

MINUTES OF MEETING OF THE HOUSING SERVICES SUB-COMMITTEE HELD ON TUESDAY 21 JANUARY 2020 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<u>ACTION</u>	<p>Present:</p> <table border="0"> <tr> <td>Ms D. Smith</td><td>Elected Member (Chairperson)</td></tr> <tr> <td>Mr J. Calderwood</td><td>Elected Member</td></tr> <tr> <td>Mr J. O'Donnell</td><td>Elected Member</td></tr> <tr> <td>Ms. L. Breeze</td><td>Casual Vacancy</td></tr> </table> <p>Quorum required: 4 members (excluding co-opted) Quorum achieved: Yes</p> <p>In Attendance:</p> <table border="0"> <tr> <td>Mr J. Farrell</td><td>Head of Housing Services</td></tr> <tr> <td>Ms A. Macfarlane</td><td>Housing Services Manager</td></tr> </table>	Ms D. Smith	Elected Member (Chairperson)	Mr J. Calderwood	Elected Member	Mr J. O'Donnell	Elected Member	Ms. L. Breeze	Casual Vacancy	Mr J. Farrell	Head of Housing Services	Ms A. Macfarlane	Housing Services Manager
Ms D. Smith	Elected Member (Chairperson)												
Mr J. Calderwood	Elected Member												
Mr J. O'Donnell	Elected Member												
Ms. L. Breeze	Casual Vacancy												
Mr J. Farrell	Head of Housing Services												
Ms A. Macfarlane	Housing Services Manager												
	<ol style="list-style-type: none"> 1. Apologies Apologies were received from Councillor Marie McNair. 2. Chairperson's Remarks There were no remarks from the Chairperson. 3. Business carried over from last meeting There was no business carried forward 4. Correspondence There was no correspondence. 5. Declaration of interest There were no declarations of interest made. 6. Voids & Lettings Report – Quarter 3 2019/20 The Head of Housing Services and the Housing Services Manager ran over the report issued prior to the meeting, with the following points noted or raised: 												
JF/AM	<ul style="list-style-type: none"> • The Sub-Committee requested that future reports show only the lets for the quarter in question, with the exception of the end of year report where full details are necessary. This was agreed. • It was highlighted that at an average of 14.59 calendar days, letting performance was now within the target of 15 calendar days. Continuous improvement from quarter 1 through to quarter 3 was also noted. 												
JF/AM	<ul style="list-style-type: none"> • The information in the repairs cost minus major repairs column requires to be reworked as the on checking prior to the meeting, it was noted that they are higher than the figures showing on the housing management system when they should show as lower after the deduction of major repairs. This also affects the total void cost column. It was agreed that the report will be reworked to correct figures post meeting and that the corrected version will be emailed out. All other information in the report was confirmed as correct. 												

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<u>ACTION</u>	<p>The remainder of the report was noted with no further questions asked.</p>
7.	<p>Allocations Report</p> <p>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"> • The report makes overall positive reading, with improvements noted across all letting statistics during the quarter. • The 69 voids for the year to date is significantly less than the 98 at the same point last year. It is hoped that this will have a positive impact on tenancy sustainment figures going forward. • Table 3a – letting targets are being met for all groups • The refusal rate of housing offers continues to drop with the figure now at 31.25% for the year to date, this being significantly less than the 40.60% achieved in the previous year. • The number of applicants looking for multistorey flats at Radnor Park has increased with a total of 181 applicants looking for this area, 75 of whom have a demonstrated housing need. This compares to 165 applicants and 59 with housing need at the end of the last quarter. This increase in demand is positive in terms of lettings. • 95% of new tenant visits due have now been completed. This is a significant improvement over the 79% reported in the last quarter and follows a targeted approach by staff during the quarter.
	<p>The remainder of the report was noted with no further questions asked.</p>
8.	<p>Antisocial Behaviour & Estate Management Report</p> <p>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"> • Tenants at Radnor Park have been surveyed on cage areas at the flats. Preliminary results show around a 30% response rate with over 90% stating they want cage areas to be used as storage areas for tenants. This may mean reinstating our policy of allocating cage areas to tenants instead of the areas being set aside for other uses. A full report will be submitted at the next available Housing Services Sub-Committee. • Radnor Park tenants were also surveyed regarding the keeping of dogs in the flats. Again, we received around a 30% response rate, however the results were split between keeping the current no dogs policy and allowing dogs under certain conditions. Again a full report will be submitted at the next available Housing Services Sub-Committee
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	<p>The remainder of the report was noted with no further questions asked.</p>

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9. Arrears Management Report

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

- Despite remaining steady through to the end of November 2019, December 2019 saw an increase of £8,668 in current tenant arrears. This is the equivalent of around 28 tenants missing their rent payment during that month. We will now be making contact with all tenants who missed their payment to ascertain reasons and obtain payments and agreements. Appropriate action will be taken against tenants who fail to address the situation.
- Despite the above, December 2019 represented the first month of 2019/20 where gross arrears levels were below those of the previous year, with a percentage of 3.70% against 3.73% from the previous year.
- Arrears recovery remains a priority and the aim over the next quarter is to reduce the current gross arrears figure.

The remainder of the report was noted with no further questions asked.

10. Legal Issues Report

The Head of Housing Services ran over the report issued prior to the meeting, with all recommended actions contained in the report agreed.

11. 2019/20 Quarter 2 Section 5 (Homeless nominations) Report

This for information only report from West Dunbartonshire Council was noted.

12. Draft Legal Action & Eviction Policy

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

- The Policy is being introduced following our Assurance Statement action plan and will be complimented by a procedure which will be used by staff during any legal action processes.

The policy was approved.

13. Clydebank Independent Resource Centre (CIRC) Annual Reports 2018/19

These for information only reports from CIRC were noted.

14. Carbon Management Plan

The Sub-Committee noted the contents of the report and no questions were asked.

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<u>ACTION</u>	<p>15. Gas Safety Policy The Housing Services Manager referred to the draft Gas Safety Policy and explained that we had previously adopted the policy contained in the Landlord Safety manual and this draft was a CHA specific policy.</p> <p>The Policy was unanimously approved by the Sub-Committee.</p> <p>16. Maintenance Report - General</p> <p>a) Stock condition survey / review of life cycle costings The Housing Services Manager advised that we are currently liaising with Brown + Wallace to ensure additional items like asbestos surveys and maintenance of unadopted road/pathways are included in our updated LCC.</p> <p>b) Procurement The Housing Services Manager updated the Sub-Committee on current position on the various contracts.</p> <p>c) Save Scotland Energy – Energy Efficiency Works The contents of the report were noted by the Sub-Committee.</p> <p>d) EPC Surveys The contents of the report were noted by the Sub-Committee</p> <p>e) ARC Indicators 19,, 20 & 21 – Medical Adaptations Discussion took place on the report and it was noted that planning permission for the ramps at Radnor Park is expected to be in place by the end of February.</p> <p>f) First time central heating – Dumbarton Road Lengthy discussion took place on the this section of the report, in particular the problems being experienced with fuel poverty by tenants as a result of the existing outdated electric storage heating system and being tied to only one utility supplier because of this. The Housing Services Manager advised that funding is available to pay for a portion of the installation of gas central heating in those properties which have had internal wall insulation fitted. Discussion also took place on the future of gas fired central heating and the possibility of linking in to the district heating scheme at Queens Quay in the future. The Sub-Committee agreed that it was crucial that we acted now to assist these tenants by installing a cheaper gas heating system and unanimously agreed to match fund to a maximum of £41,600.</p> <p>g) The Housing Services Manager advised that the figures to 31 December 2019 were not yet available and the figures contained within the report were to 30 November 2019. This was noted by the Sub-Committee.</p> <p>h) Smoke, Carbon Monoxide and Heat Detectors The Housing Services Manager explained the delays in the procurement process and that when the tender report is available this will be circulated for approval.</p> <p>i) The contents of the report were noted by the Sub-Committee.</p> <p>j) The Sub-Committee noted the improvement at Ian Smith Court and Fleming Avenue following the pressure cleaning of the stonework.</p>
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<u>ACTION</u>	<p>17. ARC Statistical Reports a) Maintenance (including medical adaptations) b) Scottish Housing Quality Standard (SHQS) c) Energy Efficiency Standard for Scottish Housing (ESSH) The Housing Services Manager advised the Sub-Committee that this report now contained benchmarking statistics i.e. Scottish Housing Network average, district average and Scottish average. The statistics were noted by the Sub-Committee and no questions were asked.</p> <p>18. Repairs Reports a) Cyclical Repairs b) Major Repairs The Housing Services Manager ran through both reports and advised the Sub-Committee that some contracts had fallen behind schedule due to various reasons but that these will now be prioritised to get them back on track as a matter of urgency.</p> <p>19. Contractors Performance Report The contents of the report were noted by the Sub-Committee and no questions were asked.</p> <p>20. Date and Time of Next Meeting Following discussion, it was agreed that an extra Housing Services Sub-Committee meeting would be held on Tuesday 10 March 2020. This meeting is in place of the scheduled Business Planning Session which will be re-scheduled to a later date, likely in April. Email notifications will follow.</p> <p>It was also agreed at the request of the Sub-Committee that, if possible, a 5.30pm or 6pm start to the 10 March meeting would be set, subject to the agreement of all Housing Services Sub-committee members. The Head of Housing Services agreed to send out an email to this regard.</p> <p><u>Meeting closed</u></p> <p>APPROVED</p> <p>PROPOSED</p> <p>SECONDED</p>
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JF/AM 24/01/20