



**MEETING OF THE JOINT OH/OHM HOUSING COMMITTEE
1 MAY 2019 AT 10.00AM
AT LOSSIEMOUTH OFFICE**

Present: Brian Topping, Director OH/Member OHM CoM (BT) – **In the Chair**
 Bill Chapman, Director OH/Member OHM CoM (BC)
 Les Allan, Chair OHM CoM (LA)
 Brian Watson, Member OHM CoM (BW)
 Stuart Robertson, Director OH Board (SR) - Substitute

Apologies: Hazel Smith, Director OH/Member OHM CoM (HS)
 Marian Reid, Director OH (MR)

Attending: Stacy Angus, Housing Services Manager, OH Group (HSM)
 Hugh Crothers, Asset Manager, OH Group (AM)
 Joan Marsden, Finance Assistant, OHM (Minutes)

Minute No	Subject	Action
1.	Administration	
1.1 Joint	Welcome and Apologies Apologies as above. BT welcomed SR to the meeting as substitute for HS.	
1.2 Joint	Declarations of Interest No changes.	
1.3 Joint	Minutes of Joint Housing Committee held on 30 January 2019 The minutes of 30 January 2019 were agreed as a correct and accurate record of the meeting. Proposed by LA and seconded by BW, all in favour. The minutes were duly signed by the Chair.	

Minute No	Subject	Action
1.4	<p>Matters Arising</p> <p>Arneil Johnstone will present the PET during the next Committee cycle.</p> <p>Supported Accommodation Banchory – HSM confirmed that Grampian Women’s Aid had given their definite intention to withdraw and that alternative use of the property was being looked into in partnership with Aberdeenshire Council.</p> <p>Write-offs – report considered at last meeting had typing errors (no change to write-off figure) and a corrected version to be attached to the minutes of this meeting.</p>	
<p>2.</p> <p>2.1</p> <p>2.1.1 Joint</p>	<p>ITEMS FOR DECISION</p> <p>Performance</p> <p>HSM presented her report the purpose of which gave the Committee an overview of the Group’s performance against Key Performance Indicators for Quarter 4 and year end of 2018-19.</p> <p>Arrears management remains stable during the final quarter of the year. Additional data for Universal Credit (UC) statistics will be included in the quarterly report going forward. This data maps migration and the rent balance at start of claim in comparison to current rent balance giving a clear data trail of rent arrears accountable to UC.</p> <p>End of year voids performance is good and below target for both void loss and average relet time.</p> <p>Asset management performance has been consistent throughout the year and comes in at target for year end.</p> <p>Overall a very good report showing performance is being managed very well. Committee wished to convey their thanks for the hard work of staff teams.</p> <p>The Committee agreed the recommendation to note the report and current performance across the Group.</p>	
2.1.2 Joint	<p>KPI Targets – 2019/2020</p> <p>HSM advised the KPI targets for 2019/2020 are being</p>	

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	<p>considered by all Committees before being ratified by full Board. Housing Committee reviewed the targets within their remit for Income Management, Repairs, Allocations and Tenancy Management. No amendments were suggested.</p> <p>Committee considered and agreed the KPI targets to be proposed to the Board for the 2019-20 performance year.</p>	
<p>2.1.3 Joint</p>	<p>Write Offs</p> <p>Committee considered and agreed the write offs for Quarter 1 2019/2020.</p>	
<p>2.1.4 Joint</p>	<p>Complaints Report</p> <p>HSM presented her report to Committee giving an overview of how we are responding to complaints and complaint handling across the Group (inclusive of case study example) and how we are identifying key learning outcomes.</p> <p>The complaints handling performance data for end of year shows a low number of complaints and a relatively low number of complaints upheld. Response times to both Stage 1 and Stage 2 complaints show room for improvement. It was noted that circumstances of particular cases vary widely and due to the low numbers involved, one case can have a significant impact on percentages and outcome. There were two Stage 2 cases reported to Osprey Housing which were complex and ran to high days to resolve, affecting the average days overall. These were featured as case studies to the Governing Bodies to demonstrate the best practice approach being adopted.</p> <p>Overall complaints handling performance remains stable. Case study examples will continue to be shared with Committee to demonstrate learning outcomes and provide assurance.</p> <p>The Joint Housing Committee agreed the recommendations in the report as follows:</p> <ul style="list-style-type: none"> • noted the report and current performance • endorsed the approach taken towards Complaints Handling within the Group 	
<p>2.2</p>	<p>STRATEGY/POLICY</p>	

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<p>2.2.1 Joint</p> <p>2.2.1A</p>	<p>Policy Review and Approval</p> <p>Repairs & Maintenance Policy</p> <p>General minor changes. The significant changes to the Policy are:</p> <ul style="list-style-type: none"> • 3.2.1 Electrical Systems – changed from 10 years to 5 years – as required by new legislation. • 3.2.2 Gas Servicing – the adoption of the 'Anniversary date' system. New legislation, introduced in April 2018, allows services to be scheduled on the basis of the previous certificates last day of validity date. This should reduce servicing costs by ~10%. • 3.5 Tenant Satisfaction – new methods of collecting satisfaction information are being introduced which will improve the data we obtain from Tenants and make feedback more convenient for them. • 3.9 Sustainability – the introduction of a Sustainability Strategy will focus the organisation on this of social responsibility and will facilitate methods of measuring our improvement. • Appendix 1 – Responsibilities. This section has been expanded and rearranged for clarity. <p>LA queried how we notify tenants of changes.</p> <p>AM advised that it will be put on the Website and App, as well as being included in the next Newsletter.</p> <p>AM raised the question on the purpose of the Newsletter, suggesting it should be used as a tool for the Group. A discussion took place as to whether it should be from the Landlord or the Tenants Group. HSM to arrange meeting with OTRA to discuss.</p> <p>BT did feel that an index should be included in Newsletters.</p>	
<p>2.2.1B Joint</p>	<p>Void Management Policy</p> <p>Changes to the Void Management Policy relate primarily to terminology and format including the two key changes;</p>	

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	<ul style="list-style-type: none"> • The previous Void Management Policy covered in detail aspects covered by other policies. These specific references have been removed and cross references added to prevent confusion or duplication. • The previous Void Management Policy contained the procedure which is now developed into a separate operational orientated document for a clear definition between the Policy and the Procedures. 	
2.2.1C Joint	<p>Service Charge Policy</p> <p>No significant changes to note. Resource & Governance Committee also to review this policy.</p>	
2.2.1D Joint	<p>Anti-Social Behaviour (ASB) Policy</p> <p>Reviewed ahead of schedule due to changes in the 2014 Housing Act coming into effect from 1st May 2019. Version drafted ahead of going to more in-depth tenant consultation. Final document to come back to next Committee with cover report of tenant feedback and outcome of consultation. Consultation process discussed with OTRA and approach proposed supported.</p> <p>LA commented on a well written policy and work done by staff appreciated.</p> <p>The Committee considered all the policies and agreed the recommendations as follows:</p> <ul style="list-style-type: none"> • Noted the content of the report in relation to the progress made in relation to policy monitoring and review. • Approved 2.2.1A Repairs and Maintenance Policy. • Approved 2.2.1B Void Management Policy. • Approved 2.2.1C Service Charge Policy. • Approved in principle 2.2.1D Anti-Social Behaviour Policy prior to further tenant consultation. 	
2.2.2 Joint	<p>Choice Based Lettings (CBL)</p> <p>HSM's report provided the Committee with an update on the pilot scheme for applying CBL. Based on the experience to</p>	

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	<p>date and the positive impact on performance the HSM recommended the Group continue with the flexible use and application of CBL as part of the Allocations process.</p> <p>Committee considered the report and BW asked how we communicate with people not on the Internet. HSM advised that the Housing team work to identify tenants in their area who may need additional support or access to information, that this was a valid aspect that is taken into consideration.</p> <p>Committee agreed the recommendations in the report as follows:</p> <ul style="list-style-type: none"> • Considered and discussed the contents of the report. • Approved the recommendation to include Choice Based lettings (CBL) as a continued option for letting properties within the scope of the Group Allocations policy. <p>Committee also added and agreed a further recommendation that CBL be increased to 20% in the current year.</p>	
2.2.3 Joint	<p>Digital Strategy</p> <p>The Joint Report of HSM and AM provided the Committee with the first draft of the proposed Digital Strategy for Osprey Group for 2019-2022. The Strategy will replace the previous IT strategy as being developed into a wider digital agenda.</p> <p>The Committee were asked for their comments and suggestions for inclusion in the Strategy to be finalised by the Governing Bodies. A final document will come back with a complete action plan to support the implementation and development of the strategy.</p> <p>The Committee agreed with the proposed Digital Strategy and the recommendations as follows:</p> <ul style="list-style-type: none"> • noted and discussed the content of the report • gave feedback and suggestions for relevant amendments or improvements 	

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<p>2.2.4 Joint</p>	<p>Development Report</p> <p>AM's report updated the Committee of the current position on the on-going development program and separately an initial evaluation of a potential development at Dunecht.</p> <p>The Committee noted the progress on the ongoing projects.</p> <p>The AM informed the Committee that the week following the handover of the Monymusk properties they suffered short-term flooding at the rear of the properties, which led to several tenants suffering damage to flooring. The flooding issue was dealt with the following day, by Kirkwood Homes, who cleared blocked storm drains in the rear car park. Additional drains have now been installed at the rear of the properties. Kirkwood have compensated the tenants who suffered any loss. Osprey have given each tenant a cheque equivalent to 2 weeks rent for their inconvenience.</p> <p>The Committee noted the contents of the business case for the proposed development at Dunecht and felt it was a good fit for the organisation.</p> <p>Potential Disposal</p> <p><i>BT declared an interest</i></p> <p>The property at 8c Forman Drive, Peterhead is a 3 bedroom flatted property which was originally a trickle transfer. This is in a block of 6 and the only property we own in the street.</p> <p>Initial discussions with Aberdeenshire Council indicate they are interested in returning this property to their stock profile due to their majority ownership within the rest of the block.</p> <p>The property is due to become void mid May 2019, therefore, we are keen to progress the decision relating to this property swiftly to minimise any void period.</p> <p>The current stage is to carry out valuations before the decision process is taken further.</p> <p>It is anticipated a full report will go to the May Governing Body meeting. If a decision is required sooner then delegated authority for consultation and decision is requested to be nominated to the Chair of the Group.</p>	
<p>OH</p>		

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	<p>Committee agreed the recommendations as follows:</p> <ul style="list-style-type: none"> • noted the progress and position with the development projects itemised in the report • agreed to the recommendation to progress the Dunecht project • noted the potential for disposal of sole property at Peterhead • approved the initial decision but amended delegated authority to Chair of OH to progress 	
<p>2.2.5 Joint</p>	<p>Draft Strategic Business Plan 2019/2023</p> <p>The report to Committee provided the first draft of the proposed Strategic Business Plan for Osprey Group for the next four years from 2019-2023.</p> <p>This document will be discussed at all Sub Committee meetings ahead of the full Governing Bodies meeting on 29 May 2019.</p> <p>The Committee are asked for their comments and suggestions for inclusion in the plan ahead of the finalisation process. LA advised that he had already given his feedback to CEO.</p> <p>Initial discussions did indicate that a strategy day would be beneficial to review at the plan in more detail.</p> <p>Committee agreed the recommendations as follows:</p> <ul style="list-style-type: none"> • noted and discussed the content of the report • give feedback and suggestions for amendments/improvements • agreed timeline for final document being produced 	
<p>2.3</p> <p>2.3.1 Joint</p>	<p>GOVERNANCE</p> <p>Risk Register Review</p> <p>The report provided Committee with the opportunity to update the Osprey Risk Register and approve the mitigation and impact assessment of each individual risk within the</p>	

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	<p>remit of the Housing Committee;</p> <p>Risk 1 – Welfare Reform Risk 3 - Asset Management Risk 4 – Housing Management</p> <p>Committee reviewed and agreed with the inclusion of amendments to AM6 to approve the risk matrix for full ratification at the next Joint Governing Body meeting.</p> <p>The Joint Housing Committee reviewed each of the proposed risk scores and agreed to the scoring, with the exception of Risk AM6, where the impact score is to change to 8 and therefore become amber.</p>	
<p>3.</p> <p>3.1</p> <p>3.1.1 Joint</p>	<p>ITEMS FOR REASSURANCE/CHALLENGE</p> <p>PERFORMANCE</p> <p>Repairs & Maintenance Budget Performance Report</p> <p>Committee noted that there have been a problem in Imlach Way, Lossiemouth where wipes continuing to be flushed into the drains. It was suggested that an article be put in the Newsletter informing tenants that this could result in an increase in charges to them.</p>	
<p>3.1.2 Joint</p>	<p>Asset Management Report</p> <p>The Committee received and considered AM's report updating them on the current progress in various major items of work that the Asset Department has recently progressed and to provide information on proposed future works.</p> <p>Committee recorded their appreciation of the valued work that AM puts into Asset Management.</p> <p>Committee agreed the recommendations contained within the report as follows:</p> <ul style="list-style-type: none"> • considered and discussed the contents of the report • supported the recommendation to progress with 2019/2020 work • noted the report 	

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3.1.3 Joint	<p>Welfare Reform Update</p> <p>Committee received and considered the report updating them on activities of the Welfare Reform Group and the associated Mitigation Plan.</p> <p>The Committee recorded a vote of thanks for the good work that HSM and TSC do and the positive impact this is having for the overall performance of the organisation.</p> <p>Joint Housing Committee agreed the recommendations as follows:</p> <ul style="list-style-type: none"> • noted the report • endorsed the actions currently being undertaken to mitigate risk from Welfare Reform 	
3.2 3.2.1 Joint	<p>STRATEGY/POLICY</p> <p>Tenant Participation/Scrutiny Update</p> <p>Committee received and considered the report giving them an update in relation to the Tenant Participation and Scrutiny activities being undertaken by the Group working in partnership with Osprey Tenants and Residents Association (OTRA).</p> <p>HSM highlighted the recent Easter Egg hunt which was very well received by tenants. This was a low cost high impact activity and propose to make it an annual event with the support of OTRA.</p> <p>HSM advised we now held approx. 70% of tenant email addresses and was planning to issue a bulk email with online form to register interest in an email/armchair group to support the work of OTRA. A full update of this will be given at next meeting.</p> <p>Housing Committee agreed the recommendations as follows:</p> <ul style="list-style-type: none"> • noted the content of the report • endorsed the approach taken towards tenant participation 	

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3.2.2 Joint	Apply4Homes – New System Migration Update HSM advised Committee that the date for the new system was now end of June 2019.	
3.2.3 Joint	SPSO Policy Changes Committee received and discussed HSM's report on the SPSO's new policy in order to demonstrate how SPSO intervention/policy might affect Osprey in the future by clearly defining how intervention from the SPSO will be handled in the future. Committee agreed recommendation to note the report.	
3.3	GOVERNANCE	
3.3.1	Life Cycle Costing Officers apologised for not being able to give the presentation on Life Cycle Costing due to IT equipment failure. This presentation will be demonstrated at the next meeting.	
4.	ITEMS PREVIOUSLY CIRCULATED TO MEMBERS FOR INFORMATION None.	
5.	HEALTH & SAFETY No issues.	
6.	DATE OF NEXT MEETING Wednesday 31 July 2019 – 10.00am at Westhill Office.	

Chair thanked everyone for attending and declared the meeting closed at 12:20hrs

Signed: H Smith _____

Dated: 31-7-19.