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# Service Delivery Sub Committee

Wednesday, 13th November 9:30 am

Russell Square   |   Service Delivery Sub-Committee

## Attendees

#### Attended – Board Members

Ian McDonald (IMcD), Cheryl Glen (CG), Hazel Farquhar (HF), Jeanette Gaul (JG) on Microsoft Teams, Jimmy Black (JB) on Microsoft Teams.

**Attended – Staff Members**

Gail Robertson (GR) Chief Executive Officer, Linlay Anderson (LA) Director of Housing, Kevin Lynch (KL) Director of Asset Management, Katrina Kell (KK) Customer Service Advisor.

Gill McWalter (GMcW) Housing Officer, Gemma Wyllie (GW) Housing Officer, Theresa Leiper (TL) Housing Officer on Microsoft Teams

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#### Did Not Attend – Apologies

Stuart Storrie (SS), Fred Jack (FJ), Craig Irvine (CI)

## 1.0 Apologies, Conflict of Interests & Notifiable Events

Purpose - For Noting

#### Minute by Katrina Kell

This meeting started at 9.36am.

GMcW, GW and TL joined the meeting at 11:15am, GMcW and GW left the meeting at 11:30 and TL left the meeting at 12:00 noon.

The Board agreed to continue the meeting past 11:30am.

The meeting came to a close at 12:26pm.   
  
Apologies were received as above.   
  
There were no conflicts of interest or notifiable events.

## 2.0 Minutes of the Service Delivery Sub Committee Meeting held on 18th September 2024

Purpose - For Approval

#### Minute by Katrina Kell

The minutes were approved and agreed as correct.

## 3.0 Matters Arising

Purpose - For Information

#### Minute by Katrina Kell

No matters arising.

## 4.0 Asset Management Report

Purpose - For Approval

#### Minute by Katrina Kell

KL presented the Asset Management Report.

Day to Day Repairs

There is a budgetary overspend of £65,000 for the year to date.

IMCD asked if there is an indication of what this will be at year end and KL explained that the costs for day to day repairs are difficult to predict.

Legionella tank removals were not budgeted for. These have been removed in order to remove the risk rather than implement a control regime. In properties where there is no space to remove the tank they have been drained down and disconnected so that there is no stagnant water. The water source is then changed to mains fed and in properties where there are also owners within the building the tank may be left with the owners having been informed of what the Association has done and advising that this is the Owner’s responsibility.

This overspend is also likely to increase due to damp and mould works which includes the costs of installing sensors when this is required.

CG asked if there was a monthly breakdown available and would it show any prediction of where this budget will be at year end. KL explained that the Maintenance Officers (MOs) each have an allocated budget breakdown report in which each Work Order is shown. KL will investigate what these figures have been for the last 6 months to see if future projecting is possible from these. KL will bring this to FAR Committee next week.

Replacement front or back doors are being included in day to day costs because they aren’t being classed as early component replacement and part of that budget unless it is both the front and back door which need replaced. Some door replacements are due to recharges and these costs are not included in the day to day costs.

HF queried the report figures for Q1 and Q2 at 770 completed with 818 completed right first time and KL advised that these should be swapped with the result being 94% completed right first time.

The Association’s performance on emergency and non emergency repairs is above the Scottish average.  
  
Relet Budget

The void numbers over the past 2 years have been low for the Association. The overall underspend this year will be almost £110,000 if the trend continues over the next 6 months.

The number of void properties is down and the spend on void properties is also down. Some of this has been the use of decorating vouchers instead of completing decorating work at void stage. Each quarter’s budget is based on 45 void properties, currently there are 21 and in Quarter 1 there were 36. Long term voids aren’t included in these figures.

IMCD asked if the Association has done any work on the 5 long term void properties yet.

HF asked if the Association would consider integrating 2 of these flatted properties together and adding stairs.

GR explained that there is no demand for this at the moment, the properties are above commercial units, they are quite small and the estimated costs are at £80,000 per unit which is not currently economical.

CG asked if the report can include month on month and year on year data in the form of a data projection map. KL has asked CG to send examples of this and he will look at this before the next Service Delivery Sub Committee meeting to be held in February 2025 to see if this can be accommodated.

IMCD asked if the shower budget overspend is predicted to continue until year end and KL explained that part of this can be due to voids in one quarter having showers and those in another not having showers which adds to the cost for one quarter and may therefore not be useful for an accurate projection of future spend.

KL is to speak to SS about meeting for a one to one a week in advance of future Service Delivery Sub Committee meetings. JB highlighted that using the notes system in Decision Time is a good way of keeping track prior to the meetings but noticed that some questions hadn’t been answered before the meeting. GR explained that not everyone sees all notes unless directed to them but there is an all users tick box which can be used so that everyone can see all notes. GR will cover this at the Board away day. Sometimes other colleagues need to be consulted for definitive answers prior to the meeting.

Board to send KL examples of what information they would like on each section of the report.

Showers

This spend should start to reduce over the next few years as showers are now being put in at every bathroom replacement which will reduce the cost year on year.

Maintenance Complaints

There were no issues.  
  
Gas

There were no issues.  
  
Gas Audit   
  
Gas servicing remains at 100%.  
  
Improvement Programme

Indicates deficit of £6.2 million over the last 3 years with this year being the 3rd year of a large scale capital works programme. Costs continue to increase and components are more expensive than the previous year costs.

Post Inspections

The Association is recording void works which are recalled to the Contractor to identify the reasons for recalls. There have been no recalls to report on in this period.

Stage 3 Adaptations

The Association applied for £350,000 and this year have received £78,000, £50,000 of which was spent prior to the funding agreement which was only agreed at the end of Q2. There is enough remaining budget to do one further level access shower only.

There are currently 12 adaptation referrals on a waiting list.

IMCD requested information on the 12 cases on waiting lists and a report to show slippage in other budgets to potentially supplement the adaptations budget for these 12. GR to arrange this with Finance and hope to have something available for FAR Committee.

KL advised there is no priority to the referrals as these are done on a first come first served basis. The Association have to report this indicator from the date the OT referral is received.

GR highlighted that there is potential that a handyman service may commence in the next financial year which would be cost neutral and with possibility that smaller adaptations such as grab rails could be done using this service.

JB advised that the Scottish accessibility standard is under review and this is a good time for The Association to discuss how to make houses more adaptable. JB supports reporting on possible slippages in other budgets to cover the costs for the 12 tenants on the adaptations waiting list.

Stage 3 adaptations deferred for discussion at FAR Committee.

Long Term Voids

There were no issues.

Damp and Mould

The Association hopes to trial sensors from 3 providers, Alator, Aico and Homemaster.

Alator have placed sensors in some properties, KL met with Alator and reports the information from the sensors was very good. The temperatures inside the properties are mapped and indicate temperatures being very high in one case and too low in others which may indicate fuel poverty, referrals to be made to The Association’s Energy Advisor. Alator can also speak to tenants and provide advice directly.

Planned and Cyclical Maintenance

Due to budget constraints some kitchen and bathroom replacements have been moved to next year.

The Association have withdrawn from improvement works by Everwarm on 1 property at 6 Provost Chapel Road. The cost of this work would be £40,000 but the Association would need to spend more money rectifying projected problems.

KL explained that there is a contingency for any underspend. There is a definitive list of works and then a contingency list of works which can be added.

Solar PV

There were 19 Solar PV installs which were fully funded. These were trialed in some blocks of flats and are working well. Tenants are very happy with these and the Association has only had some small remedial decoration works to complete for these.

Energy Efficiency and Compliance

GR advised that the Scottish Government Net Zero Strategy is expected next Summer and asked Board to decide whether The Association should start to implement a strategy in advance of this which may then need to be amended when the Government Strategy has been published.

Cyclical Painting

Cyclical painting plan is in place with paintwork internal to closes to be done during Winter.

Repair Satisfaction Surveys

There were no issues.

Stock Condition Surveys

Continuing on a rolling programme.

EPC Results

Properties not meeting expected standards will be looked at as part of an improvement programme.

EICR

9 properties are non compliant. 4 of these are access issues which Housing Officers are assisting with. 2 are long term void properties and another is due to tenant hoarding. This figure is expected to reduce due to Housing Officer involvement.

Asbestos Surveys

The surveys are now complete and a Health and Safety Meeting is to be arranged to discuss the findings and recommendations.

Board approved the Asset Management Report.

## 5.0 Housing Management Report

Purpose - For Approval

#### Minute by Katrina Kell

LA presented the Housing Management Report.

Anti-Social Behaviour Cases

There are 118 ASB cases, some of these are the same complaints but have to be counted separately. Once this is accounted for the figure becomes 106.

There are some serious cases which are because the Association’s zero tolerance policy on drugs.  
  
Estate Management Complaints

LA explained that it is difficult to predict any trend with estate management complaints as increases can be seen by something as simple as a tenant getting a new puppy and not cleaning up after it.

There have been increased complaints about bins, due to the recent changes by Angus Council, however the Association have no jurisdiction over these.

LA explained that regarding complaints about private gardens there had been referrals made to the Community Justice Team for assistance, however the Community Justice Team were unable to fulfil the agreement.

CG noted that the map which has been added to this report is very useful.

Allocations

Allocations to date is 61, which is lower than expected. If this continues on trend for the remainder of this year it will be similar to last year at 150 – 180.

LA explained that this may be explained by the Association’s move to a choice based lettings system and this will be monitored for any trends.

Most of the voids are being allocated to applicants with a Gold Pass.

Refusals rates are lower than before.

Suspensions may increase due to the policy changes from 1st October for applicants bidding on properties they don’t want. This will also reduce the time spent on allocating properties.

Voids

Voids for this Quarter are 55. This figure differs from Asset Management as some properties are with Housing as Asset Management have completed the work. Long Term voids are not included in these figures as they are counted differently for ARC and can be excluded from the void loss report.

Days to let has increased slightly to 20.6. The Association will try to reduce this back to 15 days.

Tenancy Sustainment

There is 92% tenancy sustainment which is slightly reduced from last year. This indicator only includes tenancies commenced the previous year and is to measure tenancies sustained for more than one year. Some of the tenancies commenced are Section 5 referrals who only get one offer due to local authority policy. This was originally brought in for new tenancies of homeless people to measure if the tenancies were failing within the first year. The tenancy sustainment figures across Scotland is high and the Association is higher than the Scottish average. This may be a result of the choice based lettings system.

LA thanked the board for remuneration to the Financial Inclusion Team (FIT) which has helped tenants to settle into their new homes.

Abandonments

The Regulator is considering removing reporting on abandonments from ARC. LA advised that if this is removed as an indicator it can still be reported on to Board.

Rent Arrears

Arrears have substantially reduced from last year. The changes implemented by the courts have made a difference to this as the Association can now seek decree.

There are some cases over £1500 and these are enrolled in court.

TC Young recently provided training and the Association now put a full narrative on court documentation.

The Scottish Child Payment is also helping to reduce arrears figures.

FIT

FIT continue to provide a very good service and support to tenants.

JB advised that DCC are consulting on reducing support payments, for example Discretionary Housing Payment (DHP) and this may need to be monitored. There is a report on DCC website which the Association may wish to issue an objection to.

LA highlighted that the FIT are very good at identifying and applying for different funds.

The Financial Inclusion Officers (FIO) now have their own roles and know who does what. The Energy Advisor (EA) is also starting to do new tenancy visits.

Tenant Engagement

The Tenant Engagement Team (TE) continue to deliver events and activities in Dundee and Angus.

TE recently engaged with the local authority and local tenants about potential improvement works at Longhaugh Play park which backs on to and is next to the Association’s properties in Whitfield.

DCC have advised that they now have plans but have not shared these with the Association as they are advising the plans are confidential.

HF queried the AGM report stating there were 12 tenants in attendance. LA to check this and respond as to how many were in attendance.

*The meeting was suspended at 11:12am for Housing Officer attendance to summarise eviction requests, detailed in the minutes at AOCB Section.*

*The meeting recommenced at 12:00 noon.*

## 6.0 Recharge - Current and Former Accounts Report

Purpose - For Approval

#### Minute by Katrina Kell

No issues noted.

## 7.0 Former Tenants Report

Purpose - For Approval

#### Minute by Katrina Kell

No issues noted.

## 8.0 All Owners Arrears Report

Purpose - For Approval

#### Minute by Katrina Kell

IMCD asked why there was a spike in the arrears and LA explained that the latest invoices were only sent to owners in October with payments now coming in for these.

## 9.0 Housing Management Work Plan

Purpose - For Noting

#### Minute by Katrina Kell

No issues noted.

## 10.0 Asset Management Work Plan

Purpose - For Noting

#### Minute by Katrina Kell

No issues noted.

*The Board agreed to continue the meeting past 11:30am.*

## 11.0 Child Safeguarding and Protection Policy

Purpose - For Noting

#### Minute by Katrina Kell

The policy has been updated and is now more comprehensive.

No issues noted.

## 12.0 Domestic Abuse Policy

Purpose - For Noting

#### Minute by Katrina Kell

CG noted the definition of domestic abuse by the Scottish Government as “individual” with the policy consistently using “women”. LA to change this to “individual(s)”.

## 13.0 Running a Business from Home Policy

Purpose - For Noting

#### Minute by Katrina Kell

No issues noted.

## 14.0 Planned and Cyclical Maintenance Policy

Purpose - For Noting

#### Minute by Katrina Kell

Some changes to Job Titles. Refers to EESSH 2 and may need to be reviewed again.

## 15.0 EPC Policy

Purpose - For Noting

#### Minute by Katrina Kell

Some changes to Job Titles. Updated who should complete EPCs. Explains when EPC becomes out of date. Refers to EESSH 2.

## 16.0 Policy Register

Purpose - For Information

#### Minute by Katrina Kell

GR to update the policy register for December board meeting.

HR policies have been updated but not implemented due to Terms and Conditions (T&Cs). At the latest staff meeting a decision was made to put all of the staff policies into a staff handbook. Staff representatives are to check if these still reflect the T&Cs and if these are ok the simplified policies will be approved for use.

## 17.0 AOB

Purpose - For Information

#### Minute by Katrina Kell

## Eviction Approvals

Case 20896

Summarised by GMCW. Eviction approved unanimously.

Case 20337

Summarised by GW. Eviction approved by majority decision.

Case 20677

Summarised by TL. Eviction approved by majority decision.

## 18.0 Date of Next Meeting

Purpose - For Information

#### Minute by Katrina Kell

The date of the next meeting is Wednesday 26th February 2025 at 9:30am.