

HJALTLAND HOUSING ASSOCIATION LTD

MINUTES OF A MEETING OF THE MANAGEMENT COMMITTEE HELD AT 6 NORTH NESS (OR BY ZOOM ON REQUEST) ON THURSDAY 19th OCTOBER 2023 AT 6.00PM

Present: Colin Nicholson **(CN)** (Chair)
Agnes Tallack **(AT)** (via Zoom)
Theo Smith **(TS)**
Andrew Lyall **(AL)**
Pam Shead **(PS)** (via zoom)
Karen Eunson **(KE)** (via zoom)
Emma Perring **(EP)**
Jim Anderson **(JA)**

In Attendance: Bryan Leask **(BL)** (Chief Executive)
Susan Gray **(SG)** (Head of Finance & Corporate Services)
Paul Leask **(PL)** (Head of Investment & Asset Management)
Marianne Gardner (Housing Admin Assistant – Minutes)
Elizabeth Sinclair **(ES)** (Health & Safety Manager)

1 APOLOGIES

Apologies were received from Ian Bray, Neil Manson, Bob McGeady, Kim Laidlaw, Irene Hambleton & Lucy Lawson.

Jeff Goddard & Lorna Willis were absent – no apologies received.

2 DECLARATION OF INTEREST

There were no declarations of interest.

3 APPROVAL OF MINUTES (ALL)

3.1 Management Committee – 23rd September 2023

The Management Committee minutes from 23rd September 2023 were **APPROVED** on a proposal from JA and seconded by TS.

APPROVED

3.2 Finance & Audit Sub Committee – 12th October 2023

The Finance & Audit Sub Committee minutes from 12th October 2023 were **APPROVED** on a proposal by AT and seconded by CN.

APPROVED

4 MATTERS ARISING

There were no matters arising.

5 ADMINISTRATION

5.1 Chief Executive Report (1,2,4,5,6)

BL introduced his report with a quick summary of the latest statistics on affordable housebuilding from the Scottish Government. He explained that it will be difficult for Scotland to hit the 110,000 unit target, and the chance of achieving it gets slimmer with every new piece of legislation produced. Fortunately, both BL & PL are in various working groups who liaise closely with the Scottish Government so they can provide information and explanation as to how their decisions make an impact to RSL's nationwide.

BL went on to explain that the move to a Scottish Passivhaus standard had been agreed [by ScotGov] and a working group are currently looking at the detail of how this will be introduced. This will inevitably lead to costs increasing and significant training requirements for the construction sector.

He concluded his report by touching on rent setting for the following year. CPI hasn't moved at all this month, but RPI has come down slightly, however, rent setting is based on CPI. There's a concern that the rate of inflation has moved at a glacial pace for the last few months so there is going to have to be some serious discussion at the November meeting at how best to approach it.

Members **NOTED** the report.

NOTED

Use of Seal (1)

- 5.2 There have been 4 uses of the seal during the reporting period – all of which were related to Shared Ownership properties at Berryview. The 2 remaining properties were signed for yesterday and will show in next month's report.

Member **NOTED** the report.

NOTED

Health & Safety Report (4)

- 5.3 ES presented her report which included information on RAAC (Reinforced Autoclaved Aerated Concrete) in our stock. She was happy to confirm that following an investigation, the Association doesn't have any properties built using this material. Other highlights of the report were.
- More detailed information on our approach to tackling damp and mould and the different priorities on how we respond.
 - Spoken to Harper MacLeod for more advice on gas safety and how we apply legislation through our policies and procedures. Following a brief discussion with members, it was agreed that it would be beneficial to update the wording around gas safety/applying for a gas appliance on the website.

Members **NOTED** the report and are happy with the new format.

NOTED

Annual Assurance Statement (7)

- 5.4 Moving on to the Annual Assurance Statement – this has been discussed in detail with Committee, particularly at the Away Day in September. The purpose of the statement is to show that Members are happy with the quality and quantity of information provided by Association staff in decision making. Once approved by Committee, it will be sent on to the Regulator. BL is looking for approval for the single page statement and also confirmation from Members that they're happy for CN to sign it on their behalf.

The Assurance Statement was **APPROVED** on a motion by EP and seconded by AT.

APPROVED

Committee Meeting Dates (1,3,4)

5.5 BL proposed the new Committee Meeting Dates for 2024 using the same structure as 2023.

The meeting dates for 2024 were **APPROVED** on a motion from AL and seconded by TS.

APPROVED

5.6 Complaints Report (4)

BL gave a 6 monthly update to Members on our current complaints report. We are currently in line with where we were this time last year, having received 9 Stage 1 complaints, 3 of which are being upheld. Most complaints are usually maintenance related but that's not surprising as that's the main point of contact for our tenants. Although none of the complaints received were a cause for concern, the report is beneficial for highlighting any identifiable patterns and using the opportunity to learn from complaints received.

Members **NOTED** the report.

NOTED

5.7 FOISA & EIR Update (2)

BL provided the Management Committee with an update on the FOISA and EIR request over the past 12 months. We now have to submit quarterly statistical data via an online portal to the Scottish Information Commissioner. To date this year, we've had 2 FOISA requests and 1 EIR, all of which were completed within the allocated timescales. None of the requests were targeting directly at the Association, more likely to be aimed at the entire housing sector looking for a general response.

Members have suggested that along with the published requests, we should include our response on the website to promote transparency. BL said we will consider it and let Committee know at the next meeting.

Members **NOTED** the report.

NOTED

5.8 Review of Strategic Objectives (1,4,7)

BL shared the report including the tracked changes with Members to see if they were happy with the amendments made at the away day in September. This report needs approval from Committee and will be the first part of information that feeds into the Business Plan for next year.

Following a lengthy discussion regarding the wording on energy efficiency, net zero targets, climate change and value for money, the report was not approved as more adjustments will have to be made before finalising. BL accepted suggestions and will update the report for approval at November's Committee meeting.

The review of the Strategic Objectives was **NOT APPROVED**.

**NOT
APPROVED**

5.9 Annual Procurement Report

PL gave an update on the Associations Annual Procurement for 2022 – 23 covering both regulated and unregulated procurements. The report provides a summary of existing and planned procurements and how these relate back to the Associations strategy.

Highlights of the report were:

- Information on the list of regulated/unregulated procurements broken down into 2 categories – services & works.
- Further explanation about how we're meeting the key objectives of the strategy.

- Details on the Scottish Housing Network (SHN) new development value for money tool which all Association development projects are now assessed under.
- Specific community benefit clauses added to larger scale projects including the provision of work experience, training, and recruitment opportunities with the view to improving the economic, social and environmental wellbeing for the communities of Shetland.
- Highlighting the use of local suppliers with £5.3m investment in the local economy. Out of the 182 businesses used throughout the year, 99 were local and 90 of those were either SME's or micro-SME's.
- Feedback from local suppliers confirm the continuity of work from the Association over previous years has enabled them to regularly take on apprentices with a view to increasing their workforce to meet the growing demands of the sector.

There was a good committee discussion regarding this report including what the actual return on investment would be and EP suggested that the Association should publish this more widely to highlight the significant investment in growing our communities.

Members **NOTED** the report.

NOTED

6 HOUSING & CUSTOMER SERVICES

6.1 Housing Management Report (1, 2,3,4 & 5)

6.1.1 Housing Support Survey

BL gave the Housing Management update. Just wanting to keep everyone informed of where we are with the number of live housing applications and allocations. We are currently seeing a 15% decline in applications in comparison to this time last year however the demand for Scalloway as an area is much higher with the completion of Berryview earlier in the year. This is the general trend for demand as we complete new developments, using Houlland Lea as a comparison, there's a 45% decrease in applications with Sandwick as a first area of choice showing there is hidden demand in more rural areas. In terms of demand, the biggest need highlighted through our current waiting list is for 1 or 2 bed accommodation – accounting for around 85%.

Other highlights of the report included:

- The Annual Report & Tenant Survey – all tenants have now received the annual report, along with the winter newsletter and a survey asking for feedback on overall layout of publications and more information on their current financial situation re: cost of living.
- Antisocial Behaviour – of the 31 ASB complaints received this year only 8 meet the threshold for the ASB Act. Most complaints were related to noise, pets and parking.
- Housing Support (with attached appendix including information on the service survey) monitoring. We also had a surprise inspection from the Care Inspectorate last week where we received very positive feedback on the level of support we provide to our sheltered tenants. We maintained our “very good” status from 2019 and only 1 point below the “excellent” standard. We asked how to achieve excellence and the inspector suggested getting the sheltered tenants more involved in the Tenant Focus Group along with supporting them in their home with being

more connected across all areas. When IB returns from annual leave, we will share the final report from the Inspectorate with Members.

Members **NOTED** the report.

NOTED

7 INVESTMENT & ASSET MANAGEMENT

7.1 Development Report (3 &4)

PL presented the Development Report to Members giving more detailed information on each of current developments on site.

PL touched briefly on the spend for each development highlighting that around £2.1m had been spent this year with funding of approximately £1.5m in Scottish Government grant received to date.

After a discussion on the various projects' members were asked to **note** the report.

NOTED

7.2 Staneyhill Report (3 & 4)

As agreed at a previous MC meeting, PL will provide Members an update of works at the Staneyhill development every 2 months under a separate report. As this project is yet to start on site, the update focused on the planning process and the necessary conditions that had to be discharged prior to commencement.

Specific information in this section has been removed as it has been deemed to be commercially sensitive and is therefore, not available to the public at this time.

NOTED

Asset Management Update Report (4)

Next on the agenda was the six-month Asset Management Update Report. The association has spent just over 36% of the overall budget, which is in line with expectations for this time of year, PL highlighted that these are figures for mid-September, so slightly under the six months.

PL noted the long-term contracts such as electrical testing, boiler, and ventilation maintenance etc, are all linked to an annual CPI increase based on the average over the previous calendar year. The estimated increase on all these contracts is currently around 8.7% for next year and this will need to be considered during the budget setting for the 24-29 Business Plan.

Following some discussion members were asked to **note** the report.

NOTED

7.3 Reinforced Autoclaved Aerated Concrete (RAAC) Report

PL gave members an update on the recent assessment of Association properties with regards to the presence of any Reinforced Autoclaved Aerated Concrete (RAAC), confirming the Association had completed a desktop survey of its stock databases, drawings, Health & Safety files, etc. prior to carrying out onsite surveys in identified schemes and that no RAAC was identified.

Following some discussion on the need to update the Scottish Housing Regulator with this result members **noted** the report.

NOTED

8 FINANCE & CORPORATE SERVICES

8.1 Management Accounts – 31st August 2023 (2, 3 & 4)

SG presented the management accounts report to Committee reminding Members that a lot of the information was included in the Finance Committee minutes that were distributed last week. Highlights of SG's report were:

Specific information in this section has been removed as it has been deemed to be commercially sensitive and is therefore, not available to the public at this time.

There were no additional questions asked. Members **NOTED** the accounts for **NOTED** quarter ended 31st August 2023.

9 AOB

PL asked for Members to note that the Association has a member of staff retiring after nearly 20 years of service this week. The Management Committee asked that their thanks and best wishes be passed onto the staff member on their retirement.

10 DATES FOR YOUR DIARY

10.1 Finance & Audit Sub Committee

Thursday 2nd November 2023 @ 1pm

10.2 Managements Committee (Policy & Strategy)

Thursday 23rd November 2023 @ 6pm

10.3 Management Committee

Thursday 14th December 2023 @ 6pm

The meeting closed at 19:30

..... Chairman