

# West Granton Housing Co-operative Limited

## Committee of Management

### Minutes of Meeting – 8<sup>th</sup> May 2019

**Present:** Jim Hemphill (Vice Chair), George Nicol, Jim Moir, Marlyn Sinclair, Fiona Marshall, Donna Anderson, Elizabeth Robertson, George Thomson,

**In attendance:** Larke Adger (CEO), Alan McKee (Housing & Corporate Services Manager)

#### 1) APOLOGIES

Lorna Brown, Marilyn Dickson, Jon Douglas, Joe Moir (leave of absence)

#### 2) MINUTES OF MEETING 10<sup>th</sup> April 2019

**Minutes approved.**

#### 3) MATTERS ARISING FROM THE MINUTES

**None.**

#### 4) DECLARATIONS OF INTEREST

**None.**

#### 5) FINANCE & ADMINISTRATION

##### 5a) Quarterly Finance Report

Lynne Bell presented the accounts for the year. Lynne also explained that the statutory accounts were currently being audited.

The Management Accounts are showing a surplus of £77k – better than budget.

The following overview was given. £4k was received in additional income – most of this was from Stage 3 Adaptation income which will net off reactive repairs and be presented in the accounts where it has to be on a statutory basis.

In addition, there was an underspend of £27k on admin and management costs and just over £31k in maintenance; this will reduce to about £20k in the statutory accounts.

Bad debts are £2.5k less than last year.

Depreciation was also less than budgeted for.

Interest received: WGHC received an additional £2k to what was budgeted and paid less £5k than what was budgeted for.

The underspend affects the covenants- current cover for the interest payments is 110%. The actual interest cover is 310% - so 3 times the interest payments.

All Key Performance Indicators are much in line with the rest of the year.

Void loss as % of rent: there was a lower spend and one less void than budgeted for.

Capital expenditure: there was a budget of £74.5k but only £15k spent.

Balance Sheet: statement of financial position: remains very healthy.

Investments gone down by half a million pounds but cash has increased by half million on basis it is need for the Area 1 component replacement windows & doors.

Investments just under £2 million. Again very healthy. Will be reflected in the Statutory accounts. The Auditor will present at the next meeting. FYFP and Loan Portfolio change to 30<sup>th</sup> June 2019 next year.

#### **Committee noted the report**

5b) Audit Plan Approved

Committee were advised that the Audit Sub-Committee approved the 2019 Audit Plan.

#### **Committee noted the report.**

## **6) TENANT SATISFACTION SURVEY REPORT 2019**

Lorna Shaw from Research Resource presented the 2019 Satisfaction Survey Results to Committee. A powerpoint presentation was given.

Overall Satisfaction Results at 98%. RSL Scottish average is 90%.

Other key results discussed were:

1 in 4 (23%) preferred email communication

93% prefer newsletter

62% prefer letter

Internet access has grown from 66% in 2016 to 82% in 2019.

Interest in doing things online:

- 61% would report a repair on the website
- 58% would pay rent or view payment history
- Keeping tenants informed: 100% satisfied (Scottish average 90%)
- Tenants satisfaction to being involved in the decision making process : 100% (Scottish average 86%)
- Satisfaction with repairs service and maintenance: 96% (Scottish average 93%)
- Satisfaction with quality of home: 97.5%
- Satisfaction with management of the neighbourhood: 99%
- Neighbourhood problems: 25% Rubbish or litter (1 in 4) – 7% In 2016
  - 23% Bulk items lying around – 3% in 2016
  - 10% dog fouling
  - 9% noisy neighbours
- Value for Money for 100% - Lorna advises that this has come down across the board, but not so for WGHC.
- Affordability- affording rent payments of those who make payments: 20.5% very easy to afford; 41% fairly easy to afford; 37.3% just about affordable
- Cost of heating home: 1 in 5 find it difficult to afford to heat their home

Alan explained that some tenants had given their permission to Lorna (Research Resource) – details have been provided to staff to make contact and offer benefit advice, fuel debt advice, etc

**Committee noted the report.**

## 7) GOVERNANCE

### a) Visit from the Scottish Housing Regulator

**Committee noted the report.**

### 7b) Fourth and Final Quarterly Performance Report

Arrears cases were discussed and the effect of universal credit. Members discussed universal credit.

**Committee noted the report.**

### 7c) Health and Safety Monthly Report

Members were advised there had been no incidents since the last report

**Committee noted the report.**

## 7d) Health and Safety Audit Assessment Report

Committee were advised that on 17<sup>th</sup> April 2019, ACS Risk Assessment carried out WGHC's Health & Safety Audit.

For clarity and ease, a list of what WGHC needs to do have been summarised and are listed below.

1. Issue new staff with the Health & Safety EVH handbook
2. The risk assessments for cleaning products were out of date (*still to be actioned*).
3. There was not a risk assessment for Mr Muscle Sink Unblocker
4. A procedure should be drawn up on how to deal if a staff member goes missing or is uncontactable.
5. The contents of the first aid box were out of date (*already replaced and updated*)
6. The body fluid clean up kit was out of date (*on order*).
7. 2 Fire drills need to be carried out each year (*1 has now been carried out*)
8. The use of open element heaters within the office needs to be reviewed. (*to be actioned*).

The CEO has asked the Housing & Corporate Services Manager (as WGHC's Health & Safety Administrator) to resolve all outstanding issues by the end of June 2019.

**Committee noted the report.**

## 7e) Changes in Membership

It was reported there were no changes in membership since the last report.

**Committee noted the report.**

## 7f) Annual return on the Charter ARC

Committee were presented with the ARC.

The CEO and members discussed 2018-19's performance and the change to the way WGHC is now monitoring and recording the time it takes to complete medical adaptations.

Overall, Committee were satisfied with the ARC.

**Committee noted the report and approved it for submission to the SHR.**

## 7g) AUDIT SKILLS ASSESSMENT

Committee were reminded of their up and coming sessions with Annie Mauger-Thompson on 15<sup>th</sup> May at 2 pm.

**Committee noted the report.**

## 7h) Staffing Update

Members were advised that WGHC now employs 11 members of staff and that the new Housing Officer and Admin Assistant were settling in well.

The CEO had now returned to work following surgery and the [REDACTED] [REDACTED] on a phased return to work after sustaining a serious injury to her shoulder.

**Committee noted the report.**

## ASSET MANAGEMENT & MAINTENANCE

### 8a) Update on Doors and Window Replacement – Area One

Members were advised that works began on 29<sup>th</sup> April 2019 and so far everything is going well. Some members had already had their windows and doors replaced and agreed they were very happy with the workmanship. Members were reminded that a formal tenant satisfaction survey would be carried out at the end of the project and Committee would be advised of the outcome.

**Committee noted the report.**

### 8b) Approval of Company for WGHC Stock Condition Survey 2019

Members were given detailed information regarding the two companies who had responded to advert on the Scottish Procurement Framework website regarding a stock condition survey.

The two companies were:

#### Quotes Received

- |                          |                       |
|--------------------------|-----------------------|
| 1. F3 building Surveyors | £23,485 excluding VAT |
| 2. Hypostyle Architects  | £17,950 excluding VAT |

Committee were advised that Hypostyle Architects simply returned a quote without contacting the office for any information.

Whilst David Bonar from F3 Surveyors met with our Maintenance Manager and discussed the whole process and the service they would provide.

It is therefore recommended that we use F3 building surveyors to carry out this service as we believe they would carry out a much more detailed survey which would meet our needs.

WGHC's current Financial Regulations state that the CEO may approve any service contracts under the value of £25k, as long as at least two quotes are received. However, the CEO would like Committee to be aware of the cost of this survey as the 2016 survey carried out was only £3k. However, the results and the information obtained from were very poor and added no value to WGHC's maintenance programme or financial forecasting.

This time round the CEO has ensured that a full and detailed project brief was issued to ensure that the information we receive from the survey can actually provide us with relevant, accurate data about the condition of our stock and produce results that can inform our maintenance programme and financial forecasting.

**Committee noted the report and approved F3 Building Surveyors.**

## 9) Housing Management

Committee were advised that WGHC has 9 tenants in receipt of UC.

7 out of these 9 tenants have rent arrears.

Of the 7 tenants who have rent arrears, 6 of them have their UC housing costs paid directly to WGHC.

The total arrears for the 7 tenants is £3,776.99.

This averages out at £538.14 per tenant.

The main reason for the arrears tends to be that tenants have already spent their first month's rent before the direct payment to WGHC commences.

Under Scottish Flexibilities tenants can choose to have their rent payments sent direct to their landlord. However, under this arrangement the first month's payment always goes to the tenant first and it is the subsequent payments which are sent direct to the landlord.

The court case which first called on 12<sup>th</sup> April (for rent arrears) in the Edinburgh Sheriff Court was continued for 8 weeks until 7<sup>th</sup> June 2019 as the tenant entered into a repayment agreement with WGHC. This agreement was noted by the Court and the case will continue to be monitored.

The incident of alleged drug dealing is currently been dealt with by the Tenancy Manager and Police Scotland. The tenant has been contacted and spoken with.

**Committee noted the report.**

## **10. Donations and Sponsorships**

Following Committee's decision to approve a donation of £1k to the Pilton Youth and Community Project, the CEO received a heartfelt thank you from PYCP and was asked to pass this onto Committee.

Members appreciated the thank you.

**Committee noted the report.**

## **11) AOCB**

A member raised concerns about a fire engine attending a property in Granton Mains, on a number of occasions. The CEO said she would make enquiries with Police Scotland and The Scottish Fire Service.

It was agreed the next meeting would be held on Wednesday, 12<sup>th</sup> June 2019.

Signed..... Date.....

**Chairperson**