

MINUTES OF THE 4TH OPERATIONS AND PERFORMANCE SUB COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 9TH AUGUST 2023 AT 6.00PM (HYBRID).

PRESENT:	D. Eadie T. Thomson J. Scott E. McDermott	Convenor
IN ATTENDANCE:	L. Ferrie L. Reynolds S. Miller	Head of Housing Services Head of Property Services Community Regeneration Co-ordinator

1. (a) Apologies

Apologies were received from M. Symons (Committee member).

(b) Declarations of Interest

There were no declarations of interest.

2. (a) Minutes of Operations and Performance Sub Committee Meeting: 19.04.23

The minutes of the 3rd Operations and Performance Sub Committee meeting held on Wednesday, 19th April 2023, were approved, on a motion proposed by T. Thomson and seconded by J. Scott.

(b) Matters Arising

There were no matters arising.

3. Community Regeneration Report

S. Miller presented this report updating Committee on the following projects.

3. Community Regeneration Report Contd.

Rig Arts Mural Project

S. Miller advised that this is going very well. There are 3 sites in Seedhill where working with local children they have put up street art/graffiti. Kilinside Road on a wooden fence done by primary school children. Cyril Street, on brick walls completed by secondary school children. As was the wall at the back of the garages on Seedhill Road. Photos have been posted on social media. The final mural, which will be sited on a gable end, is still being worked on. We have consulted with the tenants of 2 closes with gable ends, but unfortunately, we have not had full agreement for the use of the gable to put the mural on. We will continue to communicate with tenants on this and look for alternative options.

Advice in Accessible Settings Fund

In partnership with Paisley Housing and Paisley CAB we have been successful in accessing around £95,000. This will go towards recruiting an officer who will work across all organisations. 2 days with Paisley, 2 days with Williamsburgh and 1 day CAB.

The main benefit of this post will be the support that our Benefits Advisor will receive with her case load around benefits. This application came about using the information we had in the Investing In Communities Fund, which we knew was good enough to get funding. However, we had to wait until another fund opened that we could use this for.

This is another example of the really good work and successes we have as part of the FLAIR partnership.

National Lottery Community Anchors Fund

S. Miller advised that this project is also going very well. We are continuing to provide fuel and food vouchers to our tenants in the most need. As part of that application, we asked for money to buy winter warmer packs. Each tenant who has received a voucher will be offered one of these as well. Up to now the request has been slow. But as we move more to autumn then we are am sure the requests will come in.

4. Property Assets Report

This report was presented by L. Reynolds.

L. Reynolds drew Committee's attention to the current compliance status with the SHQS which has increased since the ARC return submitted in May 2023 for the year 2022/23. Outstanding required EICR's have reduced to one property with further SHQS fails relating to rainwater good repairs reduced from 53 to 18.

Other aspects of the covering report were presented including details of an impending programme to identify stonework repairs required to prevent deterioration of W.H.A. stock. Multiple Reactive Repairs Contractors have now been secured, with pre-start meetings scheduled to establish operational processes.

Performance for the Maintenance Services Team for Quarter 1 was discussed, detailed on the accompanying scorecard. Overall, the performance during Quarter 1 is satisfactory, with a significant drop in time to complete Adaptations due to the minor works instructed during the Quarter.

Discussion took place relating to the times void properties are with Maintenance for works. L. Reynolds and L. Ferrie advised the process for Void Management would be a focus going forward, from a tenants intention to terminate a tenancy through to re-let, aiming to reduce void times.

Committee noted the content of the report.

5. Housing Services Report

L. Ferrie drew Committee's attention to the performance of the Housing Services team for Quarter 1, with comparisons to our targets and also the Scottish average figures for 2021/2022. In the main, the Housing Services team has performed well during the quarter. She advised performance against targets would continue to be monitored during Quarter 2.

As contained within the report, we are focussing our efforts on increasing the number of lets to homeless households, in accordance with the drive in this area by the Scottish Government. Committee members requested that, going forward, lets to homeless Ukrainian households are shown, in conjunction with our homeless lets.

On discussing the Scorecard report, it was agreed that L. Ferrie would look at setting parameters of when the colour changes from red to amber, and amber to green.

Committee noted the content of the report.

6. Factoring Report

L. Ferrie presented the report highlighting the number of sales during the quarter and also the level of factoring arrears. L. Ferrie advised that both the number of cases, and the level of arrears had reduced since the end of April 2023.

L. Ferrie advised that development of additional factoring reports was ongoing, and should be ready for the next meeting.

Committee noted the content of the report.

7. Service Complaints Report

L. Ferrie presented the Service Complaints report for quarter 1, advising that a total of 8 complaints were received during the quarter – 4 of which were about contractors and 4 about W.H.A./service performance. All 8 complaints were completed within their target timescales.

Committee noted the content of the report.

8. Tenant Participation and Engagement

On presenting this report, L. Ferrie advised that we have had success in various areas of engagement where tenants have expressed an interest in becoming involved in estate walkabouts, joining focus groups, becoming members of the Association and more.

L. Ferrie advised that she would be reaching out to more tenants, in the hope of building on this early success and more tenants joining us in the work that we will be doing.

The contents of the report were noted by Committee.

9. Policy Review: Write Off/Write Back Policy

L. Ferrie presented the Write Off/Write Back policy explaining that the policy was to provide clear guidelines for staff, in relation to writing off debt owed to the Association. In addition, the policy defines the procedure for writing back to the finance system credits on former tenant accounts when it has not been possible to contact them and issue their refund.

Following consideration of the policy, a new form of words was agreed, in relation to tenants in care homes, after which the policy was agreed and proposed by T. Thomson and seconded by J. Scott.

10. Any Other Business

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

11. 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, 15th November 2023.**

CONVENOR:

DATE: