

Knowes Housing Association

Housing Management Sub Committee

Tuesday, 17th September 2019 2019

Knowes Housing Association Offices, Field Road, Faifley

MINUTE OF MEETING

Present:

Rhona Polak
Billy Stevenson
Gary Clark
Sheila Cope, Convenor
Lynsey Chrystal
Martin Harvey, Housing Manager

1.0 Apologies

1.1 Katie Devaney, Yvonne MacDonald, Claire McGraw

2.0 Convener and Vice Convener

2.1 As this was the first meeting after the AGM, held on the 3rd September, Martin asked the Members to select the new convener and vice convener for the group. Billy nominated Sheila and Lynsey seconded this. Sheila agreed to this nomination. Yvonne was nominated by Rhona and seconded by Billy. As Yvonne was not in attendance at the meeting this will need to be agreed by her at the next meeting in October.

3.0 Minutes of Last Meeting – 20th August 2019 and Matters Arising

3.1 Sheila raised the item on page 1 and 2 about benchmarking, and asked what the position was. Martin related the details sent in by Claire regarding her thoughts on getting benchmarking in place on a quarterly basis. Other members had mixed views on this. Gary felt that the work involved in getting information outweighed the benefits of this. Rhona suggested that it was only worthwhile if we are measuring our performance against similar Associations and more importantly using the exercise to find ways to improve performance. Other members stated that benchmarking was only worthwhile taking into consideration the context of who and what we are looking at and how often this was done. Others felt that there was not sufficient benefits in introducing this.

- 3.2 Martin confirmed that Pierre circulates to the Committee, the Quality and Efficiency Forum, Sharing Good Practice report that is produced from the ARC returns of 24 RSL`s from the West of Scotland. Martin circulated a copy of the report from 2018-19 to the members to look at and proposed that this could be used to review performance on an annual basis. Martin asked if this would be sufficient to allow members to measure how we are performing against our peers. Billy asked if we could separate the Housing Management section.
- 3.3 Martin also confirmed that the Housing Managers Forum had raised the prospect of quarterly benchmarking with each of the Landlords in WDC and if this was to happen, Martin will report on this at the meetings.
- 3.4 It was agreed by members that the yearly QEF and the Housing Managers Forum benchmarking, if it happens, would be sufficient to cover this point.
- 3.5 No further matters arising and minute proposed by Billy Stevenson and seconded by Gary Clark.

4.0 Declaration of Interest

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

5.0 Void Loss Report

- 5.1 Martin outlined the void loss up to the end of August. No questions were asked on this item.

5.2 Report noted by members

6.0 Arrears Summary Report

- 6.1 Martin outlined the performance in August showing a slight increase in Gross arrears. Martin confirmed that all cases are being managed and staff were working hard to reduce arrears levels.
- 6.2 UC continues to have an impact on the arrears with £31,000 associated with UC cases up to the end of August.
- 6.3 Gary commented that he thought the performance was still very good taking into consideration the impact of UC. No other comments from members on arrears report.
- 6.4 **Report noted by members.**

7.0 Any Other Business

- 1. Domestic Abuse Policy** – Members praised the policy being introduced and asked that before being approved it is circulated to external agencies to comment on. It was agreed that Martin would send to WDC, Police, and Women’s Aid to allow feedback on areas that we may have not covered and to make them aware of what we were

introducing. Members also requested that we publicise this and Martin confirmed that this would be on our web site as well as the next newsletter. It was also proposed that this could also be publicised at the local schools. Martin confirmed that he would discuss this with Sandra Love, Corporate Services Supervisor, who has contacts at local schools to see what can be done.

Claire, although not in attendance, asked via email, that we include a section on recharging a perpetrator of domestic abuse if they cause damage to our property. Martin confirmed that this would be included in the Policy and procedure.

Once the feedback from the external agencies has been received the Policy would be returned to the subcommittee members for approval.

- 2. Future meetings** – Martin produced a report that followed on from the August meeting where the regularity of meetings had been discussed. The report outlined the benefits to members by reducing the time required to attend Housing subcommittee meetings, on top of the other meetings they had to attend, and that this would reduce their workload, free up precious time, and ultimately make membership of the committees less demanding thus encouraging on-going membership.

Members discussed this. Both Yvonne and Claire, who had put in apologies, but had passed on their views, suggested that reducing the amount of meetings was a sensible approach and would help members manage their time better, so they were in favour of this. Members in attendance at the meeting also agreed with this, with both Gary and Lynsey stating that reducing the amount of meetings would be beneficial to them. It was agreed by members that if approved by the full committee and that it did not result in problems changing the standing orders or the committee remit, it would be trialled for a year. It was also agreed that if there was a need to meet out-with the quarterly meetings to approve Policy's, eviction request or deal with Section 7 cases then members would make themselves available, or where appropriate, items could be raised at full committee meetings.

8.0 Date of Next Meeting – 22nd October 2019 time TBC.

Minutes Approved by Members and signed off as accurate by Convener –

Signed

Date