

# **NORTH VIEW Housing Association**

*North View is a registered Scottish charity – charity registration number SC032963*

## **Minutes of the Housing Management Sub-Committee Meeting held in the Office of North View Housing Association at 29A Stravanan Road, Castlemilk, GLASGOW at 6.15pm on Wednesday 18<sup>th</sup> December 2019**

### **1.0 PRESENT**

Wilma McCubbin  
William Hamilton  
Audrey Laird

In attendance:  
Alison Main (Housing Manager)

### **2.0 APOLOGIES**

2.1 Apologies were received from Diana Hamilton and James Dougherty.

### **3.0 DECLARATION OF INTEREST**

3.1 It was noted that Audrey Laird is a member of the Castlemilk Community Council and a member of the Management Committee of the Birgidale Complex.

### **4.0 CHAIRPERSON**

4.1 In Diana Hamilton's absence, Wilma McCubbin chaired the meeting

### **5.0 MINUTES OF PREVIOUS MEETING (7<sup>TH</sup> AUGUST 2019)**

5.1 The Minutes of the Meeting of the Housing Management Sub-Committee on 7<sup>th</sup> August 2019 could not be passed at the meeting.

5.2 It was noted that point 4.1 of the Minutes should read 'it was proposed by Wilma McCubbin that Diana Hamilton be elected to position of chairperson'.

### **6.0 MATTERS ARISING FROM MINUTES OF MEETING OF 7<sup>TH</sup> AUGUST 2019**

6.1 Re item 6.1; it is now expected that the resident in the Asylum and Refugee Services property will sign a tenancy agreement on 6<sup>th</sup> January 2020.

**HM**

6.2 Re item 6.3; a full analysis of refusals of offers of housing during 2018/2019 has still to be prepared and will be presented at a future meeting.

**HM**

### **7.0 ANNUAL LETTINGS PLAN UPDATE 2019/2020**

7.1 The Lettings Plan report, circulated to the Sub-Committee in advance of the meeting, was discussed and the content noted. During the period 1<sup>st</sup> April 2019 to 30<sup>th</sup> November 2019, the Association had relet a total of 46 properties.

7.2 The Housing Manager confirmed that at the start of the year, it was estimated that 33% of relets would be made to Housing List applicants (external applicants), 31% to Homeless Referrals, 18% to Internal applicants (North View Transfers and Aspirational lets), 16% to households who are underoccupying their social rented tenancy and 2% to other referrals. As at the end of November 2019, a total of 33% of lets were made to Housing List applicants, 37% to Homeless Referrals, 19% to existing North View tenants and 9% to households who are underoccupying their social rented tenancy.

7.3 It was noted that work continues to achieve the Annual Lettings Plan by the end of the financial year.

## **8.0 ESTATE MANAGEMENT REPORT**

8.1 There were no matters to report in relation to Estate Management.

## **9.0 ANTI-SOCIAL BEHAVIOUR CASES REPORT (1<sup>ST</sup> APRIL 2019 TO 30<sup>TH</sup> NOVEMBER 2019)**

9.1 It was noted from the report circulated in advance of the meeting that in the period 1<sup>st</sup> April 2019 to 30<sup>th</sup> November 2019, a total of 44 complaints were received in relation to anti-social behaviour.

9.2 The Housing Manager explained that of these 44 cases, 36 (82%) were resolved within target timescales. Where cases were not resolved within the target timescales, seven were where the Association experienced problems in engaging with people to which the complaints related and one was delayed as it involved an interview with Glasgow City Council's Neighbourhoods and Sustainability team.

## **10.0 STATISTICAL ARREARS REPORT**

10.1 The content of the '*Total Arrears Report – November 2019*' was noted by the Sub-Committee.

10.2 The Housing Manager advised that there were a total of 224 non-technical (current tenant) arrears cases (88 of these cases were under £300, 100 cases were within the £300 to £1,000 bracket and 36 were over £1,000).

10.3 Actual non-technical arrears equated £120,334.44, an increase of £34,145.12 since the start of the year and 3.87% of annual rental income for the last twelve months. This is above the target of 3.5% set for the current financial year.

10.4 it was noted that Universal Credit is continuing to having an impact on arrears levels and the Housing Management staff are working hard to try to manage this (just over 70 tenants are now in receipt of Universal Credit).

10.5 The report also showed that there has been a decrease in technical arrears of £17,584.07 since the start of the financial year and that this is due to the payment cycle for Housing Benefit.

10.6 In terms of former tenant arrears, there were 77 cases totalling £52,315.52, an increase of £26,368.05 since the start of the year. Housing Officers continue to work to try to recover monies due from former tenants.

## **11.0 SERIOUS ARREARS UPDATE REPORT**

- 11.1 The report, entitled '*Serious Arrears Update as at 27<sup>th</sup> October 2019*' was circulated in advance of the meeting and discussed at the meeting. The Housing Manager advised that all cases are closely monitored.

## **12.0 RE-LETS & VOIDS REPORT**

- 12.1 The content of the '*Re-lets and Voids Report 2019/2020*' was circulated at the meeting and discussed in detail. The content was noted by the Sub-Committee.
- 12.2 It was noted that 21 properties were re-let in less than two weeks, sixteen were re-let within two to four weeks and it took more than four weeks to re-let nine. The average number of actual days taken to re-let properties was 17.3 days, which is within the Key Performance Target of 18 days.
- 12.3 Monetary void loss was also discussed and the Housing Manager confirmed that rent loss as a percentage of rental income for the preceding 12 month period equates to 0.44%, which is below the Key Performance Target of 0.5%. The Housing Manager advised that Housing Management and Maintenance staff continue to work to minimise relet timescales.
- 12.4 It was also noted that there has been three successions, one assignation and four Mutual exchanges to date during the year.

## **13.0 ANNUAL TENANCY CHANGES 2019/2020**

- 13.1 The report '*Annual Tenancy Changes 2019/2020*' was circulated at the meeting and discussed by the Sub-Committee.
- 13.2 The Housing Manager advised that the report shows that there had been a higher number refusals of offers for four properties during the first eight months of the financial year (references 1514, 1516, 1521 and 1525) but it was noted that this includes situations where applicants failed to respond.

## **14.0 WELFARE RIGHTS SERVICE**

- 14.1 The report '*Welfare Rights Service – 1<sup>st</sup> April 2019 to 30<sup>th</sup> November 2019*' was circulated and discussed at the meeting.
- 14.2 During that period, the Welfare Rights Officer dealt with 277 cases, relating to 140 residents.
- 14.3 In terms of financial gains, a total of £435,090.53 was secured for residents during that same period.

**15.0 WELFARE REFORM**

- 15.1 The Housing Manager confirmed that the Association currently has 73 tenants in receipt of Universal Credit Full Service.
- 15.2 As noted previously, the Housing Manager confirmed that the Association continues to experience rent arrears in relation to tenancies where Universal Credit is now being claimed. The Housing Officers continue to work hard to recover rent arrears.

**16.0 HOUSING OPTIONS**

- 16.1 The Housing Manager advised that there are no matters to report in relation to Housing Options.

**17.0 TRAINING**

- 17.1 It was noted that Housing Management staff (including the Welfare Rights Officer) continue to attend relevant training sessions and forum meetings.

**18.0 ANY OTHER COMPETENT BUSINESS**

***Local Letting Plan***

- 18.1 The Housing Manager explained that the Association has received correspondence from Glasgow City Council regarding the implementation of the Local Letting Plan (LLP) for Glasgow. The letter explains that Glasgow has prepared a Rapid Rehousing Transition Plan which aims to reduce the time homeless households spend in temporary accommodation by accessing settled housing quickly. In order to achieve this, the letter sets out that North View (along with other Castlemilk RSLs) is required to provide 25% of its lets to homeless households (Section 5 Referrals). At the meeting, it was noted that in terms of the Association’s Lettings Plan already in place for the current year, North View has set out to provide 31% of its lets to Section 5 Referrals.

***Internal Audit & Reporting Formats***

- 18.2 It was noted that the Internal Audit Report on Arrears recommends that the content and format of the arrears reports be reviewed to make them more concise and meaningful. It was agreed at the meeting that the Housing Manager would prepare some new reporting options for the Sub-Committee to consider at its next meeting.

**19.0 DATE AND TIME OF NEXT MEETING**

- 19.1 It was noted that next Housing Management Sub-Committee Meeting will be held on 5<sup>th</sup> February 2020 at 6.15pm.
- 19.2 The meeting closed at 7.15pm.

**HM**

**Signed:** ..... **Date:** .....