

**MINUTES OF MEETING OF THE HOUSING SERVICES SUB-COMMITTEE HELD ON TUESDAY 22 OCTOBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.**

<u>ACTION</u>	<p><b>Present:</b></p> <table border="0"> <tr> <td><b>Ms D. Smith</b></td><td><b>Elected Member (Chairperson)</b></td></tr> <tr> <td><b>Mr J. Calderwood</b></td><td><b>Elected Member</b></td></tr> <tr> <td><b>Mrs K. Tennant</b></td><td><b>Elected Member</b></td></tr> <tr> <td><b>Ms. L. Breeze</b></td><td><b>Casual Vacancy</b></td></tr> <tr> <td><b>Cllr M. McNair</b></td><td><b>Co-opted Member</b></td></tr> </table> <p><b>Quorum required: 4 members (excluding co-opted)</b>  <b>Quorum achieved: Yes</b></p> <p><b>In Attendance:</b></p> <table border="0"> <tr> <td><b>Mr J. Farrell</b></td><td><b>Head of Housing Services</b></td></tr> <tr> <td><b>Ms A. Macfarlane</b></td><td><b>Housing Services Manager</b></td></tr> </table> <ol style="list-style-type: none"> <li><b>Apologies</b>  Apologies were received from Mr J. O'Donnell and from Mrs G. Daly</li> <li><b>Chairperson's Remarks</b>  The Chairperson asked that following item 6 on the agenda, items 20 to 24 be covered thereafter, with items 7 to 19 and item 25 following on. This was agreed by all. Items 1-6 on the agenda will be covered as normal.</li> <li><b>Business carried over from last meeting</b>  The Head of Housing Services referred to the action required at item 7 from the previous HSSC meeting minute. Following contact with the Scottish Housing Regulator (SHR), it has been confirmed that any void days lost as a direct result of a utility meter having had to be replaced and where, as a result, the property was unsafe to reside in, can be excluded from the number of days to re-let a property. Only days from contacting the utilities company through to replacement/repairing the meter may be discounted. Figures from quarter 1 have subsequently been amended in both the voids and allocations reports and these are highlighted as presented.</li> <li><b>Correspondence</b>  The Head of Housing Services read over a letter from the SHR regarding tenant safety and cyber security.   The Housing Services Manager advised that robust information, processes and monitoring tools were all in place in relation to tenant health and safety and these were referenced and accessible within the annual assurance statement evidence documentation.   The Head of Housing Services confirmed that the Association met all five cyber security criteria as laid out in the SHR letter and that these were evidenced through our IT Policy and audit processes. It was agreed that we look into becoming 'Cyber Essentials' accredited as recommended by the SHR in its letter. The Head of Housing Services will start this process and an update will be provided at a future Management Committee meeting.</li> </ol>	<b>Ms D. Smith</b>	<b>Elected Member (Chairperson)</b>	<b>Mr J. Calderwood</b>	<b>Elected Member</b>	<b>Mrs K. Tennant</b>	<b>Elected Member</b>	<b>Ms. L. Breeze</b>	<b>Casual Vacancy</b>	<b>Cllr M. McNair</b>	<b>Co-opted Member</b>	<b>Mr J. Farrell</b>	<b>Head of Housing Services</b>	<b>Ms A. Macfarlane</b>	<b>Housing Services Manager</b>
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<u>ACTION</u>	<p><b>5. Declaration of interest</b> There were no declarations of interest made.</p> <p><b>6. Voids &amp; Lettings Report – Quarter 2 2019/20</b> The Head of Housing Services ran over the report issued prior to the meeting, with the following points noted or raised:</p> <ul style="list-style-type: none"> <li>• The Sub-Committee sought clarification on an invoice that had been signed in relation to pass doors within a void. The Housing Services Manager clarified that the work in question did not relate to any void in the report, but was part of adaptations work within an existing tenancy.</li> <li>• The Housing Services Manager highlighted void reference 1287, advising that the void costs totalling c. £11k were as a result of a significant amount of work required within the property and removal of asbestos sheeting from sheds in the garden.</li> </ul> <p>The remainder of the report was noted with no questions asked.</p> <p>At this point, the Chairperson indicated that reports 20 to 24 would now be presented prior to reports 7 to 19.</p> <p><b>20. Carbon Management plan update</b> The contents of the report were noted by the Sub-Committee.</p> <p><b>21. General Maintenance Report</b> <b>Stock Condition Survey / Review of Life Cycle Costs</b> The Housing Services Manager advised that this years' stock condition survey is now complete with 213 properties being surveyed. The final report is due to be received mid-November.</p> <p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>• Reactive repairs contractors – this framework agreement has now been uploaded on the Public Contracts Scotland website. The Housing Services Manager advised that the timescales contained within the report should all be advanced by 7 days.</li> <li>• Open space maintenance &amp; legionella testing contracts – will be advertised on PCS in November 2019 with a start date of 1 April 2020.</li> </ul> <p><b>Energy Efficiency Improvement Scheme – HEEPS funded project</b> The contents of the report were noted by the Sub-Committee.</p> <p><b>Save Scotland Energy – Energy Efficiency Works</b> The Housing Services Manager advised that new guidance for acquiring funding for cavity wall insulation meant that 125 Dumbarton Road was</p>
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**ACTION**

not able to be completed due to the ratio of tenants/sharing owners within the block. As a result the cost of scaffolding, approved by the Sub-Committee last month, was reduced from £17,500 to £10,212.

The remainder of the reported was noted by the Sub-Committee.

**EPC Surveys** – noted by the Sub-Committee.

**ARC Indicators 19, 20 & 21 – Medical Adaptations**

The Housing Services Manager advised the Sub-Committee that a HAG claim in the sum of c£27,000 was in the process of being submitted. This was noted by the Sub-Committee and no questions were asked.

**Central Heating – Dumbarton Road**

The Sub-Committee noted that the result of the funding application is expected in November 2019.

**Reactive Maintenance Budget** – noted by the Sub-Committee

**Air Eliminators – Multi-Storey Flats**

The Housing Services Manager advised that these works had now been completed with little or no disruption to tenants. The contractor who carried out the works had brought the old pipework into the office and it was evident that these were badly corroded and in need of immediate replacement.

**Smoke, Carbon Monoxide and Heat Detectors**

The Sub-Committee noted that this contract has now been advertised on the Public Contracts Scotland website.

**Attlee Place – External Wall Insulation and Roof Replacement**

The Housing Services Manager advised that the applications for funding through HEEP grants and the Decarbonisation Fund had both been unsuccessful however we will continue to source avenues for funding of these works.

**Radnor Park**

The Housing Services Manager referred to the report and liaison that has taken place with Radnor Park Multi's Tenants and Residents Association (RPMTRA).

A number of proposals had been put forward by RPMTRA for works which were not contained within budgets for the current year. These were:

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- Tree maintenance - £2,844
- Additional grounds maintenance - £2,340
- Replacement front/rear door mats – unknown cost at present
- Additional car parking spaces - £3,400
- Repairs to hardstanding areas - £11,600

Full discussion took place on each proposal and the Housing Services Manager confirmed that two quotes had been received for each proposal and the costs contained in the report were the lowest quotes. Discussions had also taken place with the Head of Finance & Corporate Services on what works could be incorporated into existing budgets.

The Housing Services Manager recommended that the hardstanding areas were a priority to ensure there were no trip hazards.

With regard to the door mats, it is proposed that a price be obtained for fitting at one block and to monitor its effectiveness over the next 2/3 months and if successful to budget for the remaining blocks in the next financial year.

After further discussion the Sub-Committee unanimously approved the repairs to the hardstanding areas and tree maintenance as well as replacement door mats if the cost can be included in an existing budget.

**Ian Smith Court & Fleming Avenue**

The Housing Services Manager referred to the report and the quotes that had been received to carry out cleaning of the brickwork and hardstanding areas.

Discussion followed on this proposal and how carrying out this work would enhance the aesthetics of the buildings. It was noted [REDACTED] [REDACTED] would be contributing £1,000 bringing the total cost to CHA of £7,054.00. The Housing Services Manager advised the Sub-Committee that c£7,000 had been saved from the scaffolding costs at Dumbarton Road and this amount had already been allocated to a budget.

The Sub-Committee unanimously approved the quote of £7,054.00 to carry out these works.


**22. ARC Statistical Reports**

- a) Maintenance (including medical adaptations)**
- b) Scottish Housing Quality Standard (SHQS)**
- c) Energy Efficiency Standard for Scottish Housing (ESSH)**


The statistics contained within the above reports were noted by the Sub-Committee.

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	<p><b>23. Repairs Reports</b></p> <p><b>a) Cyclical Repairs</b> The Housing Services Manager referred to the report. Discussion took place on the various contracts and progress / spend to date.</p> <p><b>b) Major Repairs</b> The Housing Services Manager referred to the report and discussion took place on the various contracts and progress / spend to date.</p> <p><b>24. Contractors Performance Report</b> The Housing Services Manager referred to the report which stated that  had been suspended for carrying out any works for us due to the poor performance in providing invoices timeously. Since the report was prepared this contractor has now provided all outstanding invoices and paperwork and has been advised they will be awarded work if their improved performance in this area continues.</p> <p>The remainder of the report was noted by the Sub-Committee. At this point the Housing Services Manager left the meeting.</p>
JF	<p><b>7. Allocations Report – Quarter 2 2019/20</b> The Head of Housing Services ran over the report issued prior to the meeting, with the following points noted or raised:</p> <ul style="list-style-type: none"> <li>• The Sub-Committee requested information on whether or not any of the abandonments, as listed on page 2 of the report related to Universal Credit cases, as this may be an indicator that the tenancy had been used purely to secure an initial UC payment before the tenant moved on. The Head of Housing Services agreed that he would investigate this and report back at the next Sub-Committee meeting.</li> <li>• The Head of Housing Services highlighted the improved performance in refusal of offers and time to re-let as detailed in the report. The Sub-Committee noted the improvements and the comments in the report.</li> </ul> <p>The remainder of the report was noted with no questions asked.</p>
JF	<p><b>8. Anti-social Behaviour &amp; Estate Management Report Quarter 2 2019/20</b> The Head of Housing Services ran over the report issued prior to the meeting, with the following points noted or raised:</p> <ul style="list-style-type: none"> <li>• Following discussion, it was agreed that we conduct a survey for tenant's views at Radnor Park on whether or not tenants should be allowed to keep a dog in the flats. It was also agreed that a further</li> </ul>

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JF	<p>question be included to ask whether or not tenants would want to keep a dog should the policy change in the future.</p> <p>The remainder of the report was noted with no questions asked.</p> <p><b>9. Arrears Management Report – Quarter 1 2019/20</b>  The Head of Housing Services ran over the report issued prior to the meeting, with the following points noted or raised:</p> <ul style="list-style-type: none"> <li>• Discussion took place on innovative ways to try and tackle former tenant arrears. It was noted that [REDACTED] had very low FT arrears. It was agreed that the Head of Housing Services would contact [REDACTED] to arrange a meeting for staff to see how they are tackling FT arrears. </li> </ul> <p>The remainder of the report was noted with no questions asked.</p>
JF	<p><b>10. Legal Issues Report</b>  The Head of Housing Services ran over the report issued prior to the meeting, with all cases agreed as per the report with the exception of:</p> <ul style="list-style-type: none"> <li>• Case 2 – The Head of Housing Services agreed to seek clarification from the Housing Officer on whether or not the property had been recovered through abandonment proceedings as the dates contained in the report looked unclear. It was agreed that if this was the case, that a decree for recovery of the debt owed be sought as per the report and the Sub-Committee notified of this by email following the meeting. If not, then a fresh poll will be conducted by email following the meeting.</li> </ul> <p><b>11. Universal Credit Report – Quarter 1 2019/20</b>  The Head of Housing Services ran over the report issued prior to the meeting, with no further points being noted or raised.</p> <p><b>12. Keep Scotland Beautiful Action Plan</b>  The Head of Housing Services ran over the report issued prior to the meeting, with the following points noted or raised:</p> <ul style="list-style-type: none"> <li>• Improvement items from the Broomhill Flats visit will be detailed in the January 2020 update, not 2019 as stated in the report.</li> </ul> <p>The remainder of the report was noted with no questions asked.</p> <p><b>13. Section 5 performance report</b>  The Head of Housing Services ran over the report issued prior to the meeting, with no further points being noted or raised.</p>

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**14. Extension of CIRC service**

The Head of Housing Services ran over the report issued prior to the meeting, with payment to CIRC for October 2019 and if necessary November 2019 as detailed in the report being unanimously agreed.

**15. Annual Benchmarking Report**

The Head of Housing Services ran over the report issued prior to the meeting, with no further points being noted or raised.

**16. Lodgers Policy Review**

The Head of Housing Services ran over the report issued prior to the meeting, with the following points noted or raised:

- A Sub-Committee member asked whether a rule requiring a tenant to have been resident for 12 months before being able to submit an application for lodger should be included in the policy. Following discussion, it was agreed not to include this rule as there was no legal ground allowing such a clause, meaning it would be very difficult to uphold such a rule in the event of any legal challenge.

The Sub-Committee unanimously approved the policy.

**17. Scottish Secure tenancy Agreement**

The Head of Housing Services ran over the report issued prior to the meeting, with no further points being noted or raised.

The Sub-Committee unanimously approved the tenancy agreement.

**18. Housing Management Customer Satisfaction Statistics 2018/19**

The Head of Housing Services ran over the report issued prior to the meeting, with no further points being noted or raised.

**19. 2019/20 ARC Preparation Report**

The Head of Housing Services ran over the report issued prior to the meeting, with no further points being noted or raised.

**25. Date and Time of Next Meeting**

The next meeting of the Housing Services Sub-Committee will take place at 7pm on **Tuesday 21 January 2020.**

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ACTION	<div>Meeting closed</div> <div>APPROVED .....</div> <div>PROPOSED .....</div> <div>SECONDED .....</div> <div>JF/AM 25 October 2019</div>
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