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MINUTES OF CUSTOMER SERVICES COMMITTEE MEETING HELD ON THURSDAY 11th NOVEMBER 2021 (REMOTELY VIA MS TEAMS)

Present:

1. Louise Gregory (Convenor)
2. Graham Collie
3. Margaret Baxter
4. Aileen Crichton
5. John Campbell
6. Teresa McNally
7. Kevin Keane

In Attendance: Linda McLaren, Housing Services Manager

Andrew Gibb, Property Services Manager

1. **RECORDING OF MEETING**

***RESOLUTION: Committee approved that the meeting be recorded.***

1. **APOLOGIES**

Apologies were received from

1. **DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

1. **MINUTES OF CUSTOMER SERVICES COMMITTEE MEETING HELD ON 5TH AUGUST 2021**

***RESOLUTION: The Minutes of the Customer Services Committee Meeting of 5th August 2021 were approved as a true record on a motion from and seconded by***

1. **MATTERS ARISING** 
   1. Mar Street, Alloa

*COMMITTEE COMMENTS/DISCUSSION: Louise Gregory enquired if there was any news on Mar Street, Alloa.*

Margaret Baxter commented that as of 4th August 2021, the situation was still the same that the outstanding work had not commenced as yet.

* 1. Fife Lease Proposal

The Housing Services Manager gave an update as the position had now completely changed.

A meeting was held with Fife Council and the support provider. In attendance was a solicitor from Fife Council who advised that we could not progress this model as Fife Council have recently ‘discovered’ an issue with this type of arrangement because of changes within the Housing (Scotland) Act 2006 it does not allow this model in law. He advised that the owner of the property (OVHA) must make the HMO application and they must have a direct contract with the occupants, the owner can’t sublet to another organisation who would then become the landlord to the occupants. Fife Council are in the process of reviewing this arrangement with other landlords and have now actually purchased a property from another RSL so that they could become the owners and apply for the HMO license.

The Association sought legal advice from Harper McLeod as we currently operate this arrangement with Clackmannanshire Women’s Aid. The Association obtains the HMO license and we lease to Clackmannanshire Women’s Aid. The occupancy agreements with tenants are with Women’s Aid.

Harper McLeod responded with a different interpretation of the Act and advised that they see no reason why we can’t progress with the original proposal however, they were aware of Fife Councils position. The Housing Services Manager had fed this back to Fife Council, and they are still taking this stance and do not want to enter into a lease if the Association were the HMO license holders.

As Fife Council would not fund support costs for one resident the options were that the current tenant would have to move to residential care, or the arrangement is changed to Fife Council leasing the property and only moving in one other occupant. This would share the costs of support between two occupants but would mean that no HMO License would be required.

Fife Council replied that they would be interested in leasing from the Association and placing two occupants in the property. The draft lease has been sent to the Council and we are currently awaiting on them responding.

1. **MINUTES OF COMMERCIALLY SENSITIVE CUSTOMER SERVICES COMMITTEE MEETING HELD ON 5TH AUGUST 2021**

***RESOLUTION: The Commercially Sensitive Extract of Minute of Customer Services Committee Meeting held on 5th August 2021******was approved as a true and accurate record on a motion from and seconded by***

1. **MATTERS ARISING**

7.1 Debt Collection Service

The Housing Services Manager advised that this service was up and running and all staff have been trained on how to use the portal. The staff are all finding the portal easy to use and so far all seems really positive.

1. **COVID – 19 SERVICE UPDATE**

The Housing Services Manager and Property Services Manager updated the Committee, by summarising the key aspects of the Covid-19 Service delivery to date.

The Housing Services Manager updated on the key aspects for housing services: -



The Property Services Manager updated on the key aspects for Property Services: -



***RESOLUTION: The Covid-19 Service Update was noted by Committee.***

1. **CUSTOMER SERVICES PERFORMANCE REPORTS 2021/22 (Q2) (Reports from Housing Services Manager and Property Services Manager Enclosed) FOR APPROVAL**
   1. Q2 Customer Services Performance Management Reports

The Housing Services Manager and Property Services Manager advised Committee as follows:

Key Performance Indicator Report

Committee noted the following:

* Performance in Q2 of (against a target of )
* Overall performance for the year to date of (against a target of )
* Positive Highlights in Q2

* Areas for improvement
  1. Q2 Departmental Plan Review

The Property Services Manager summarised the key aspects of the Departmental Plan for Q2 which incorporates both Housing and Property Services:

* 1. Q2 Complaints and Feedback

The Property Services Manager provided a further update as follows:

* Positive Highlights in Q2
  1. Q2 Planned Maintenance Programme Review

The Property Services Manager updated the Committee on progress to date on the investment areas for 2021/22:

***RESOLUTION: The Customer Services Performance Reports 2021/22 (Q2) were approved by the Committee.***

1. **AFGHANISTAN RESETTLEMENT SCHEME/EXCEPTIONAL ALLOCATION** (Report from Housing Services Manager Enclosed) **FOR HOMOLOGATION**
2. **ENTITLEMENT, PAYMENTS & BENEFITS: ALLOCATION** **(Report from Housing Services Manager Enclosed) FOR APPROVAL**
3. **CX FEEDBACK-CUSTOMER SURVEYING AND FEEDBACK MANAGEMENT TOOL** **(Report from Housing Services Manager Enclosed) FOR RECOMMENDATION**
4. **LETTABLE STANDARD REVIEW** **(Report from Property Services Manager Enclosed) FOR RECOMMENDATION**
5. **COMMITTEE ATTENDANCE (Enclosed) FOR INFORMATION**

***RESOLUTION: Committee attendance to date of was noted.***

1. **AOCB**

There was no other business and the meeting concluded at

1. **DATE OF NEXT MEETING**: **9th December 2021**

**12th November 2021**

Signed …………………………………………….. (Convenor) Date ……………

***RESOLUTION: The Performance Management Reports 2021/22 (Q1) were approved by the Committee.***

1. **HOUSING SERVICES DEPARTMENTAL SERVICE PLAN (FINAL DRAFT)**

The Housing Services Manager advised Committee as follows:

* the 1st Draft of the Housing Services Departmental Plan was considered by Customer Services Committee on 3rd June 2021;
* the presentation of the 2nd & Final Draft concludes the Housing Services Departmental Plan process on schedule;
* there are no changes to the plan since it was last presented;

The Housing Services Manager advised Committee that Teresa McNally had emailed with a suggested amendment to paragraph 5.3 that instead of ‘we will close’ it should read ‘we closed’. The Housing Services Manager confirmed that the plan was written prior to April 2021, and this is why it was written as a future task however, as the plan is being approved today, the amendment would be made.

***RESOLUTION: Subject to a small amendment at item 5.3, the Housing Services Departmental Service Plan (Final Draft) was approved by Committee.***

1. **PROPERTY SERVICES DEPARTMENTAL SERVICE PLAN (FINAL DRAFT)**

The Property Services Manager advised Committee as follows:

* the 1st Draft of the Property Services Departmental Plan was considered by Customer Services Committee on 3rd June 2021;
* the presentation of the 2nd & Final Draft concludes the Property Services Departmental Plan process on schedule;
* there was one change to the plan with an additional task added to cover the Associations asset management software PIMSS;

The Property Services Manager advised Committee that Teresa McNally had emailed with a suggested amendment to the wording of Outcome 5 on page 13, as the date was incorrect, and it should refer to 2021/22. The Property Services Manager confirmed that, as the plan is being approved today, the amendment would be made.

***RESOLUTION: Subject to a small change to page 13, outcome 5, the Property Services Departmental Service Plan (Final Draft) was approved by the Committee.***

1. **TENDER APPROVALS**
   1. **WINDOW REPLACEMENT OPTIONS**

The Property Services Manager advised Committee as follows:

* The financial projections on the overall anticipated component replacement spend had been updated and the report had been updated to reflect the additional questions asked at the last Customer Services Committee meeting.
* In the opinion of the Property Services Manager, he felt that extending to 45 years for replacing windows was too long a period but was open to any other suggestion from the Customer Services Committee.

*COMMITTEE COMMENTS/DISCUSSION: Teresa McNally had enquired by e-mail prior to the meeting regarding 5.2 on page 3 regarding replacement ironmongery and she had enquired if there was a built-in cost for replacement.*

The Property Services Manager advised that all the costs for renewing a window include all ironmongery. It was also confirmed that we would replace the whole unit if we can’t find a replacement mechanism.

*COMMITTEE COMMENTS/DISCUSSION: Teresa McNally had advised prior to the meeting that she would be happy to support extending the wooden windows to 45 years.*

*COMMITTEE COMMENTS/DISCUSSION: Regarding Appendix 2, Teresa McNally enquired as to how many windows did this equate to.*

The Property Services Manager advised that he could not give an answer to this exactly as we don’t have that information available as to how many windows each property has, but he reckoned it would be around 2,000 windows that would be required to be replaced (each house averaging 4 windows each) in that 10-year schedule.

*COMMITTEE COMMENTS/DISCUSSION: Graham Collie commented that he couldn’t imagine that the regulator would be happy with an RSL having 40+ year old frames.*

*COMMITTEE COMMENTS/DISCUSSION: Louise Gregory commented that her concern would be if we put windows in now, after 45 years, the U-value would be very poor.*

*Also, if it were timber frames, Louise felt that she wasn’t sure that timber frames would last 45 years. Then we would have issues where we wouldn’t be able to get ironmongery to match etc.*

*Margaret Baxter enquired as to how many windows would require replacing in say the next 35 years.*

The Property Services Manager went on to item 5.4, page 4, and information had been provided to Committee on what we have at present. Appendix 2 shows that over the next 10 years there was a significant programme where 484 properties would require replacement windows, approximately 2,000 windows and a total of £3.3m worth of investment. 380 (the majority) of those properties have not been surveyed as the resource required to do so was significant and we only had 1 inspector. Normally, we would not look at them until the frames get to around 28 years old or unless issues were flagged up with the mechanisms, or if they are in particularly poor condition etc. It’s the original windows in virtually all of these properties as they were built between 1992 and 2002. A lot of the one-off purchases we have had we have put an estimate on when they will require replacements, so it’s difficult to put a time on them. At this point, the Property Services Manager could not specifically advise how many would require replacement, it may be that 50% might not require to be renewed over the next 10-year period.

***RESOLUTION: The Committee carried out a vote and the results were 5/1 that the choice of UPVC was approved for recommendation to the Board of Management.***

* 1. **INTEGRATED RECEPTION SYSTEMS**

***As the details relating to this item are considered to contain information of a commercially sensitive nature the record of this Agenda Item is contained in a Commercially Sensitive Extract of Minutes.***

1. **TENANT ENGAGEMENT & COMMUNICATION STRATEGY REVIEW**

The Housing Services Manager advised Committee as follows:

* The Strategy was last reviewed in 2018 and is subject to a review every 3 years however, this was delayed until the new Tenant Engagement & Communication Officer was in post;
* TPAS carried out a full audit of our Tenant Engagement Strategy in 2019 and made a number of recommendations including that the Strategy should be more tenant friendly, the audit report is included at Appendix 2;
* Consultation was carried out during June 2021 with tenants and a full outcomes report is included at Appendix 3;
* The Tenant Engagement Strategy has been given a complete overhaul and fresher more tenant friendly appearance;
* The Strategy also includes an action plan setting out the short, medium and long term goals in more detail, this will be updated annually

***RESOLUTION: The Committee approved the revised Tenant Engagement & Communication Strategy for recommendation to the Board of Management.***

1. **CUSTOMER SERVICES & STANDARDS POLICY REVIEW**

The Housing Services Manager advised Committee as follows:

* The Customer Services & Standards Policy was last reviewed in 2015 and is subject to a review every 5 years however, this was delayed until the new Tenant Engagement & Communication Officer was in post;
* Consultation was carried out during June 2021 with tenants on the Tenant Engagement & Communication Strategy the outcomes were also used to update this policy, the full outcomes report is included at Appendix 1;

***RESOLUTION: The Committee approved the revised Customer Services & Standards Policy for recommendation to the Board of Management.***

1. **EXCEPTIONAL ALLOCATION 500432**

***RESOLUTION: The Committee homologated the Exceptional Allocation 500432.***

1. **COMMITTEE ATTENDANCE**

***RESOLUTION: Committee attendance to date of 93% was noted.***

1. **AOCB**

There was no other business and the meeting concluded at 7.25pm.

1. **DATE OF NEXT MEETING:** **11th November 2021**

**6th August 2021**

Signed …………………………………………….. (Convenor) Date ……………