

**MINUTES OF THE 2<sup>ND</sup> OPERATIONS AND PERFORMANCE SUB COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 18<sup>TH</sup> JANUARY 2023 AT 6.00PM (HYBRID).**

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<b>PRESENT:</b>	D. Eadie M. Symons T. Thomson	Acting Convenor
<b>IN ATTENDANCE:</b>	L. Ferrie L. Reynolds H. Wilson	Head of Housing Services Head of Property Services Senior Customer Services Assistant

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**1. (a) Apologies**

Apologies were received from J. Kerr (Committee member).

**(b) Declarations of Interest**

There were no declarations of interest.

**2. (a) Minutes of Operations and Performance Sub Committee Meeting: 19.10.22**

The minutes of the 1<sup>st</sup> Operations and Performance Sub Committee meeting held on Wednesday, 19<sup>th</sup> October 2022, were approved, on a motion proposed by M. Symons and seconded by T. Thomson.

**(b) Matters Arising**

There were no matters arising.

**3. Community Regeneration Report**

L. Ferrie presented the Community Regeneration report. The following questions were asked and L. Ferrie advised that, in the absence of the Community Regeneration Officer, she would bring the answers to the next meeting.

**3.2 Community Mental Health & Wellbeing Fund 1<sup>st</sup> Tranche**

M. Symons asked if there were any projects within Johnstone?

### **3. Community Regeneration Report Contd.**

#### **3.9 Free Access Bikes**

Committee would like clarification on how this project will be promoted.

#### **3.10 Charity Shop gift cards**

Committee requested some further information about this project, including how tenants will be identified and how cards will be distributed.

#### **3.11 Community benefits**

A general discussion about this project took place. D. Eadie asked if there were any large projects underway that would require contract tendering? In addition, would apprentices be taken on?

### **4. Property Assets Report**

This report was presented by L. Reynolds, highlighting our performance, in relation to ARC indicators for the provision of our maintenance services. In addition, L. Reynolds provided details of progress with the implementation of the Planned and Cyclical Maintenance programme and areas of compliance.

D. Eadie asked if the legionella Risk Assessment Contractor KPI's had been affected due to their delays in completing the programme. L. Reynolds advised that the Contractor had been delayed, due to COVID, and had on-going issues with resources. Contractor being met with again to determine their capacity to complete the programme, prior to the end March 2023.

L. Reynolds advised that Appendix 1 now included additional information relating to Health and Safety. Month of near miss / incident to be populated. Committee requested more information on actions taken regarding the near miss at our new build site at Albert Road, Renfrew. Committee asked if all residents received a letter following the near miss? L. Ferrie advised that she would report back at the next meeting.

Committee sought assurance that the incident had been considered and addressed appropriately. L. Reynolds advised that a full Investigation was carried out by the site Contractor, who addressed the Incident immediately, in an appropriate manner, which was supervised by W.H.A. The outcome was then made available to the Senior Management Team. W.H.A. processes were also investigated, with the outcome including the near miss being highlighted to all staff, with a reminder to stress to all new tenants on new build sites of the requirement to report all snagging works to W.H.A.'s office, and not to breach any site barriers.

#### **4. Property Assets Report Contd.**

Going forward, D. Eadie requested that we “fine tune” our Near Miss report, including additional information to detail any lessons learned and actions taken. L. Reynolds gave assurance that the content would be reviewed for future reports.

Reports of mould/condensation: new information detailing the number of reports from tenants, during the quarter, of potential dampness/condensation/mould in their homes. D. Eadie requested future reports also include information relating to the number of properties currently being ‘tracked’ for resolutions to issues raised by tenants.

Committee noted the content of the report.

#### **5. Housing Services Report**

L. Ferrie presented the report, drawing Committee's attention to the performance of the Housing Services team, in relation to both ARC indicators and other key performance indicators, advising that there were no areas of significant performance concern.

Committee noted the content of the report.

#### **6. Any Other Business**

L. Ferrie advised that there were no other items of business for the Committee's consideration.

#### **7. Date and Time of Next Meeting**

D. Eadie thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association's Operations and Performance Sub Committee would be held on **Wednesday, 19<sup>th</sup> April 2023.**

**CONVENOR:** .....

**DATE:** .....