
MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF WISHAW AND DISTRICT HOUSING ASSOCIATION WHICH WAS HELD IN THE ASSOCIATION'S OFFICES AT 55 KIRK ROAD, WISHAW ML2 7BL ON TUESDAY 27th SEPTEMBER 2011 AT 6.00PM

Present: Eddie Mullen Chairperson
Cath Brown
Jean Fagan
Bill Graham
Irene Love
Liam McCabe
Frank McKay
Jim Robertson

Attending: Anne Cooper Chief Executive
Elaine Lister Assistant Chief Executive
Colette McKenna Technical Services Manager
Terry McKenna Maintenance Manager (Items 1.0 – 3.0 only)
John Stevenson Housing Operations Manager
Grant Kennedy Association Member attending as guest

Apologies: Kash Arshad
Charles Keeper
Helen Russell
Cllr Sam Love co-opted - NLC Representative

Absent: None

Special Leave: John Forbes

Personal Interest Declared: No personal interest was declared.

1.0 BOARD OF DIRECTORS – 13 SEPTEMBER 2011

1.1 Minutes

Proposed: Liam McCabe
Seconded: Cath Brown

1.2 Matters Arising

1.2.1 *Future of Shared Ownership Tenure and Open Market Purchase (Minute Item 4.2.1)*

The Board noted the report on progress.

[Assistant Chief Executive to advise on further progress.](#)

1.2.2 Easter Road Eco Garden (Minute Item 4.2.2)

The Board noted confirmation of grant and that no further updates would be given as the project could now be expected to progress in the normal way.

[Assistant Chief Executive to advise on further progress.](#)

1.2.3 Right to Buy Extension (Minute Item 9.0)

The Board noted that reports on progress would be submitted.

[Assistant Chief Executive to advise on progress.](#)

1.2.4 Tenancy Sustainment Project (Minute Item 10.0)

The Board noted that reports on progress would be submitted.

[Assistant Chief Executive to advise on progress.](#)

1.2.5 SHR Consultation Survey (Minute Item 11.7.1)

It was noted that responses to this consultation were due by 25 November, and that the Principal Officers would be compiling a response on behalf of Board Members. The Board particularly did not support the proposal to limit terms of service to six years, and an absolute maximum of ten years, and wished their objection to be put in the strongest terms.

[Chief Executive to advise on progress.](#)

1.2.6 SPSO Consultation on Model Complaints Policy (Minute Item 11.7.2)

The Chief Executive advised that a response had been discussed by the Principal Officers and submitted by her by the due date. Unfortunately it had not been possible to print out the responses as the comments boxes only showed a small portion of the text at any one time.

1.2.7 Fencing at Hallinan Gardens (Minute Item 12.1)

The Maintenance Manager has inspected the area of ground behind fencing at Hallinan Gardens and found a small quantity of site spoil. This material is clear of the fence line and the owner of the land has confirmed that they had deposited the spoil. The Maintenance Manager also confirmed that weeds along the fence line had been sprayed by the adjoining landowner.

1.2.8 Hedge at Leighton Street (Minute Item 12.2)

The Technical Services Manager reported that the Association had been aware of the overgrown planting along the boundary fence and that it was Japanese Knotweed. We have been in contact with the owner of the adjacent land and they have advised that they have arranged to treat the plant with weedkiller. We will monitor the situation to ensure the treatment is carried out.

2.0 TECHNICAL SERVICES QUARTERLY REPORTS

2.1 Development Projects in Defects Liability Period

2.1.1 Bonds Drive, Newmains

The Board accepted the report on Bonds Drive Newmains.

2.1.2 Hill Street Phase 2

The Technical Services Manager reported that the final account has now been signed by the contractor and retention monies should be released within the next couple of weeks.

2.2 Development Projects on Site

There are no development projects on site.

2.3 Development Projects in Planning Stages

2.3.1 Main Street, Wishaw

The report on Main Street Wishaw was accepted by the Board. The Technical Services Manager advised that the first full project team meeting will take place this week. We can now begin work in earnest to agree the strategy for developing and funding the full project and working up more detailed proposals for the housing element.

2.4 Potential Development Projects

2.4.1 The report on Potential Development Projects was accepted by the Board without comment.

2.5 HAG Spend in Development

The Board accepted the report on HAG spend on medical adaptations.

The Technical Services Manager reported that the Government has announced a first, and a second, tranche of funding through the Innovation & Investment Fund within the last week. Four RSL projects have been awarded funding in North Lanarkshire – two for Link Housing Association, one for Sanctuary and One for Clyde Valley Housing Association.

The Board noted a unanimous concern about the long term viability of development work with the lower level of grant now available per unit (benchmark of £40,000).

2.6 Planned Maintenance Projects

2.6.1 The report on Planned Maintenance projects was accepted by the Board. The Maintenance Manager reported that each of the projects are expected to come in under budget as cost savings had been achieved through the Association purchasing materials direct from the manufacturers.

2.7 Cyclical Maintenance Projects

2.7.1 The report on Cyclical Maintenance projects was accepted by the Board without comment.

2.8 Gas Safety Inspections

The Board was pleased to note that all gas servicing is up to date. The Housing Operations Manager confirmed that an abandonment notice has been served on the property where access was force to cap the gas supply.

2.9 Tenant Satisfaction with Reactive Repairs

The Board noted the report on Tenant Satisfaction with Reactive Repairs. The Vice Chairman noted that some of the comments made by dissatisfied tenants highlighted that in some cases expectations of the services the Association can provide may be too high.

2.10 Maintenance Spend

2.10.1 The Board noted the report on Maintenance Spend to date for 2011/12. The Technical Services Manager reassured the Board that the rainwater goods, soffits and fascias that were due to be replaced but that have been delayed remain in reasonable condition. The Association is working with the affected owners to agree a programme for replacement.

3.0 THERMAL IMAGING PROJECT

The Technical Services Manager summarised the report on the Thermal Imaging Project and clarified that the infra-red images will highlight areas of heat loss in the Association's properties. She added that these images will be used to assist in the assessment of the performance of homes against the revised Scottish Housing Quality Standard that is expected to be issued within the next few years.

The Board felt that this was a very worthwhile project and was keen to ensure that it is publicised within the next newsletter.

Technical Services Manager to arrange to progress this project, advise on progress and insert article in next Association newsletter

4.0 RESPONSE TO MEDICAL ADAPTATIONS CONSULTATION

The Board noted the response to the Government's consultation document on the proposed changes to funding for medical adaptations.

5.0 DRAFT REVISED POLICY ON MEDICAL ADAPTATIONS

The Board approved the draft revised Medical Adaptations Policy, noting that it reflected the points decided upon at the meeting of 1 February 2011.

6.0 QUARTERLY TENANCY SERVICES REPORTS

The Board considered the Tenancy Services Quarterly Reports presented by the Housing Operations Manager.

6.1 Rent Arrears

6.1.1 *Current Tenant Rent Arrears Report*

The Housing Operations Manager confirmed that current rent arrears ended the quarter ending June 2011 within the 3.0% target at 2.64%, the lowest figure for 5 years. The Board noted the report.

6.1.2 *Current Tenant Rent Arrears Cases at Court*

The Board noted the report. The Housing Operations Manager spoke to the highlighted cases, answering questions as arising. After consideration the Board approved all recommendations.

6.1.3 Current Tenant Rent Arrears Write Offs

There was nothing to report.

6.1.4 Former Tenant Rent Arrears Report

The Housing Operations Manager confirmed that former tenant rent arrears ended the quarter ending June 2011 within target at 0.93%. However, this figure remained higher than average performance last year because as previously advised at year end a number of tenancies ended by eviction or abandonment, including sharing owner properties that owed high balances. With time to recover this was likely to reduce and performance did not give any concerns. The Board noted the report.

6.1.5 Former Tenant Rent Arrears Write Offs

The Board noted the report and approved the write off recommendations, noting concerns that whilst staff take all steps to recover monies owed to Association, the legal system allows people to avoid their obligations.

6.2 Property Management

6.2.1 Property Management Arrears Report

The Housing Operations Manager confirmed that property management arrears at the end of June 2011 whilst over target set to be achieved by the end of the year was, in comparison to historic recovery trends, lower than in previous years. The Board noted the report.

6.2.2 Property Management Arrears Write Offs

There was nothing to report.

6.2.3 Property Sales

There was nothing to report

6.3 Rechargeable Repairs Arrears

6.3.1 Rechargeable Repairs Arrears Report

The Housing Operations Manager confirmed a decrease in rechargeable repair arrears at the end of June 2011, on a complex picture of reducing rechargeable levels, write offs and recovery rates. The Board noted the report.

6.3.2 *Rechargeable Repairs Arrears Write Offs*

The Board noted the report and approved the write off recommendations.

6.4 *Void and Allocation Reports*

6.4.1 *Void Loss Report*

The Housing Operations Manager confirmed that void loss for the quarter ending June 2011 was just over target at 0.31%. However, performance is not giving any concerns. The Board noted the report.

6.4.2 *Individual Voids Report*

The Board noted the report.

6.4.3 *Individual Allocations Report*

The Board noted the report.

6.4.4 *Leased Property Report*

There was nothing to report.

6.5 *Neighbour Disputes Report*

The Housing Operations Manager updated the meeting regarding all open cases. The Board noted the report.

6.6 *OPAP Outcomes Report*

The Board noted the report and were pleased to note the continuing financial gains made for individual Association tenants.

6.7 *AFTAR Outcomes Report*

The Board noted the report and were pleased to note the continuing financial gains made for individual Association tenants.

7.0 SCOTTISH HOUSING CHARTER

The Assistant Chief Executive gave a presentation on the main points of the draft proposed Scottish Social Housing Charter. After further discussion on some of the issues it was agreed that the Association should submit a response to the consultation. It was agreed that any comments Board Members' wished to be included should be passed to the Assistant Chief Executive as soon as possible as the consultation period ends on 1st November 2011.

Assistant Chief Executive to collate comments and submit response.

8.0 PROMPT PAYMENT SCHEME UPDATE

The Board noted the report and were pleased with the uptake to date. After discussion it was agreed that future reports would indicate the numbers of tenants qualifying as a percentage of those who could potentially qualify, this being the only true measure of the success or otherwise of the scheme.

Housing Operations manager to revise format of report at time of next issue

9.0 TENANTS' OPINION SURVEY

The Board noted the results of the survey and the comments made and acknowledged that the results indicated that tenants were highly satisfied with the range and standard of the services provided by the Association. In particular the Board were delighted with the extremely positive responses about the staff.

It was noted that there was very little that needed to be addressed although it was agreed that the Chief Executive and Assistant Chief Executive would present a report at a future meeting considering the possibility of extending or changing the office opening hours.

The Chief Executive and Assistant Chief Executive to present report as described at a future Board meeting.

10.0 STANDING ITEMS

10.1 Membership Issues

10.1.1 New Membership Applications

There were no new membership applications.

10.1.2 Cancelled Memberships

There were no memberships to be cancelled.

10.2 Register Inclusions

The Board noted that there were no register inclusions.

10.3 Risk Management

There were no updates to the current risk profile.

10.4 Knowledge Enhancement

There was no business under this item.

10.5 Lanarkshire Voluntary Housing Forum

It was noted that the AGM, a joint meeting between staff and board members, was scheduled for 11 October. Eddie Mullen and Jean Fagan indicated they may wish to attend, and Helen Russell had previously expressed an interest.

10.6 Publicity

There was no business under this item.

10.7 Correspondence

There was no correspondence to be discussed.

11.0 ANY OTHER COMPETENT BUSINESS

There was no other business.

The meeting closed at 8.40 pm with a vote of thanks to the Chair.