

HJALTLAND HOUSING ASSOCIATION LTD

MINUTES OF A MEETING OF THE MANAGEMENT COMMITTEE HELD AT HJALTLAND OFFICES – 6 NORTH NESS AND VIA ZOOM ON THURSDAY 30th MAY 2024 AT 6.00 P.M.

Present: Colin Nicholson (**CN**) (Chair)
Andrew Lyall (**AL**)
Emma Perring (**EP**) – via ZOOM
Jeff Goddard (**JG**)
Neil Manson (**NM**)
Pamela Shead (**PS**)
Theo Smith (**TS**)
Karen Eunson (**KE**)
Jim Anderson (**JA**)
Bob McGeady (**BM**)
Lucy Lawson (**LL**) – via ZOOM

In Attendance: Bryan Leask (**BL**) (Chief Executive)
Ian Bray (**IB**) (Head of Housing & Customer Services)
Paul Leask (**PL**) (Head of Investment & Asset Management)
Susan Gray (**SG**) (Head of Finance & Corporate Services)
Kim Laidlaw (**KL**) (Corporate Services Officer) – via ZOOM
Jennifer Tait (**JT**) (Housing Admin Assistant)

1 APOLOGIES

Apologies were received from Agnes Tallack

2 DECLARATION OF INTEREST

The Chair asked for any declarations of conflict of interest in the evening's business, there were no declarations made.

3 APPROVAL OF MINUTES

3.1 Management Committee Meeting 28th March 2024

CN went through the minutes of the Committee meeting, held on 28th March, after which Members **APPROVED** the minutes on a motion by AL, seconded by TS.

APPROVED

3.2 Audit & Risk Sub-committee Meeting 18th April 2024

CN then went through the minutes for the Audit & Risk Sub-committee meeting, held on 18th April, after which Members **APPROVED** the minutes on a motion by BM, seconded by JG.

APPROVED

3.3 Finance Sub-committee Meeting 8th May 2024

CN then went through the minutes for the Finance Sub-committee meeting, held on 8th May, after which Members **APPROVED** the minutes on a motion by KE, seconded by LL.

APPROVED

4 MATTERS ARISING

There were no matters arising.

5 ADMINISTRATION

5.1 Chief Executive Report

BL began by presenting Members of the Management Committee with a report on the sector and the issues facing Hjaltland at the moment. The report was regarding our current political situation.

KE reported back from SFHA conference that she attended recently with Housing Minister Paul McLennan. Main points were:

- New build maintenance
- Net zero
- Covenants and the difficulties they are causing
- Design standardisation
- Utility delays
- Cost of insurance
- LHEES - procurement legislation not being fit for rural areas
- Private finance
- Land for building

BL had a meeting last week with Energy UK who are hoping to set up a Scottish Roundtable to discuss ongoing problems and issues with the RTS. This led to talk regarding utility issues, which BL stated was across the board and not just a Shetland issue, fuel poverty, REMA, etc.

After some discussion, Members **NOTED** the report.

NOTED

5.2 Use of Seal

There have been five uses of the seal during the period related to the Shared Equity properties at Berryview.

Members **NOTED** the report.

NOTED

5.3 Health & Safety Report

BL provided Members with an update on health and safety, and assurance in the Associations activities for health and safety for May 2024. There was nothing specific to note other than a current stove investigation. A survey is ongoing at the moment regarding where upkeep and maintenance lies. CO2 monitors are in place in the properties.

After some discussion, Members **NOTED** the report.

NOTED

5.4 & Committee Election & 9 Year Report

5.4.1 BL carried on, providing Members with a report to ensure Hjaltland Housing Association has in place an effective and fair process for the implementation of the 9-Year Rule, as per the requirements of the Scottish Housing Regulator in line with the Associations own Skills Audit Policy & Procedures.

Under rule 39.1, one third of members must retire and, if willing to do so, and in line with the 9-years rule, make themselves available for re-election. The existing Members due to stand down and seek re-election are JA, KE, PS and AT. Where a member has served more than nine years, they must also complete and submit the 9 year rule recording sheet. Affected Members are JA and AT.

BL requested that Members let us know as soon as possible if they wish to be re-elected.

Members **NOTED** the report

NOTED

5.5 Staffing and Committee Report

BL went on to present Members with a report providing the Management Committee with an update on the staffing performance in terms of sick leave and overtime as well as highlighting the Members own attendance records.

PS took the opportunity to comment that the report regarding sickness shows a great level of support within HHA and is commendable.

SG reminded Members that Eunice Isbister is retiring in 2 weeks time after working at HHA for 18 years. Members wished to pass on their thanks for her service, wished her all the best in her retirement, and asked for this to be **NOTED**.

Members **NOTED** the report

NOTED

5.6 Membership Report

The purpose of this report is to update Members on the level of Membership and any new applications for Membership.

The Association currently has 92 Members. After advertisement and recruitment for new Members, two new applications have been received. HHA are not aware of any reasons as to why these applications should be refused.

Members **APPROVED** the Membership Report on a motion by BM, seconded by NM.

APPROVED

5.7 Impairment Review

SG presented the Impairment Review Report stating that there are no impairment issues to be reported.

This report was **APPROVED** on a motion from KE and seconded by JA.

APPROVED

5.8 Notifiable Events Report

BL took over again to present Members with the year-end Notifiable Events Report, commenting that there have been no notifiable events uploaded to the SHR portal since April 2022.

Members **NOTED** the report

NOTED

5.9 Year End Complaints Report

Our Complaints Handling Procedure reflects HHA's commitment to valuing complaints. Staff training was carried out on 8 April. The website also has information regarding complaints and links to the SPSO website, guidance and contact numbers.

A single case went to a stage 2 investigation and was eventually appealed to the SPSO. The SPSO found in favour of the Association and no further action was necessary.

Members **NOTED** the report

NOTED

5.10 Compliments Report

IB continued by presenting the Compliments Report which was a suggestion which came from the Tenant Focus Group.

The Association believes it is important to capture compliments to identify areas of strength and to highlight to Officers the positive impact their work has on in improving the living conditions of those living in our communities.

From 1st April 2023 to 31 March 2024, the Association recorded 31 compliments. A selection of compliments is available to see on our website.

PS was really pleased to see this as it adds balance and is useful to see how HHA provides value.

CN wanted to pass on a big well done to everyone.
Members **NOTED** the report

NOTED

5.11 **New Contractors Report**

BL resumed and presented Members with a report, seeking Management Committee approval to add one contractor to the approved list of Contractors, following receipt of the health and safety questionnaire.

After a brief discussion, Members **APPROVED** the addition of the contractor to the approved list on a motion by NM, seconded by BM.

APPROVED

6 **HOUSING & CUSTOMER SERVICE**

6.1 **ARC Report**

IB presented the ARC Return Report for consideration and approval by Members. A meeting was held with Officer Bearers on Wednesday 22nd May 2024 to go through the indicators in the report and provide evidence of workings to validate the return.

IB continued by saying the Association's data for the 2023/24 ARC, with a comparison to performance in 2022/23 shows that it is continuing to deliver a high quality, efficient service to tenants.

NM expressed that the percentage of rent lost through void properties is well below the national average and the fact that one third of relets takes zero days is a fantastic result. NM also commented that 97% of tenancies had been sustained for over a year which reflects the high quality service that HHA provides.

BM said that the performance indicators were phenomenal.

The Committee **APPROVED** the Arc Return 23/24 and authorised the Chief Executive Officer to submit the ARC Return on behalf of the Committee before the deadline of 31st May 2024. CN authorised submission, proposed by NM and seconded by KE.

APPROVED

6.2 **Tenant Participation Action Plan**

IB continued stating that each year a Tenant Participation Action Plan is published as part of Hjalmland Housing Association's five-year Business Plan and was a suggestion from Internal Audit. The public facing document sets out the goals the Tenant Focus Group wish to achieve and clearly show when these are completed. There is a best garden/pet competition running for summer 2024.

Members **NOTED** the report

NOTED

7 **INVESTMENT & ASSET MANAGEMENT**

7.1 & **Development Report**

7.1.1 The Associations site at Ladies Mire is now fully occupied following the resolution of the metering issue. The Marthastoon Ph2 project achieved completion within the revised programme in March and is also fully occupied. There are ongoing issues with BT Openreach installing the cable for broadband which is currently being worked on. All tenants were provided with 4G routers in the interim.

The Berryview Ph2 project in Scalloway also achieved completion with all dispositions now signed and all rentals now let. Work is progressing well on the Walls site with both blocks wind and watertight and due for completion in October within budget. The purchase of 19 Grostane was completed on 15th March and work is underway to

procure a suitable contractor to carry out the necessary improvement works before letting.

There is no further progress to report on Moorfield.
Members **NOTED** the report

NOTED

7.2 Staneyhill Update Report

Works on site have progressed well since the previous report.

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.

After discussion, Members **NOTED** the report

NOTED

7.3 Asset Management Report

Following the committee decision to reduce planned maintenance due to the cost-of-living crisis there was a significant reduction in works within the programme for the year.

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.

After discussion, Members **NOTED** the report

NOTED

7.4 Annual Procurement Report 2023/2024

The Procurement Reform (Scotland) Act 2014 requires public bodies to publish a Procurement Strategy when it has significant procurement expenditure in a year. This is a requirement from the Scottish Government which shows how works have been progressed and met through consultation and engagement.

PL gave a brief overview of the report and wanted to highlight a key point. HHA spent just under £7m with £6.2m of that going to local suppliers and SME's. This highlights HHA's commitment to operating in a sustainable way that promotes the wellbeing of the local community and is a significant factor in community wealth building for Shetland.

NM & BM commented that this was commendable and very well done.
After a brief discussion, Members **NOTED** the report

NOTED**8**

FINANCE & CORPORATE SERVICES

8.1 Draft Accounts 31/03/2024

SG took over saying that the accounts are out for audit at the moment and gave a brief update.

Overall, the results are very good, SG let Members know that Scott from Audit will be attending the July meeting.

JG enquired how many units HHA now hold with SG answering 881.
After discussion, Members **NOTED** the report

NOTED

8.2 Treasury Management Report

The Treasury Management Policy (TMP) complies with the Chartered Institute of Public Finance and Accountancy Treasury Management in Public Services: Code of Practice as required by the Scottish Housing Regulator.

SG gave a brief overview but commented that this report was really just for information purposes.

Members **NOTED** the report

NOTED

8.3 **Five-year Financial Projection Return**

The translation of the budget was approved back in March and SG have a very brief overview highlighting a few points. The document is to be submitted tonight.

After discussion, Members **APPROVED** the motion from JG, seconded by BM.

APPROVED

9 **POLICIES & STRATEGIES**

9.1 **Policy Update Report**

BL followed on and presented Members with a report, seeking approval for various Administration, Development, Financial, Housing, Maintenance and Health and Safety Policies.

BL commented that there were only a few minor changes of note.

After brief discussion, Members **APPROVED** the policies on a motion by NM and seconded by JA

APPROVED

9.1.1 **Contractor Control Policy**

Date review and minor change.

Previously **APPROVED** in Item 9.1.

APPROVED

9.1.2 **Fire Workplace Management Policy**

Date review and minor change.

Previously **APPROVED** in Item 9.1.

APPROVED

9.1.3 **Fire Safety – Tenant Common Areas Policy**

Date review with no changes.

Previously **APPROVED** in Item 9.1.

APPROVED

9.1.4 **Fire Safety – Specialised Housing Policy**

Date review and minor change.

Previously **APPROVED** in Item 9.1.

APPROVED

9.1.5 **Entitlements, Payments and Benefits Policy and Procedures for both Committee and Staff**

Date review with no changes.

Previously **APPROVED** in Item 9.1.

APPROVED

9.1.6 **Duty of Candour Annual Report**

Date review with no changes.

Previously **APPROVED** in Item 9.1.

APPROVED

10 **AOB**

A brief discussion was held around HHA evaluation for security, but SG assured that they were no issues. Rent had increased over the years and the level of unencumbered stock is very high.

11 **DATES FOR YOUR DIARY**

11.1 Management Committee – **Thursday 27th June 2024 @ 6pm**

11.2 Audit & Risk Sub-committee – **Thursday 18th July 2024 @ 5:30pm**

11.3 Finance Sub-committee – **Wednesday 7th August 2024 @ 1pm**

The meeting closed at 7:36pm

.....Chairman