



**MEETING OF THE JOINT OH/OHM HOUSING COMMITTEE**  
**29<sup>th</sup> January 2020 at 10.00 am at**  
**OH Office, Westhill, Aberdeenshire**

Present:	Brian Topping, Director OH/Member OHM CoM (BT)
	Mike Scott, Director OH/Member OHM CoM (MS)
	Brian Watson, Member OHM CoM (BW)
	Marian Reid, Director OH (MR)
	Mike McClafferty, OHM CoM (MM)
	Raymond Edgar, Director OH (RE)
	Les Allan, Chair OHM CoM (LA)
Apologies:	None
Attending:	Stacy Angus, Housing Services Manager, OH Group (HSM)
	Hugh Crothers, Asset Manager, OH Group (AM)
	Dawn Chalmers, Tenancy Sustainment Coordinator (TSC)

Minute No	Subject	Action
<b>1.</b>	<b>Administration</b>	
<b>1.1 Joint</b>	<b>Welcome and Apologies</b> The Chair Brian Topping opened the meeting and welcomed attendees.  No apologies noted.	
<b>1.2 Joint</b>	<b>Declarations of Interest</b> No changes.	
<b>1.3 Joint</b>	<b>Minutes of Joint Housing Committee held on 30<sup>th</sup> October 2019</b> The minutes of 30 <sup>th</sup> October 2019 were reviewed with the amendment to add Les Allan under apologies. Once amended Minute agreed as a correct and accurate record of the meeting.  <b>Proposed by MS and seconded by BW, all in favour. The minutes were duly signed by the Chair.</b>	
<b>1.6</b>	<b>Matters Arising</b> An update was given by HSM in relation to the sale of 8c Forman Drive to Aberdeenshire Council, which was concluded on 30 <sup>th</sup> January 2020.  Committee were also updated in relation to the supported unit at Banchory, the transition for Inspire to take over the unit is ongoing with	

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	<p>some upgrade work almost complete. The client move in is due to be on a phased basis to support individuals needs.</p> <p>All other matters were already included in the agenda for today's meeting.</p>	
<p><b>2.</b> <b>2.1</b> <b>2.1.1</b> <b>Joint</b></p>	<p><b>ITEMS FOR DECISION</b></p> <p><b>Performance – Q3 2019-20</b></p> <p>HSM presented the report the purpose of which gave the Committee an overview of the Group's performance against Key Performance Indicators for Quarter 3 and year to date 2019-20. The full report and appendices detailing the performance across the KPI's relating to income management, tenancy management and reactive repairs.</p> <p>OH current performance was consistent with no areas for concern raised. HSM highlighted to the meeting the cross referencing of the statistics for the current arrears with the report on Universal Credit (UC) claimants. The outcome demonstrated that the attributable arrears to those on UC continues to be mitigated. This evidences the positive work carried out by the team in relation to both aspects of income management and tenancy sustainment. Committee commented on the positive outcome of this and agreed viewing both statistics in the same report improves the link and accountability.</p> <p>OHM current tenant rent arrears was highlighted as being outwith target and an area of focus at present. There had been a period of short staffing within the OHM team since February 2019 until December 2019 when a new full time member of staff was recruited. The positive impact of the new appointment was already being evidenced however the longer term recovery of arrears performance would need a 3-6 month time frame to realise the full mitigation actions. Committee appreciated the position and recognised the timeframes involved.</p> <p>In addition the complex nature of several of the UC claimants in Moray had impacted on arrears, showing an increase directly linked to UC claimants. HSM advised she was working closely with the OHM staff and TSC to support the tenants in Moray and create a culture of positive engagement with tenants.</p> <p>HSM advised that the OHM average relet days was outwith target and outlined the key reasons being linked to refusals and delays relating to The Moray Council (TMC) even in relation to Homeless cases. HSM has since implemented an escalation process where non responsiveness within the agreement OHM would advertise the properties via CBL instead.</p> <p>AM confirmed that reactive repair performance was consistent and within targets. No issues to highlight.</p> <p><b>The Committee agreed the recommendation to</b></p>	

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	<p>i) <b>note the report and current performance across the Group</b></p> <p>ii) <b>In addition to have a report to next meeting outlining the legal actions taken/outcomes and the reasons for eviction/tenancy failure</b></p>	
<p><b>2.1.2</b> <b>Joint</b></p>	<p><b>Write Offs</b> HSM presented report detailing a list of proposed write offs for both OH and OHM.</p> <p>HSM requested a tabled write off be added to the report previously included in the papers. This was for OHM tenancy ref 40866 and value of £860.60 due to current tenant having applied for a Trust Deed.</p> <p><b>Committee considered and agreed the write offs for Quarter 3 2019/2020 including the additional write off request.</b></p>	
<p><b>2.1.4</b> <b>Joint</b></p>	<p><b>Complaints Report</b> 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>Overall complaints handling performance remains stable with a low level of upheld cases. Case study examples will continue to be shared with Committee to demonstrate learning outcomes and provide assurance. Committee noted that this case study did evidence the culture of early resolution and managing tenant expectations in balancing the positive tenant landlord relationship.</p> <p><b>The Joint Housing Committee agreed the recommendations in the report as follows:</b></p> <ul style="list-style-type: none"> <li>• <b>noted the report and current performance</b></li> <li>• <b>endorsed the approach taken towards Complaints Handling within the Group</b></li> </ul>	
<p><b>2.2</b> <b>2.2.1</b> <b>Joint</b></p>	<p><b>STRATEGY/POLICY</b> <b>Policy Review and Approval</b> <b>2.2.1A – Disposal Policy</b> A new policy was proposed and drafted by CEO to clearly define the purpose and link to the Group Asset Management Strategy how we would deal with potential disposals.</p> <p>The content was agreed with a minor amendment to clarify where it was deemed social disposal would be the first explored option. LA gave an example where this may be detrimental in certain commercial circumstances. Feedback to be given to CEO and final copy will be ratified at full GB meeting. This new policy will also be for review by Resource and Governance Committee prior to full GB approval.</p>	

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	<b>Committee approved the policy for recommendation to Governing Body with comments taken into account.</b>	
<b>2.2.2 Joint</b>	<p><b>Development Report</b> AM's report updated the Committee of the current position on the on-going development program and separately three evaluations of potential developments for consideration and seeking approval.</p> <p>The Committee noted the progress on the ongoing projects.</p> <p>A query was raised whether OHM could progress both the Elgin and Lossiemouth pipeline developments or was there a decision to be made to choose the preferred site.</p> <p>It was queried if there was a list for preferred build contractors for The Group to work with and would this benefit the Business Plan. AM assured the Committee that Ospreys' reputation was positive in the social housing build and existing partnerships worked well, however no set list of preferred contractors is linked to the Business Plan.</p> <p><b>Committee agreed the recommendations as follows:</b></p> <ul style="list-style-type: none"> <li>• <b>noted the progress and position with the development projects itemised in the report</b></li> <li>• <b>noted the current position in relation to Hopeman site</b></li> </ul>	
<b>2.2.3 Joint</b>	<p><b>Rent Consultation – outcome and 2020 rent increase proposal</b> HSM gave an update to the meeting in relation to current position and outcome for the 2020-21 rent review consultation which was now complete. HSM confirmed that phase 1 community based events remained consistent in comparison to previous years with positive engagement opportunities despite the low numbers.</p> <p>Phase two, the full tenant issued written consultation outcomes were detailed in the report with the key areas of feedback being attributed to;</p> <ul style="list-style-type: none"> <li>• affordability in the context of the current economy/wage increases</li> <li>• Energy efficiency/property investment and the whole property cost of heating etc.</li> </ul> <p>The outcome from tenant feedback supported the recommendation to increase rent by CPI +0.5% which would be increase of 2.2% applied from April 2020.</p> <p>HSM advised that the Housing team had made suggestions to continually improve the events and material and some new ideas would be considered for the following year and had been captured in the budget for 2021. Committee wished to convey their thanks to the staff involved.</p>	

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	<p><b>Committee agreed the recommendations as follows:</b></p> <ul style="list-style-type: none"> <li>• <b>noted the progress made in relation to the rent review consultation process and endorsed the approach taken</b></li> <li>• <b>Recommend to Governing Body to apply the rent increase of CPI + 0.5% in line with the current business plan at a rate of 2.2%</b></li> </ul>	
<p><b>2.2.4</b></p>	<p><b>Apply4Homes – verbal update</b>  HSM referred to the options appraisal presented and discussed at the last meeting of the Committee. Committee had supported the disbandment of the A4H partnership and this had since been progressed with a full agreement of all partners to draw this to close by December 2020.</p> <p>Osprey Group (both OH and OHM) would continue to be part of the group until this time as the costs of exiting earlier would exceed current partnership costs.</p> <p><b>Committee noted and agreed this was best approach.</b></p>	
<p><b>2.3</b>  <b>2.3.1</b>  <b>Joint</b></p>	<p><b>GOVERNANCE</b>  <b>Managing Equalities Proposal</b>  HSM presented a proposal for Osprey Group to allow the Committee to consider a proposal to enhance the way Osprey deal with managing the equalities agenda.</p> <p>HSM explained that this was initially explored from a Corporate perspective however it had become evident that this aligned with the Groups objective to provide and deliver excellent customer service and aligned with the core values and culture of the group.</p> <p>Committee welcomed and supported the proposal. The proposal was also being considered by Corporate Services Committee and included an additional budget commitment for Resource &amp; Governance Committee to consider.</p> <p><b>The Committee agreed;</b></p> <ul style="list-style-type: none"> <li>• To support the recommendation to Governing Body to progress with the proposal</li> </ul>	
<p><b>2.3.2</b>  <b>Joint</b></p>	<p><b>Proposed Staffing Establishment Changes</b>  HSM presented a report relating to proposed staffing changes to be implemented during 20-21 and would have an impact on the staff budget.</p> <p>Specifically relevant to this Committee was the recruitment of a Housing apprentice within the housing team to support the work of the Housing officers and HSM whilst developing possible succession planning opportunities.</p>	

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	<p><b>Committee agreed the proposals to recruit a Housing Admin Apprentice.</b></p>	
<p><b>3.</b> <b>3.1</b> <b>3.1.1</b> <b>Joint</b></p>	<p><b>ITEMS FOR REASSURANCE/CHALLENGE PERFORMANCE</b></p> <p><b>Asset Management Report</b></p> <p>The Committee received and considered AM's report updating them on the current progress on various major items of work that the Asset Department has recently progressed and to provide information on proposed future works.</p> <p>AM advised the kitchen upgrades that were being progressed as part of a shared tender with other RSL's had been slow to be taken forward and would now fall into next financial year.</p> <p>PV's installations had recently been completed by Everwarm, who had completed the works very efficiently and administered the contract very effectively.</p> <p>A query was raised over the specification of gas boilers and future viability. AM assured Committee that he had, for some time, specified Worcester boilers for both new build and replacement installations, as they have a very good reputation for reliability. He noted that he negotiated favourable terms with Worcester several years ago.</p> <p><b>Committee agreed the recommendations contained within the report as considered and discussed the contents of the report</b></p>	
<p><b>3.1.2</b> <b>Joint</b></p>	<p><b>Repairs &amp; Maintenance Budget Performance Report</b></p> <p>AM presented report detailing the current performance in relation to reactive repairs and void expenditure for both OH and OHM year to date. Query over OHM capital spend – AM confirmed a line missing on attached report however presented the full report on screen. Committee were comfortable with this assurance and no issues raised with the report.</p> <p>No issues to highlight and performance has been consistent.</p> <p><b>Committee noted the report and current position.</b></p>	
<p><b>3.1.3</b> <b>Joint</b></p>	<p><b>Welfare Reform Update</b></p> <p>Committee received and considered the report updating them on activities of the Welfare Reform Group and the associated Mitigation Plan.</p> <p>There were no significant changes to note since last meeting to the action plan or the risk register. It was noted that some of the administration workload of managing UC could be mitigated by the Apprentice position allowing TSC more pro-active time with tenants.</p> <p><b>Joint Housing Committee agreed the recommendations as</b></p>	

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	<p><b>follows:</b></p> <ul style="list-style-type: none"> <li>• <b>noted the report</b></li> <li>• <b>endorsed the actions currently being undertaken to mitigate risk from Welfare Reform</b></li> </ul>	
<p><b>3.1.4 Joint</b></p>	<p><b>Tenant Satisfaction Framework – presentation</b>  AM presented to the Committee how the AM/HSM had been working along with the CST to develop better ways of collating tenant satisfaction data on an ongoing basis. This was to align with the digital development and higher tenant engagement methodology and options.</p> <p>HSM advised this was in addition to collection of the regulated ARC tenant satisfaction. The information from the renewed framework was to continue to develop and improve tenant service and the ambition of customer service excellence.</p> <p><b>Committee noted and supported the approach being taken by Osprey to develop tenant satisfaction collection.</b></p>	
<p><b>3.1.5 Joint</b> <b>3.1.5A</b></p> <p><b>3.1.5B</b></p>	<p><b>Internal Audit</b></p> <p><b>Voids and Allocation audit outcome</b>  The audit for voids and allocation had been completed the previous week and final report had not yet been received from the auditors however HSM and CFO had a meeting at end of audit. HSM provided the Committee with assurance that the audit was positive with two minor issues raised. Both had already been implemented by slight changes to the existing procedure.</p> <p>Committee praised the work undertaken to gain a positive audit report and was assured by the feedback.</p> <p>It was agreed that the final written report would go to the next Committee and Governing Body for full accountability.</p> <p><b>Audit Plan 2020-23 – subjects for consideration</b>  HSM advised Committee that the attached list was for subjects to be considered in the next 3 year audit plan. The final decision for audit lay with Resource &amp; Governance Committee however suggestions from Housing Committee from an operational perspective were welcomed.</p> <p>HSM suggested that Committee may wish to consider Estate Management given that OTRA had recently carried out a Scrutiny project on it and this featured regularly in complaints or tenant queries relating to open space maintenance. Committee agreed to propose this subject.</p> <p>In addition it was suggested that in the 3<sup>rd</sup> year the equalities were audited given by that time the new proposal would have been implemented and this would help assure in relation to impact.</p>	

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<p><b>3.2</b> <b>3.2.1</b> <b>Joint</b></p> <p><b>3.2.2</b> <b>Joint</b></p>	<p align="center"><b>STRATEGY/POLICY</b></p> <p><b>Tenant Participation - Scrutiny Update</b> Committee received a hard copy of the newly completed Estate Management scrutiny report. The report didn't raise any significant issues however did reinforce the pro-active work of the housing and asset teams, particularly noting how well the area officers were aware of local issues giving OTRA members assurance appropriate measures were being taken.</p> <p>It was raised by BT whether there were opportunities for the Committee to meet and engage with OTRA members. It was agreed that HSM would speak with OTRA with a view to inviting Housing Committee members to come along to an OTRA session.</p> <p>Digital Champions project – verbal update HSM and AM updated Committee on the actions being led by themselves to promote the Digital champions project internally and support staff. HSM and AM were continuing to engage with eh SCVO project and a snapshot week of data was due to be submitted the following week to gauge how staff were engaging with tenants on the subject.</p> <p><b>Housing Committee agreed the recommendations as follows:</b></p> <ul style="list-style-type: none"> <li>• <b>noted and supported the content of the Scrutiny report</b></li> <li>• <b>noted the update in relation to the Digital Champion project</b></li> </ul>	
<p><b>3.2.2</b> <b>Joint</b></p>	<p><b>SHR Safety Guidance – Compliance presentation</b> The recently published SHR guidance was primarily related to safety with an emphasis on compliance. AM presented to Committee how the Group manage compliance and the scope of the data held to provide assurance the Group had considered and were managing all the areas highlighted by the SHR.</p> <p><b>Committee noted and endorsed the approach taken to meeting the SHR requirements.</b></p>	
<p><b>4.</b></p>	<p><b>ITEMS PREVIOUSLY CIRCULATED TO MEMBERS FOR INFORMATION</b></p> <p>4.1 No items</p>	
<p><b>5.</b></p>	<p><b>HEALTH &amp; SAFETY</b></p> <p>No issues.</p>	
<p><b>6.</b></p>	<p><b>DATE OF NEXT MEETING</b> - Wednesday 29<sup>th</sup> April 2020 – 10.00am at Lossiemouth Office.</p>	

*Chair thanked everyone for attending and declared the meeting closed at 12:45hrs*



**Signed: Brian Topping**

**Dated: 29/7/20**