

CASTLEHILL HOUSING ASSOCIATION

Minutes of the **Management Committee** meeting held on **Monday 27 May 2024** via MS Teams and at 7 Waverley Place, Aberdeen.

Present: Mr Bob Hutcheson, Mr Graeme Ogston, Mr Gordon Kyle, Mr Ben Westland, Mr Paul King, Mr John Black

In attendance: Mr David Lappin, Mrs Joanne Ramsay, Mrs Mhorag Ewen, Mr Matthew MacAulay, Ms Jennifer Soley, Mr Phil Nicol, Mrs Karen Milne, Ms Charlotte Mackintosh, Ms Sue Freeth attended the meeting as an observer.

- 1 Apologies for absence** – Apologies were received from Janice Lyon, Julia Urbankowska and Alan Pilkington.

Matthew Reids resignation was formally accepted effective of 27 May 2024 and the committee thanked Matthew for his contributions during his time in post.

- 2 Declarations of interest** – There were no declarations of interest.

- 3 Minutes of the meeting 6 March 2024** – The minutes of the meeting were approved with no amendments.

- 4 Matters arising from minutes** – There were no matters arising.

- 5 Departmental updates**

- 5.1 Q4 Housing Services Report** –

JS presented the Housing Services Report highlighting voids performance in Q4 was the best in the year with 40 days average to relet. The team continue to prioritise GN properties however the improvements are having subsequent positive effect on other voids. Arrears remain steady and Q4 benefited from a UC payment that should have been in the previous quarter. Lower debt cases have reduced due to a proactive approach and the team hosted their second Rent Assist Day with a further one arranged in September with the approach to target new tenants.

JS noted allocations remained low and there was a spike in ASB cases closing due to year end. JS highlighted CaRTO remains engaged and active and provided an update on the Housing Perks Application discussing what the app was and how the discounts and benefits work. JS concluded 400 tenants had signed up and have currently made savings of over £1000 and explained CHA can purchase vouchers through the app to give to tenants using the Welfare Fund.

- 5.2 Q4 Property Assets Report** –

PN presented his report for Q4 highlighting KPI's were steady in performance with an improvement in emergency repairs. There was a drop in urgent repairs and the main reason was due to access issues and getting components to complete repairs however this is not anticipated to be a persistent issue. PN highlighted the gas service maintenance group performance highlighting a 99.7% pass rate and confirmed there had been no gas safety checks missed. PN gave update on the mould and damp cases confirming there were 12 cases and discussed the reasons for each property.

MM provided an update to the committee on external funding summarising we are yet to hear from the Scottish Government on the NetZero fund however other organisations have already been informed they have been unsuccessful. ECO4 funding has been successful in providing 100% funding for Richmondhill Court for new heating and PV panelling however we are awaiting on council consent for the PVs.

- 5.3 **Q4 C&R Report** – KM presented her report summarising referrals remain stable but there has been an increase in the complex of clients needs and an increase in clients requiring 100% financial assistance. Sales met all targets despite reduction in staff levels due to long term illness and staff covering other duties. KM concluded publicity was achieving well and gave update on the funding that has been confirmed. BH noted the Committee appreciated KM presenting her report in person.
- 5.4 **Chief Executives Update** – DL provided an update on the upcoming SFHA meeting with the Housing Minister, regarding the national housing emergency and highlighted the areas to be covered. DL advised the committee he has been asked to discuss the topic “Maintenance of Existing Stock” and within that covers the areas PN highlighted in his report. DL gave further update on the office move highlighting the progression with Corporate Services and Finance to move to Carden on 11 June and staff remained positive. The building works are still yet to commence due to building warrant delays, however FG Burnett have been appointed to market the Waverley Place property.
- 6 Annual Return on the Charter – 31 March 2024** - The Committee formally approved the return for signing and submission to the Regulator.
- ME discussed the 4 areas identified from last year’s ARC and highlighted lead officers were allocated for the areas requiring attention, depending on this year’s ARC review this will give a clear plan of action and a way of tracking what we are doing to address any issues.
- 7 Approach to Self-Assurance and Outstanding Actions** – DL presented the Self-Assurance report highlighting the 3 areas we are planning to target and presenting one outstanding action for approval. The Committee approved SMT’s approach to Self-Assurance and the outstanding action as complete.
- 8 Treasury Management Strategy** – JR presented the report highlighting fully compliant and we continue to monitor the level of deposits and the FAR sub-committee had signed off the 5 year plan for submission to the Regulator. BH commended JR on her report.
- The Committee noted and approved the strategy.
- 9 Annual Report on Contract Management & Procurement** – JR presented the report summarising the new contracts procured. The Committee noted the report and approved the contents.
- 10 Resolution to Amend CHT Articles of Association & Associated Articles** – DL presented the Articles and discussed a brief history of the Trust. JR noted the Trust Board and Burness Paul had approved the Articles. The Committee approved the written resolution to adopt the new Articles of Association. JR will arrange filing with OSCR and Companies House.
- 11 Service Level Agreement between CHA & CHT** – JR presented the updated Service Agreement, and the Committee approved the agreement for signing.
- 12 Policy Cover Report**
- 12.1 **Allocations** – The Committee approved the policy.
- 13 SHR Engagement Plan** – ME presented the report on the SHR Engagement Plan and the approach was approved by the Committee.
- 14 Minutes of subsidiary and sub-committee meetings**–
- 14.1 **Finance, Audit and Risk Sub Committee 20 May 2024** – GO gave a verbal update highlighting the internal audit was to commence in August and the agreed topics were highlighted. The management accounts showed a surplus of £549k and there were no breaches of the golden rules, and the covenant issue was discussed. GO concluded the 5-year forecast was discussed and signed off to the regulator and the loan documents were approved and signed.

- 14.2 Corporate Services Sub Committee 20 May 2024 – PK presented a verbal update summarising the employee survey was carried out and the work on the action plan has been completed and we continue to have a high turnover of staff and concluded the policy reviews were approved. In addition the action plan for reviewing the terms and conditions of employment was approved.
- 14.3 Solutions Board 27 May 2024 – GK presented a verbal update on the management accounts performing well and noted the £40k contribution to CHA. GK noted there were 3 high arrears cases that are being monitored and highlighted the schemes where white goods replacement had taken place.
- 14.4 Trust Board Minutes 15 May 2024 – The minutes of the Trust were noted for information by the Committee.

15 Standing Items

- 15.1 Report on the Use of the Seal and Signing of Legal Documents – The committee noted the report for information.
- 15.2 Notifiable Events – DL noted the intended disposal of 7 and 11 Waverley Place would now be notified to the SHR..
- 15.3 Health and Safety – Nothing to report.
- 15.4 Freedom of Information – JR noted to the committee that there had been 2 FOI requests relating to pest infestation and the flooring/carpets at St Peters Court.
- 15.5 Corporate Scorecard Q3 – Committee noted the scorecard for information.
- 15.6 Complaints Summary Q3- Committee noted the complaints summary for information.

16 AOCB –

- ME highlighted to the committee CHA had been shortlisted for a TPAS award due to the great efforts of the association during the service consultations for the Independent Living Service.
- ME provided an IT update to the committee highlighting the procurement process had been completed and we have appointed Designer Software Solutions, and we will be using the programme Homemaster specifically designed for Housing and has the ability to cover finance, property and housing management requirements.

Date of next meeting – Monday 26 August 2024 at 4pm

Approved by the Management Committee on 26 August 2024