

## EAST LOTHIAN HOUSING ASSOCIATION

The Association publishes Management Committee minutes, once they have been approved by the Management Committee. This approval usually happens at the meeting following the one the minute relates to. As these minutes are publicly available, some information is removed, for example because it contains personal information about an individual or member of staff, or because it contains other confidential or sensitive information. This is a process known as “redacting”, and where this happens, this section of the minute is blocked out as follows: XXXXXXXXXX

Where a Confidential or Private & Confidential item is discussed, no public minute is published

A virtual meeting of the **Management Committee** was held on Thursday 20 August 2020 at 7.00pm, using Microsoft Teams

<b>Present:</b>	Peter Hayman	(6/6)	David Rose	(5/6)
	Jim Curran	(4/6)	Joyce Bolan	(4/6)
	Peter Ewart	(6/6)	Iain Atkinson	(6/6)
	Brian Logan	(5/6)	Eileen Shand	(5/6)

**In attendance:** Paula Oliver, Director of Finance  
 Martin Pollhammer, Chief Executive  
 Duncan Mackay, Director of Asset Management  
 Karen Barry, Director of Housing  
 Janice Thomson, Executive Support Officer (Minutes)  
 Phil Morrice, Alexander Sloan (External Auditor)

### 1.0 GENERAL

#### 1.1 Apologies

Alan Forsyth (4/6), Shirley Evans (3/6), Frank Colston (5/6).

#### 1.2 Declarations of Interest by Management Committee Members

There were no declarations of interest.

#### 1.3 Minutes of Meeting 28 May 2020

The minutes were **approved** by the Management Committee. They were proposed by Peter Hayman and seconded by David Rose.

#### 1.4 Action List

The Management Committee noted the report.

#### 1.5 Matters Arising

There were no matters arising.

**2.0 GOVERNANCE**

**2.1 Secretary's Report**

The Management Committee *Homologated* the use of the Seal for:

Letter of Variation to the Grant Offer between East Lothian Council and East Lothian Housing Association dated 22 and 24 January 2019 in relation to the Energy Efficiency Programmes.

Disposition – 12L Colvin Street Dunbar in favour of [REDACTED]

Minute of Agreement between East Lothian Council and East Lothian Housing Association in relation to land to the East at Newton Port, Haddington.

**2.2 Key Performance Indicators 2020/21**

The Chief Executive highlighted the following from the report:

*Non-technical Arrears as % of Rental Income*

Due to the Coronavirus pandemic, rent arrears increased to slightly above target at 3.17%. Whilst it was disappointing to see the hard work undone that had resulted in an historically low rent arrears position in March 2020, overall this has to be considered a good outcome to date. In initial modelling, the Senior Management Team had considered 30% non-payment of rent, in the end, between 1 April 2020 and 31 July 2020, only 1.6% less rental income had been collected than in the same period last year. June and July 2020 rental collection was at or around normal levels and August 2020 also appears to be close to normal.

The Chief Executive said that this position had been hard won. It was important to recognise that so many tenants had continued to pay their rent, and the Association continues to send monthly “thank you” e-mails to tenants when they clear their account for the month, but staff had worked hard to send out a message about the importance of paying rent along with significant efforts to help those who suddenly lost income claim Universal Credit and other benefits. The Money Advice service had the equivalent of three months referrals within one week near the start of the pandemic, although every tenant that sought assistance was helped and pressures on the service were reducing.

However, a second spike in tenants losing income was the most significant concern, driven either by the removal of the Furlough scheme or a second spike in the virus itself. Rental income continues to be monitored on a daily basis as a result.

*Gold & Platinum Key Tenants*

These remain under target and the focus would return to encouraging tenants to join the Key Tenant Scheme once staff are able to return to normal duties.

*Percentage of Tenants Using My Home*

The target of 80% is now very close and it is anticipated that this would be achieved by the end of the financial year.

*Gas Servicing*

97% of gas servicing was completed with only a small number of tenants not allowing access due to the Coronavirus. However, contact was maintained with these tenants and all these properties now have an up to date annual safety certificate.

The Chief Executive noted that the Association, unlike many others in the sector, had taken a view that gas servicing was an important service to maintain through Lockdown, and all services had been maintained through the partnership with Lothian Gas. He noted that Asset Management staff had also worked hard to carefully and sensitively explain the process to tenants so that the majority had agreed to continue to provide access.

This performance figure, whilst below target, was excellent, and it was particularly pleasing to note that all servicing had now been brought up to date. This is likely to exceed performance across most of the rest of the sector at this time. Whilst flexibility would be applied in the current circumstances, it was confirmed that forced entry procedures would still be used, with capping the supply as a last resort, if tenants refused reasonable access requests.

*Number of Accidents reported to HSE*

An accident involving a nail through an R3 operative's hand had been reported to both the Health and Safety Executive (HSE) and the Scottish Housing Regulator (SHR). The SHR have since confirmed that they require no further information and have closed the case. No response had been received from the HSE and it was not anticipated that any further contact would be received from them on this matter, so this can also now be considered as closed.

**2.3 Annual General Meeting: Management Committee Membership**

The Management Committee discussed the report and agreed that Joyce Bolan, Shirley Evans, Peter Hayman and David Rose all contributed effectively as Management Committee Members and agreed with the recommendation of their endorsement for re-election.

The Management Committee **endorsed** the nominations for Joyce Bolan, Shirley Evans, Peter Hayman and David Rose for re-election to the Management Committee at the 2020 AGM, having been satisfied that their contribution continues to be effective and valuable.

**2.4 Revised Rules**

With the majority of the Rule changes discussed and agreed at the last Management Committee meeting, the Management Committee noted the amendments since then, particularly the addition of Rule 20 which allowed for an Annual or Special General Meeting to be held virtually.

The Management Committee **approved** the revised Rules in order that they can be presented to the Association's Membership at a Special General Meeting on Thursday 24 September 2020.

**3.0 PRIORITY ITEMS****3.1 Meeting the Updated Scottish Housing Quality Standard**

From the report it was highlighted that the deadline for ensuring that all properties have a current Electrical Installation Condition Report (EICR) had been extended to 31 March 2022. In addition, the deadline for upgrading smoke alarms to LD2 standard had been extended to 1 May 2021. In both cases the Director of Asset Management confirmed that the extension should ensure compliance can be achieved within the new deadlines.

Upgrade work for smoke alarms was back on-site in July 2020. Special letters were created, using graphics to try and increase engagement, and to carefully set out to tenants why the upgrades were important, and how safe access to the property would be managed during the works. Again, this care and attention by Asset Management staff had ensured that the vast majority of tenants were expecting the operatives and allowed access for the works.

#### 4.0 POLICIES

##### 4.1 Association Membership Policy Review

The Management Committee noted the report and that no material changes were proposed.

The Management Committee *approved* the revised Association Membership Policy.

##### 4.2 Sponsorship & Donation Policy Review

The Management Committee noted the report and that no material changes were proposed.

The Management Committee agreed to *recommend* the Policy to the Members at the AGM, noting that no material changes are proposed to the Sponsorship and Donations Policy.

##### 4.3 Pension Policy Review

The Management Committee noted the report and that the policy had been updated to reflect the introduction of the Defined Contribution option. The Director of Finance noted that the link to Final Salary would be lost if an employee elects to transfer to either the Care 1/80<sup>th</sup> or Defined Contribution option.

The Management Committee *approved* the revised Pension Policy.

##### 4.4 Amendment to Shared Ownership Policy

The Management Committee noted the amendments to the Policy.

The Management Committee *approved* the amendments to the Shared Ownership Policy.

#### 5.0 BUSINESS MANAGEMENT

There were no reports for this section.

#### 6.0 ANY OTHER BUSINESS

There was none.

**DATE OF NEXT MEETING**

**AGM:** Thursday 24 September 2020 at 2.30pm at ELHA Head Office (with general participation via Microsoft Teams)

**Management Committee Meeting:** Thursday 24 September 2020 at 3.00pm at ELHA Head Office (with general participation via Microsoft Teams)

**ADOPTION OF THESE MINUTES APPROVED AT THE MEETING ON  
24 SEPTEMBER 2020**

Signed \_\_\_\_\_ (Chair)