

**Minutes of West Whitlawburn Housing Co-operative  
Performance, Assurance & Risk (PAR) Sub Committee  
Monday 21<sup>st</sup> February 2022 at 6.30pm  
Held in Whitlawburn Community Resource Centre**

**In attendance:**

**WWHC Committee:**

A Anderson (AA), Chairperson                      R Alexis (RA)                      E Kerr (EK)  
S Anderson (SA), Vice Chairperson              M Alcorn (MA)                      A Duffin (AD), Secretary  
B McNicol (BMcN)

Meeting is quorate.

**WWHC Staff:**

G Clayton, Deputy Director (DD)  
R Haughey, Assistant Director, Tenant Services (ADTS)  
J McGrory, Property Manager (PM)

**1. Apologies**

Apologies were received from D Murphy and P Welsh.

**Election of Chair**

AD was elected as Chair which was proposed by MA and seconded by EK.

**2. Declaration of Interests**

There were no declarations of interests at this meeting.

**3. Equalities and Human Rights**

**(a) Equality Data**

The ADTS confirmed that most staff have completed the iHasco Equality training and links have been sent to all Committee to allow them to access the training session. Housing Management staff will attend a training session about collecting data. Reports on data collection will commence from end of March.

**4. Previous Minutes**

**a) Property Sub Committee meeting of 18th October 2021**

The previous minutes were proposed by EK and seconded by AD and noted as an accurate record.

The Chairperson will pass the signed minutes of the previous meeting to the DD for filing.

## 5. Matters Arising from Previous Minutes

There were no matters arising.

## 6. Performance – Tenancy Services

### a) Allocations

The ADTS presented the reports on lets and demand. She highlighted that the number of lets to SLC referrals is below the quota however we hope to increase this before the end of the year. It was also noted that the lets to other sources are tenancies let to families through the Vulnerable People Relocation programme.

### b) Neighbourhood and Community

The ADTS presented the reports on offers, abandoned tenancies and court actions. She highlighted that the number of refusals has reduced as we are making better use of verbal offers. It was highlighted that more court cases have been initiated than in the previous year however the number of tenancies recovered had not increased significantly. This is in part down to successful Covid Grant claims and Discretionary Housing Payments.

### c) Access to Housing and Support

The ADTS presented the reports on voids, section 5 referrals and relet times. It was noted that the number of referrals that resulted in an offer and a let was similar to the previous year and that the length of time to relet properties is below the Scottish average relet time.

### d) Rents

The ADTS presented the reports on rent collection, rent arrears and void loss. It was noted that the figures are calculated in line with the ARC and will differ slightly from finance figures. It was highlighted that the amount of rent collected for the year to date is comparable to last year and above the Scottish average collection rate. The improved arrears position was noted and the rent less due to voids.

### e) Bad Debt Write-off

The ADTS presented the report. An interim write off of £15,385.67 was approved for former tenant rent arrears in August 2021. A further write-off sum of £23,427.98 has now been identified for former tenant write-off at the year end. This total included £67.76 former lock up arrears. This brought the total write off for the year to £38,813.65.

Committee noted that the bad debt allocation for this financial year is £110,000 and the total write off (including re-chargeable repairs) will be within the allocated budget.

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| Committee approved the bad debt write-off of £23,427.98 for former tenant arrears. |
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## **7. Performance – Property Services**

### **a) Contracts**

The DD provided a verbal update on the EICR, Smoke and Heat Alarm, and the insulation works. A written update will be provided to Management Committee at the next meeting.

Committee noted the update.

### **b) Procurement**

The DD referred to the previous contract extension report to Management Committee in January 2022 and advised that work on the procurement for the contracts noted in the report will commence in April 2022 for contracts starting in April 2023.

### **c) Reactive Repairs Performance**

The PM presented the report on the Reactive Maintenance Performance up to Q3. The PM highlighted that the figures for the average days for non-emergency repairs and the average time for emergency repairs for Q1 and Q2 contains repairs that were held from the previous year due to Covid-19 restrictions and carried out this year. As per the SHR's guidance, these should be included in this year's ARC return and once these are deducted, the figures are in line with our usual performance.

Committee noted the monitoring report.

### **d) Lift Contractor Performance**

The PM presented the lift contractor's KPI report for the period February 2021 to January 2022. A total of 62 lift breakdowns across all 12 lifts were attended to which on average is less than 1 breakdown per month per lift.

As noted in the report, all lift compliance tasks have been carried out as required.

Committee noted the monitoring report.

### **e) Planned Maintenance Programme**

The DD provided an update on the Planned Maintenance Programme and noted that the HIU servicing programme previously discussed will be carried out from April 2022.

Committee noted the update.

### **f) Stage 3 Adaptations**

The PM presented the monitoring report. 15 cases have been completed with 1 case in progress. We have 8 cases awaiting assessment from the occupational therapists.

The average days to complete the installations for 2021/22 so far is 58.5 days compared to 152 days for the year 2020/21.

There are 3 cases (1 wet floor shower, 1 over bath shower and 1 housing alarm) still to be invoiced at an estimated total of approximately £6500 which was been calculated in the remaining budget figure of £6,147.18.

Committee noted the update.

## **8. Performance - Rechargeable Repairs**

The DD advised that the bad debt write off report for rechargeable repairs will be presented to Management Committee at the February meeting. The DD added that the performance report will be presented to the next Performance, Assurance & Risk Sub Committee in May 2022.

Committee noted the update.

## **9. Performance - Tenant and Resident Safety**

### **a) Landlord Safety Compliance and b) Action Plan**

The DD presented the Landlord Safety Compliance Action plan contained in the papers.

Committee noted the update.

### **c) Fire Safety Review**

Committee noted that the next fire safety review update will be presented at the May 2022 meeting.

Committee discussed issues with bulk being dumped at the entrance door to the cage areas and combustible materials contained the cage area with a view to restricting access to the cages. The DD noted the concerns and advised that any changes to access to the cage areas would require a full tenant consultation.

Committee agreed to discuss the matter further at the next PAR sub Committee.

## **10. Assurance - Review**

Committee noted updates and progress against the assurance action plan.

## **11. Assurance - Internal Audit**

### **a) Programme**

The DD advised that a meeting will be arranged with the internal auditor to firm up the programme dates for 2022/23.

Committee noted the updated.

**b) Action Plan**

The DD highlighted that the action plan contained in the papers was reviewed by internal auditor in February 2022. The DD added that Wylie and Bissett will be in attendance at the March 2022 Management Committee to present their reports on the Follow up Review for 2020/21 and the Internal Financial Controls audit.

Committee noted the updated.

**12. Assurance - Registers**

The DD advised that share certificates will be brought to the Management Committee for signing at the meeting on 28<sup>th</sup> February.

There were no other updates required for the Co-operative's registers.

Committee noted the update.

**13. Assurance - Communication and Participation Working Group**

The DD presented the report contained in the papers and referred to the working group remit. The DD highlighted that the working group will be established in line with the Standing Orders

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| Committee approved the proposed remit of the Working Group and agreed that AA would represent Management Committee. |
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**14. Assurance - Complaints**

The DD advised that the next Quarterly Report will be due to be reported to Committee in May 2022.

Committee noted the update

**15. Assurance - Policy Review**

**a) Property Services**

The DD presented the policy reviews / new policies contained in the papers.

**(i) Right to Repair**

There have been no legislative changes relating to this Right to Repair Policy and no material changes were made.

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| Committee approved the policy review. |
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(ii) Alterations and Improvements

There have been no legislative changes relating to compensation for improvements.

At item 6.3 of the policy, the following has been proposed for inclusion:

“Fencing up to a maximum height of 1 meter may be permitted at the front of properties subject to complying with existing style and materials and to the specification of WWHC fencing installed in certain areas within the new build.”

In October 2021 Management Committee considered a request from a tenant for retrospective approval for front garden fencing installed. Approval would require a change to the policy which limits the height to 0.25m. Committee did not wish to review the policy at that time but agreed to keep the position under review.

There have been no complaints received and no further firm permission requests to install similar fencing. It would be difficult to refuse further requests given that the permission is currently implied.

Committee approved the policy review and agreed that future permission requests are considered with a decision in line with the above.

(iii) Satellite Dish Policy

No material changes were proposed to the Satellite Dish Policy.

Committee approved the policy review.

(iv) Electrical Safety Policy

This is a full new policy that was recommended as part of the Landlords H&S audit. The Electrical Safety Policy also notes our procedures in the event of no access for EICR visits which was recommended during the Business Continuity Internal Audit, reported in January 2021.

Committee approved the new policy.

(vi) Fire Safety Management

Fire Safety Management Policy includes updates to the amended legislation, in particular, on smoke and heat alarms. The policy incorporates the requirements of the policy on internal fire doors which is no longer required as a separate policy. No material changes were proposed.

Committee approved the policy review.

**b) Tenancy Services**

The ADTS presented the policy reviews contained in the papers.

(i) Allocations Policy – Tenant Consultation

The ADTS advised that this has been delayed due to other work and is due to commence after rent increases have been processed.

(ii) Lock Up Management Policy

There have been no legislative changes relating to this policy and no material changes made.

Committee approved the policy review.

(iii) Tenancy Agreement

The ADTS highlighted that the Co-operative uses the Scottish Secure Tenancy Agreement. There have been no legislative changes relating to the Tenancy Agreement and no changes proposed.

Committee approved the policy review.

(iv) Section 5 Protocol

Committee noted that the quota levels have been set at 50% of net lets since its introduction and there are no proposed changes to the Protocol at this time

Committee approved the policy review.

**16. Risk – Risk Management**

**a) Risk Management Strategy**

The updated impact scores, likelihood score, risk rating were all included in the report for the Committee to review and monitor.

Committee noted the monitoring report.

**b) Business Continuity Plan Review**

The DD presented the updated Business Continuity Plan and highlighted that the action plans have been updated with detailed procedures in the event of loss or significant damage to the Co-operative's district heating network which was previously noted in a separate document.

The report also noted that the plan was tested as a result of the pandemic from March 2020. Arrangements were subject to Internal Audit in November 2020 with a reasonable level of assurance. The plan will be reviewed bi-annually by the senior staff team and any necessary amendments made.

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| Committee approved the review of the Business Continuity Plan. |
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## **17. East Whitlawburn**

### **a) Legal agreement**

The DD provided a verbal update on the legal agreement and advised that significant progress had been made over the last few weeks and that the lawyers were finalising the wording and proof reading the legal agreement document.

The DD added that SLC have accepted the clauses we were seeking for inclusion in the document including the warranty cover at no additional costs to WWHC.

Committee noted the update.

### **b) Loan Finance**

No update required at this time.

### **c) Road Construction**

No update required at this time.

## **18. A.O.C.B.**

None.

## **19. Date and Time of Next Meeting – 9<sup>th</sup> May 2022**

### **Closed Session – Confidential Items**

No confidential items

Meeting closed at 8.00pm.