

MINUTES OF THE COMMITTEE OF MANAGEMENT MEETING
of
SERVITE HOUSING ASSOCIATION
held on MONDAY, 14th DECEMBER, 2009 at 5 p.m.
at 118 STRATHERN ROAD, BROUGHTY FERRY, DUNDEE

Present: Bill Robertson (Chairman)
Lindsay Darroch
Bob Ward
David Logan
Ian Purvis
Tom Potter
Mark Gallacher
Alistair Barrie
Bill Hunter

In attendance: Julie Cosgrove Chief Executive (CExec)
Andrew Kilpatrick Business Development Director (BDD)
Tim Calderbank Housing Services Director (HSD)
Mary Walker (Minute Secretary)

107/09 APOLOGIES

Apologies were received from Simon Little and Ken Martin.

108/09 DECLARATIONS OF INTEREST

Lindsay Darroch declared a minor interest in relation to the subject of the Confidential Servite Ventures report but the Committee agreed it was not significant to exclude him from the discussions.

109/09 MINUTES OF PREVIOUS MEETING : 26th OCTOBER, 2009

It was proposed by Tom Potter that the Minutes be adopted as a true and accurate record of the meeting and this was seconded by Alistair Barrie. The Minutes were duly adopted and signed by the Chairman.

ACTION LIST

In response to a query in relation to our Contractors' performance in dealing with reactive repairs the HSD advised that regular monthly meetings had been organised with the contractors to address the issues of reduced performance. One particular contractor had placed additional labour resource on to Servite work to speed completion dates. Administration of completion dates was also found to be an issue and all three contractors are now updating Servite weekly on the dates work is completed and, more particularly, informing Servite when tenants are not allowing access. All issues will be monitored through the monthly meetings and as a result recent performance has improved.

MINUTES OF CONFIDENTIAL ITEMS : 26th OCTOBER, 2009

It was proposed by Tom Potter that the Minutes be adopted as a true and accurate record of the confidential items discussed at the meeting and this was seconded by Ian Purvis.

110/09 MATTERS ARISING

None.

111/09 BUSINESS DEVELOPMENT DIRECTOR'S REPORT

- **Confidential Report – Servite Ventures**

A separate Confidential Minute is available for this item.

112/09 CHIEF EXECUTIVE'S REPORT

The CExec advised that, whilst her report is for information, she would wish to draw Committee's attention to the issue around inflation which clearly has to be considered in light of the forthcoming budget and also on the basis of any rental increase for the coming year.

The CExec stated that Committee approval was required for the Terms of Reference for the Project Board and Project Team for the ICE Project, as the new IT system had been named. In order to allow effective operation of ICE, it was requested that the Committee **APPROVE** delegated authority to the Project Board to spend within the Budget and with the authority to operate to 10% over the budget headings for consultancy, training and resource management. Regular reports will be made to the Management Committee and Committee approval sought for any items 10% over Budget.

The CExec advised that, as Chair of the Project Board, Tom Potter will deliver future reports to the Committee. The second meeting of the Board only took place the previous Thursday therefore further reports will be presented to the February 2010 meeting. Tom Potter confirmed that the new IT Systems Co-ordinator was a very welcome addition and had been particularly proactive in seeking to resolve matters timeously.

It was envisaged that the Project Board would cease to be required by the 1st June but this was dependant on the project completing within this timescale.

It was proposed by Bill Robertson and seconded by Alistair Barrie that the Terms of Reference for both the Project Board and Project Team for the ICE Project be **APPROVED**, as well as delegated authority given to the Project Board as requested, which was agreed.

The CExec requested that Committee approval be granted for the Terms of Reference for each Sub-Group and Audit Committee, and that members of the Audit Committee for the coming year be appointed. It was proposed by David Logan and seconded by Bill Hunter that the Terms of Reference for each Sub-Group be **APPROVED**, which was agreed.

It was agreed that Mark Gallacher be reappointed as Chair of the Audit Committee and that David Logan, Alistair Barrie and Ian Purvis with Bill Robertson as reserve be re-elected.

The Committee also unanimously **APPROVED** that, in line with good practice, the Committee would undertake to review its composition, performance and future training requirements in conjunction with Rod Hunter from SHARE on 8th February, 2010 at 5 p.m.

It was proposed by Bill Robertson and seconded by Lindsay Darroch that the schedule of meetings for 2010 be **APPROVED**, which was agreed.

113/09 **BUSINESS DEVELOPMENT DIRECTOR'S REPORT**

- **Heating Report : Energy Systems at Victoria Street, Dundee and Keswick Terrace, Kirkton, Dundee**

Victoria Street, Dundee

The BDD advised that the tenants at Victoria Street had been unhappy about the extent of the increases. However, once it had been explained that the increases merely reflected the energy companies, tenants were more understanding. The tenants had requested more control over the level of heating in the common areas and they also felt that there was more than average energy used in the communal laundry by the staff in charge of the supported accommodation. The tenants felt that they would have control over their own energy bills if individual meters were installed in each property, although this was not a majority view of those at the meeting.

As a result the proposal was to survey all tenants at Victoria Street with regard to (1) charging Tenants individually for electricity consumed, and (2) the installation of heat meters to enable individual charging for heating and hot water.

If the majority of tenants agree to either or both of these proposals it is recommended that the Committee of Management **APPROVE** that the works necessary to allow this are carried out, and arrangements are put in place to enable individual metering, which was agreed.

The BDD advised that he would report back to the Committee about the result of the survey.

Keswick Terrace, Kirkton, Dundee

The BDD advised that a greater percentage of tenants attended a further meeting to discuss the energy charges. The tenants expressed their concern that the cost of their bills were doubling. There were two key concerns, one of which was that they could not control and pay for their own usage. The tenants also did not want to pay the increased energy charges until the individual meters were installed, which would result in a cost to the Association of £1,800 per month until this work was done, which could take three to four months.

As tenants had expressed concern that the heating system was not working properly and that there had been a higher than average amount of heating repairs at the scheme, the BDD along with a representative of Elders Consulting Ltd., who designed the project, visited 5 properties who had expressed dissatisfaction with the system.

The BDD advised that, although he did not have the consultant's full report, he felt that the CHP/district heating system as a whole was operating well and that the problems appeared to be within individual dwellings, and of a minor nature.

The BDD provided the Committee with a variety of reasons for higher than average heating bills at the development and advised that there were 3 key actions required to address the issues, all of which were detailed in his report.

The BDD stated that there was an issue of educating tenants, staff and contractors about the proper usage of the system and advised that he was confident that by

January/February of next year, it would be operating effectively. It would then take three to four months to install the meters.

After further discussion the Committee **APPROVED** deferring the increased charges until the individual meters were installed in the properties.

114/09 **CHIEF EXECUTIVE'S REPORT**

- **Development Procurement Tayside (Confidential)**

A separate Confidential Minute is available for this item.

115/09 **CHIEF EXECUTIVE'S REPORT**

- **Bowerswell Transfer of Engagements (Confidential)**

A separate Confidential Minute is available for this item.

116/09 **HOUSING SERVICES DIRECTOR'S REPORT**

- **Housing Report**

The HSD advised that his report covered the work carried out around tenant participation, feedback from refusals of offers of accommodation, evictions undertaken under delegated authorities and extension of the Management Contract for Bowerswell Memorial Homes (Perth) Ltd.

The HSD stated that he was recommending that the Committee **NOTE** the contents of the reports on Tenant Participation, refusals and evictions and also **APPROVE** the one year extension of the contract to provide management services to Bowerswell Memorial Homes.

It was suggested that the management services to Bowerswell be extended on a month by month basis but, after discussion, it was proposed by Bill Robertson and seconded by Tom Potter that the one year extension be **APPROVED** and signed by the appropriate Committee Members, which was agreed.

117/09 **BUSINESS DEVELOPMENT DIRECTOR'S REPORT**

- **Business Development Department Report including SDFP**

The BDD advised that recent Internal Audit reports recommended that the Committee of Management receive regular reports on current development and planned maintenance projects. He stated that his report therefore included the following:

- An update on the current development programme, including a financial/progress report on all developments currently on site, and brief details and progress on all developments at acquisition and planning stages
- A progress report on 2009/10 planned maintenance projects
- Results of Customer Satisfaction Surveys at recently completed developments
- Details of Tenders received by the Association
- A brief description of the Association's Strategy & Development Funding Plan (SDFP) submission for 2010 to 2013, as approved by the SDFP Sub Group on the 23rd of November.

The BDD stated that there were some key points in relation to the SDFP.

- This year the Home Group was part of the joint submission for the Tayside area along with Abertay, Hillcrest and Servite, which may offer opportunities for joint procurement
- At the SDFP Sub-Group meeting the BDD advised he had also provided a summary of TayPlan which is The Dundee, Perth, Angus and North Fife Strategic Development Planning Authority.

The Strategic Development Planning Authority (SDPA) was designated by Scottish Ministers in June 2008 under the Planning etc. (Scotland) Act 2006. This SDPA comprises Dundee City, Perth and Kinross, Angus and Fife Councils.

The role of the SDPA is to prepare and maintain a Strategic Development Plan for the area covered by the four Councils. When completed, the Strategic Development Plan will replace the existing Dundee and Angus Structure Plan 2002, the Perth and Kinross Structure Plan 2003 and the Fife Structure Plan 2009 (specifically the NE area of Fife).

In addition each Council will have to prepare a Local Development Plan for their geographic area, and Housing Investment Plans (SHIP's) as well as Local Housing Strategies (LHS).

The BDD advised that there had been slight changes to the SDFP since the submission to the Sub-Group. The Committee **NOTED** the report.

118/09 MINUTES OF AUDIT COMMITTEE MEETING OF 19th NOVEMBER, 2009

NOTED.

119/09 MINUTES FROM ICE PROJECT BOARD

NOTED.

120/09 MINUTES FROM SDFP SUB-GROUP MEETING OF 23rd NOVEMBER, 2009

NOTED.

121/09 HEALTH & SAFETY REPORT

Bob Ward and Bill Hunter volunteered to serve on the Health and Safety Advisory Group (HASAG). They will be provided with details of the next scheduled meeting.

122/09 CORPORATE RISK MAP

NOTED.

123/09 PERFORMANCE REPORT : 1 APRIL TO 30 SEPTEMBER 2009

It was **NOTED** that there was an explanation contained in the report relating to Item 84/09 on the Action List re reactive repairs.

Bill Hunter offered his apologies and withdrew from the meeting at 7 p.m.

124/09 POLICY AMENDMENTS

NOTED.

125/09 A O B

None.

126/09 DATE OF NEXT MEETING

22nd February, 2010

..... Chairman

..... Date