



MEETING OF THE JOINT HOUSING COMMITTEE OF OH AND OHM

28th October 2020 at 10.00 am
Meeting held virtually

MINUTE

Attendees: Brian Topping (BT)
Brian Watson (BW)
Les Allan (LA)
Mike Scott (MS)
Marion Reid (MR)
Mike McLafferty (MM)
Stacy Angus (SA) Housing Services Manager
Hugh Crothers (HC) Asset Manager
Jamie Brown (JB) Housing Officer

Apologies: Raymond Edgar

LEGEND: D=Decision, A=Assurance & Challenge, V= Views Sought, I= Information/Attention

1. Administration

1.1. Welcome & Apologies.

Apologies received for Raymond Edgar

1.2. Declaration of Interests.

No changes noted

1.3. Election of Chair

HSM invited the Committee for nominations for Chair. Les Allan nominated Brian Topping, this was seconded by Mike McLafferty. HSM confirmed there were no further nominees. Brian Topping was asked if he accepted which he did and thanked the Committee for the nomination and support.

1.4. Election of Vice Chair

Chair invited the Committee for nominations for Vice Chair. Les Allan nominated Brian Watson and this was seconded by Brian Topping. Chair confirmed there were no

further nominees. Brian Watson was asked if he accepted which he did and thanked Committee.

1.5. Minutes of meeting 29th July 2020

List of attendees missing from to start of minute where apologies are noted.

Minutes otherwise agreed as accurate record of meeting. This was forwarded by Brian Watson and seconded by Mike Scott.

1.6. Matters Arising.

HSM gave an update in relation to the recently approved disposal of a property in Aboyne. This was in process of being concluded through legal team with Aberdeenshire Council.

2. Items for Decision

2.1. PERFORMANCE

2.1.1. COVID service delivery report. (incl. Recovery Plan)

HSM gave update in relation to frontline housing services and the ongoing response in relation to income management and tenant communications. HSM advised of the most recent review of the arrears management procedure and a copy was shared with the Committee for their information and comment.

AM gave update in relation to the ongoing steps take in relation to reactive repairs, planned and capital works. Scottish Government and SHR guidance were regularly reviewed, ensuring we meet our health and safety needs. All outstanding work have been completed.

Committee noted and endorsed in particular the approach to income management and Capital works

2.1.2. KPI Performance Report – Q2 2020/21

Arrears position at the end of quarter remained stable with cross reference to the steps taken under item 2.1.1 in relation to COVID and income management.

Void performance had improved with the long-standing voids at Jarvis Court now let with set processes for ongoing lets to be managed in the context of COVID whilst protecting the current tenants of the vulnerable group. Average days are above internal KPI targets however are still performing within the Scottish average despite the impact of COVID. No key risk in relation to this as the numbers of voids and void loss remained manageable.

ASB cases were proving challenging at present with extra complexities in relation to sensitivities and mental health. Ongoing partnership and multi-agency approach being taken. Remote mediation had been carried out in house with success and will be an option going forward to mitigate escalation of neighbour issues.

Committee noted current performance and congratulated team on their efforts to sustain strong performance in the current circumstances.

2.1.3. Write-offs.

HSM circulated an updated version of the write off report due to a late addition for consideration.

Committee approved the write offs proposed.

2.1.4. Complaints Report.

HSM presented complaints report and detailed the case study which was a continuation of the complaint presented at last committee. The case had become more complex with the involvement of SPSO however was now in a position of being resolved. Some learning points were to be taken into account when reviewing policy and procedure in Q4.

MR raised the positive re personal contact being procedural going forward. HC supported this for the policy and procedure review.

HSM advised that the tenant's feelings were triggered by Newsletter and how we can be aware of the impact of wider tenant comms when dealing with complex complaints in the future.

The CEO and AM believe that the cause of the original issues is the requirement for higher levels of airtightness in buildings, and that this is likely to become more stringent in the future. They propose investigating this further and having discussions with Building Standards on the matter.

Committee noted the report and endorsed the approach taken by the staff team.

2.2. STRATEGY/POLICY

2.2.1. Policy Review:

(a) Arrears Management Policy

Arrears Management policy was reviewed and approved

(b) Allocations Policy

Suggested change to transfers in relation to arrears – 3 month limitation and update terminology. Also add in clause re any recommendations coming in from SG etc (example MSP letter and homeless)

Allocations policy approved taking into account above change to internal transfers.

(c) Estate Management Policy

Item 3.3.7 re Pets – Committee requested additional clarify added to X ref with SST and also appendix the blocks where pets are not permitted.

Estate Management Policy approved.

(d) Rechargeable Repairs Policy

Rechargeable repairs policy was reviewed and approved.

2.2.2. Development Report.

AM presented development report detailing future, current projects on site and those recently handed over.

AM update re previous handed over properties and checking on flooding etc in recent weather.

Update on KON and Sauchen handovers which have gone well in the last month.

Committee noted the report.

2.2.3. Digital Strategy – verbal update.

HSM and AM gave verbal update on the progress of the Digital Strategy working group and the activities being undertaken with Arneil Johnston consultant support.

Currently the QL data merge for the transfer of engagements gives an opportunity to data cleanse and bring all the information together. This requires a lot of input from both HSM and AM.

AM updated Committee of the additional Asset Management modules proposed for implementation for 2021.

Committee noted the report.

2.3. GOVERNANCE

2.3.1. Managing Equalities Update & Action Plan.

HSM gave update overview of timeline associated with the managing equalities project and action plan. Confirmed that we were receiving continuing consultancy support to produce these documents and that the implementation was being led by CSM and HSM in relation to the relative aspects of the actions. The initial one year time frame and budget been extended to 2 years in context of ToE and COVID.

Committee noted report and current position.

3. Items for Assurance/Challenge

3.1. PERFORMANCE

3.1.1. Asset Management Report.

The Tenders for joint Kitchens and Bathroom contract are due inn next week

Windows and Doors contract is continuing as far as it is able under the restrictions

AM advised that this year's Capital and Planned budget spends are very unpredictable due to the restrictions and that many projects, and budget will consequently be taken forward into next year.

Painterworks – have been completed and Tenants satisfaction is good.

Garden walls at Shaw Place – Quotations for the work are currently being confirmed. LA raised that doing this timely is key, as reputationally could have an impact.

3.1.2. Asset Management Budget Performance Report.

AM gave update on the position in relation to the current Response Repairs budget spends and forecast likely to the year end. The number of repairs reported during the lockdown dropped significantly but has not rebounded to its normal levels to date.

3.2. STRATEGY/POLICY

3.2.1. Tenant Participation (Incl. Digital engagement and current activities)

Jamie Brown gave a presentation of the proposed changes

Cross reference the actions and activities of the Tenant Participation Strategy

TPAS/NETRALT engagement for good practise and sector initiatives.

BT enquired how we can support tenants re digital inclusion

Trickle transfer tenants – how to engage them

Section 2 of Strategy to update second line

Peer review of Strategy – progress through TPAs or similar as will give further assurance to Committee/GB

3.2.2. Welfare Reform Update

HSM gave update in relation to the welfare reform group. There had been no recent meetings due to COVID however operational activities had been continued with the most recent progress being Osprey Group being transferred to the landlord portal effective from week commencing 26th October 2020. This will have positive operational impact in terms of managing ongoing and new cases.

Ongoing tenant support and signposting relevant to COVID and ongoing welfare benefits was being proactively shared on social media and in tenant comms.

Committee noted report and current position.

3.2.3. SFHA Housing Manifesto Update

HSM gave update in relation to Osprey engaging with the SFHA Housing Manifesto which is a piece of work to create sector measurable indicators to capture social impact.

The TSC represents Osprey and will feedback in due course as the working group progresses.

Committee noted report and position.

3.2.4. Apply4Homes end of contract – verbal update

HSM gave verbal update and confirmation that the current contract was due to end 31/03/2021. Therefore, there would be no need to make budgetary provision in next year's budget.

Committee noted position.

3.3. GOVERNANCE

3.3.1. Transfer of engagement – tenant communications and timeline.

HSM

4. Items Previously Circulated to Members for Information

4.1 Kevin Stewart Letter

5. Health & Safety

Cross refer item 2.1.1 for COVID related H&S

Minute finished at 12:25pm

6. Date of Next Meeting – 27th January 2021 at 10am

*Our vision is "making a difference every day".
Our mission is to "provide high quality affordable housing and services to people in the communities we serve"*