

## **Report to Clydebank Housing Association Management Committee**

**From the Tenant Panel** –Carole Sweeney, Gavin Lang, Patricia Betty (Central Clydebank), Sandra Queen, Jessie McCormick, Elma Stewart, Jim Stewart (Radnor Park)

**Apologies** – David Sweeney (Central Clydebank)

**12 December 2019**

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We took the task of reviewing the Association’s recording and reporting of **Energy Efficiency Standard for Social Housing (EESH)** seriously. We chose the topic on 06 November 2018 after being provided with various areas of Association performance which may be of interest (Appendix 1). We felt energy efficiency was a very topical subject. We commenced in March 2019 and concluded in October 2019. We are pleased to say that **overall we felt satisfied with the Association’s recording and reporting of Energy Efficiency Standard for Social Housing (EESH)**.

### **Aim**

We set out with the aim that any improvements identified could help:

- Improve procedures, policies and processes, where possible
- Improve performance
- Identify improvements in value for money
- Assist in meeting Scottish Social Housing Charter outcomes on housing quality and maintenance particularly point 4. regarding meeting the EESH by December 2020
- Provide time for analysing and reflecting on the recording and reporting of the EESH

### **Scrutiny Activity**

To gather information and inform our report we:

1) Met on 12 March for our first EESH performance scrutiny exercise session, the aim of which was to provide an overview. The Head of Housing Services, Housing Services Manager, Maintenance Officer and Communications Officer were in attendance. The Panel went through an in-depth presentation and discussion including:

- SHQS and EESH background and standards to be met and why
- SAP ratings & evolving standards
- Reviewing EPCs for a variety of stock
- Improvements made over the last few years
- Cloning mechanisms
- Abeyances and difficulties
- Viewing EPC recording live on Kypera
- Reviewing ARC submission on the EESH and progress to date

After discussion, we wished to meet after the Scottish Housing Network audit planned for 29/30 April. We decided the content of the next meeting was to include the Association’s processes of

recording and reporting and progress towards completing the Association's EESSH return to the Scottish Housing Regulator (due at the end of May).

2) Met on 14 May to discuss the audit results, review our processes of recording and reporting EESSH information and progress towards completing the ARC EESSH return. The Head of Housing Services, Housing Services Manager, Maintenance Officer and Communications Officer were in attendance.

We all received a copy of the Scottish Housing Network audit report and the Maintenance Officer spoke over each area in turn and it could be seen that improvements in the approach toward the EESSH had been noted but there were a few matters outstanding.

An improvement was highlighted where pivot tables were used to more easily show data and gives tenants/auditors etc. confidence in data presented without being labour intensive. One improvement that could be put in place was staff updating the energy efficiency data after major repair contracts. Recommendations were discussed and testing is in place for each.

Each table in the ARC report draft was talked over in turn and the following was noted:

- 24/25 properties with no data at present require to be put through as failures
- Only 8 no. properties where compliance is unknown
- 85 no. don't meet the standard at present
- Possibility of putting gas into properties at Dumbarton Road as CHP Plant at Queens Quay
- The availability of components/parts/spare parts for boilers

3) Met on 18 June with the Head of Housing Services, Housing Services Manager and Maintenance Officer where Association recording of performance and reporting was discussed in detail and demonstrated and tested live on the housing system via the presentation screen.

4) Met on 22 October to draft this report and on 11 December to finalise the report.

5) Separately, we also fully participated in the Association's Business Plan review 2019/2024 and target review 2019/20 in a session with the Head of Housing Services.

## **Observations/Recommendations**

### **What works well?**

- **Skilled staff** – it was clear that Jack Devlin, Maintenance Officer, who attended and Alison Macfarlane, Housing Services Manager, have a great deal of experience in the topic and attend forums etc. to further their knowledge. Jack and George, also a Maintenance Officer, are trained EPC assessors and this has provided them with a wealth of knowledge on energy efficiency. It was acknowledged that although there is in-house EPC expertise it is not an effective use of resources for the Maintenance Officers to carry out EPCs
- **Energy Efficiency advice** – The Association putting the importance of Energy Efficiency advice in all projects at the forefront (many Centre81 projects)
- **Programme of works** – the ongoing work by the Association to improve ratings through external wall insulation, internal wall insulation and cavity wall insulation

- **HEEPS Loan** – the Association apply for and being successful in getting an interest free loan of £496k over 10 year to carry out energy efficiency improvement works as mentioned
- **Beanbag** – the Association embracing technology which could assist in the future
- **Reporting** – quarterly reporting to your management committee on progress
- **Carbon Management Strategy** – the Association’s strategy which was launched in 2018 in partnership with Keep Scotland Beautiful

#### **What can be done better?**

- **Extracting data** – it was clear that in the process of extracting data from the housing system for performance monitoring/auditing purposes was complex, requiring sub-sheets and sub-sheets and that running reports was extremely time consuming. If a more convenient system for recording and reporting was available it could provide value for money
- **Access to properties** – the lack of access to a number of properties was noted but it is appreciated that the issue can only be forced if it is for essential work, not necessarily EPCs. Also breach of tenancy could not be issued but that improved link up working could be carried out so that EPCs are carried out during major repairs, statutory checks etc. and that this could be flagged on the housing system
- **EPC/Rent Arrears** – it was of interest whether there was any correlation between those in rent arrears and those who have lower EPCs and thought this could be explored

Any feedback from the Management Committee is of course welcome on the process we followed and the points raised/conclusion.

## Clydebank Housing Association Limited

### 06.11.18 Scrutiny Themes for Discussion

Please find below some of the areas of our ongoing work which may help with the selection of your next scrutiny topic.

<b>Governance</b>
Scottish Housing Regulator & Regulatory Framework
Model Rules, Standing Orders, Remits, Delegated Authority
Entitlement, Payments and Benefits/Declaration of Interest
Code of Conduct and Code of Management Practice
Risk Management
<b>Housing Management</b>
Rents, Welfare Reform and legal issues
Allocations, Sub-letting and lodgers, Voids and Abandonments and legal implications
Estate Management, Anti-social behaviour and legal issues
Tenancy Sustainment
Housing Management Policies
<b>Maintenance</b>
Categories of Repair (Routine, Cyclical, Major Repairs) inc. Right to Repair, Compensation for Improvements & Life Cycle Costings
Energy Efficiency Standard for Social Housing (EESH)
Health & Safety Responsibilities inc. asbestos, legionella, gas servicing, etc.
Procurement of contractors and consultants, Partnering and framework agreements
Voids inc. lettable standard & Tenancy Agreement Rights & Responsibilities
Maintenance Policies inc. Social Work Adaptations
<b>Development, Wider Role, Regeneration</b>
Wider Role/Regeneration Programmes and funding
Development inc. WDC Local Housing Strategy (LHS) & Strategic Housing Investment Plan (SHIP)
Finance
Budgets, Rent Setting and Management Accounting
Business Planning – short, medium, long term projections
Interpreting Annual Accounts
Treasury Management – Borrowing & investment of funds
SHR and other financial reporting requirements
<b>General</b>
Information Technology - Internet/CHA Intranet/Email, etc.
Tenant Participation & consultation including SSHC (ARC)
Complaints Handling
Equality and Diversity (Services and Employment)
Factoring
Recruitment and Selection & Employment contracts
Management Committee Appraisals
Succession/Office Bearer Responsibilities