

# Knowes Housing Association

## Housing Management Sub Committee

Tuesday, 16<sup>th</sup> April 2019

Knowes Housing Association Offices, Field Road, Faifley

### MINUTE OF MEETING

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**Present:**

Yvonne MacDonald  
Katie Devaney  
Rhona Polak  
Sheila Cope  
Martin Harvey, Housing Manager

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**1.0 Apologies**

1.1 Billy Stevenson

**2.0 Minutes of Last Meeting – 19<sup>th</sup> March 2019 and Matters Arising**

2.1 The minute was agreed as being accurate.

2.2 Proposed by Sheila Cope and seconded by Yvonne MacDonald.

**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 Quarter 4 and how well the teams had performed. The members were impressed with performance and even looking at the overall lettings days out-with the re-categorised days, the performance was still excellent at 13.1 calendar days on average for the 111 lets we had over the year.

**4.2 Report noted by members**

**5.0 Arrears Summary Report**

Martin confirmed that the team did not meet the targets set at start of the financial year and Gross arrears were £124,746, or 3% with target of 2.5%. Net arrears were £48,807, 1.18% with a target of 0.9% set. Although figures were disappointing there were extenuating circumstances with UC starting to hit performance with approximately £20,000 attributed to arrears built up by the 73 UC case we had at the end of March. Committee members stated that even though the performance was not met they were impressed with what the team had achieved and that it wasn't only Knowes that was seeing the impact of UC, it was all landlords.

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** – this covered in arrears report with Martin also highlighting that arrears for UC cases was standing at £25,544.

**6.0 Quarter 4 ASB Report**

There were 28 ASB complaints received in the last quarter of the year and this contributed to the yearly figure of 97 complaints. This is down from the previous years total of 126 cases. All cases were category C which is primarily nuisance complaints around noise, dogs, kids etc.

**The members noted the report**

**Quarter 4 Allocations Report**

**7.0**

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

**Any Other Business**

**8.0**

1. EDC Nomination agreement approved by Committee
2. 2019/20 Lettings Plan was discussed and approved by Committee.
3. Bulk uplift report – Martin presented a report outlining the proposal to continue with the bulk uplift service for 2019-20. It was agreed that the introduction of the service had been a great success and the members thought that it was something that they wanted to continue and approved the report and for the service to remain in place for the forthcoming year.
4. Allocations Policy – the Policy content was covered by Martin who highlighted some of the changes brought about by the implementation of the Housing (Scotland) Act 2014. The members had been sent the policy a number of weeks prior to this meeting and there were no concerns or issues raised by them regarding the content of the document or the aims of the policy and approved it.

**Date of Next Meeting**

28<sup>th</sup> May 2019

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**Minutes Approved By Chair – Signed .....**

**Date .....**