wester Hailes.</p> <p>It was asked what new approaches we are using for arrears. Catherine advised that the whole arrears process was looked at, changing how we work with new tenants, a repayment arrangement asking for 10% of the arrears to be paid alongside the next rent payment. Also, the way in which we communicate, such as sending more tailored text messages to tenants at the end of the month with exact amounts of rent due. Brendan passed on a note from Amanda who wanted to say well done to Catherine's team for the reduction in arrears from 5% at end of December to 4.6% end of January.</p> <p>Colin gave an overview of his section of the report.</p>	
9	Debt Write Off's	
9.1	<p>Tenant Arrears Write-Offs</p> <p>Catherine advised we are looking to write off a larger amount this year of £50,051. Catherine gave some background on the figure. Although it is a large jump from last year of £28k, this is due to the trust deeds and bankruptcies coming through now from 2021/22, on the back of Covid – a total of 9 which equates to £29k. This has been a major factor in the increase. Catherine did want to point out that we are not seeing as many trust deeds or bankruptcies coming through now.</p> <p>It was asked at what point do we ask tenants to leave a property if they have rent arrears. Catherine advised that we serve a notice of proceedings after 2 months' non rent, but after this point it can take a long time in the court process before an eviction is granted.</p>	
9.2	<p>Non-Rent Write-Off's and Provisions</p> <p>Colin advised that the non-rent write off amount is £21,911, however with the movement in bad debt provision, this will result in a total charge to the statement of Comprehensive Income of £21,313 in 24/25. This exceeds the budgeted level of £16,800 but remains lower than the revised 2025/26 budget of £30k, which reflects recent higher write-offs.</p> <p>Brendan highlighted that it was a fantastic result on the recovery of non-rent invoices.</p> <p>The decision to approve both the Tenant Arrears Write-Off's at £50,051 and the non-rent Write-Off's at £ 21,313 was proposed by Mo Connolly, seconded by Chuks Ododo, and approved by all members present.</p>	
10	Risk Management Quarterly Review – Strategy/Major Issues	
10.1	<p>Risk Matrix – Reputation Category</p> <p>Brendan advised we are bringing 3 risks to committee under the reputation category</p>	

10.2	<p>Individual Risk Reports</p> <p>Lack of consultation and participation resulting in ill-informed decisions</p> <p>Catherine advised there are no changes made to the risk this year.</p> <p>Failure to keep to published planned programmes resulting in increased complaints and/or poor perception of Prospect</p> <p>Neil noted there are no changes to this risk after review, staying at a residual score of 6.</p> <p>Negative Social Media feedback</p> <p>Brendan advised the management team have added this as a new risk to the register due to the increased presence Prospect now has on social media. Brendan noted that we have an internal social media group who manage our sites. A question was asked if the group have received any PR or social media training. Catherine and Brendan both advised that the group undertake various training courses relating to this.</p> <p>The decision to approve the individual risk reports and the risk matrix was proposed by Nikki Ross, seconded by Sylwia Bogusz, and approved by all members present.</p>	
11	<p>Quarterly Key Performance Indicators to 31 December 2024</p>	
	<p>The management team gave an overview of the KPI Report.</p> <p>It was asked about the use of percentages and would it be more beneficial to have the figures as opposed to percentage.</p> <p>Brendan advised that it mainly mirrors what is asked in ARC, however the stats report provided does include some figures and going forward if there is a percentage that perhaps needs further explanation, the managers will put further commentary to explain it.</p>	
12	<p>Quarterly Health and Safety Report to 31 December 2024</p>	
	<p>Neil highlighted some points from the Health & Safety report, mainly the H&S action log and the further actions to complete. Neil also noted that the office recently carried out a fire drill and office inspection. There was a recent H&S meeting with the H&S staff group.</p>	
13	<p>Annual report on Stock Condition Surveys</p>	
	<p>Neil advised that this is an annual report that we bring to the committee. The main thing to note was the positive report back from the surveyor, there are some minor areas to be inspected by staff however nothing out of the ordinary that will impact costings. Any outstanding work will be completed in this financial year.</p>	

14	Information Only Items	
	<p>The following reports were noted:</p> <ul style="list-style-type: none">- Annual Report on Staff Training and Development- Quarterly Statistics Report- Developments- Annual review of Tenant & Community Participation strategy Action Plan	
15	AOCB	
	<p>Naomi MacKenzie thanked everyone for attending the meeting and reminded the management committee to bring a device to the residential weekend.</p> <p>Cheryl would like to thank the committee for the flowers received.</p>	
16	Date of Next Meeting: Wednesday 26 March 2025 at 19:00	

Signed:

Maaboli

Date:

28/5/25

