

Knowes Housing Association
Housing Management Sub Committee
Tuesday, 22nd January 2019
Knowes Housing Association Offices, Field Road, Faifley

MINUTE OF MEETING

Present:

Rhona Polak
Frank Newey
Billy Stevenson
Sheila Cope
Martin Harvey, Housing Manager

1.0 Apologies

1.1 Yvonne MacDonald, Katie Devaney

2.0 Minutes of Last Meeting – 27th November 2018 and Matters Arising

2.1 Minutes agreed as accurate. Only question asked was about the eviction that was approved at the last meeting. Martin confirmed that the tenant had come in and cleared rent account balance and also legal expenses resulting in the eviction being cancelled. No other matters arising.

Proposed by Rhona Polak and seconded by Frank Newey

3.0 Declaration of Interest

3.1 There were no declarations of interest on any of the items contained within the agenda.

4.0 Void Loss Report

4.1 Martin outlined the void loss for December. The void report has been altered to allow members to see the difference in the financial void loss and also that which is reported to the Scottish Housing Regulator to take into account the re-categorised voids, (those voids where we have subtracted days in repair where work is major and house could not be considered habitable while on-going). This shows a marked difference in performance. The members agreed that it would be worthwhile continuing to receive the revised report.

- 4.2 The lettings time out with repairs was excellent and this reflected on the great work the Allocations team were doing

Report noted by members

5.0 **Arrears Summary Report**

Martin highlighted an increase in arrears for December with the predicted December spike resulting in a marked increase in gross arrears, up to £114,424, from November's £90,716. Housing Staff will focus on arrears management over the next few months to bring the arrears levels down.

No other comments from members on arrears report.

Report noted by members.

a) Bedroom Tax – Update - Martin advised that Bedroom Tax cases are being managed with the assistance of DHP covering the shortfall.

b) Universal Credit – Martin confirmed UC cases had begun to increase after the full service roll out started in November 2018. At present this is a slow but steady increase and will continue in this vein after the government confirmed that mass transition would be put on hold until they trial this out on a smaller number of cases.

6.0 **Anti-social Behaviour Report**

Martin presented an outline of the ASB cases received in Quarter 3. 14 Lower level cases, category C were received in the 3 months, October to December. This underlined that there weren't any significant issues in the area and those that were being reported were low level neighbour disputes that were being managed well.

Report Noted by Members

7.0 **Allocations Report – Quarter 3**

- a) Allocations by street and apartment size**
- b) Housing Application analysis**
- c) Nominations analysis**
- d) Quarterly Lettings Report**
- e) Quarterly Offers Report**
- f) Quarterly Terminations Report**
- g) Quarterly Section 5 analysis**

All allocations reports noted by committee with no questions asked.

8.0 **Any Other Business**

Martin asked the committee to ratify a slight amendment to the ASB policy to make it clearer about what action we could take when dealing with a complaint from an owner about an owner, a sub-let tenant or lettings agency against an

owner or an owner against a tenant. The members agreed to the changes and suggested that it should be added as an appendices to the current ASB Policy.

9.0 Date of Next Meeting

19th February 2019 at 6.30

Minutes Approved By Chair – Signed

Date