

Yorkhill Housing Association

Summary Report on Housing Management Sub Committee meeting held on:

8th August 2019

Topic discussed	Decisions made	Action required
Arrears Performance Monitoring	A revised report style was presented to the Services Sub Committee. More recent figures were also presented showing a reduction of £5,641.90 in the total arrears from June into July. The committee noted these figures.	Staff will continue to monitor arrears in accordance with the Rent Arrears Policy & Procedures.
Former GHA Arrears	The Services Sub Committee noted the balances for former GHA tenants and that they had remained static so far this financial year, although the balances are relatively low. The association has already recouped the costs to purchase these debts.	Staff will continue to monitor arrears in accordance with the Rent Arrears Policy & Procedures.
Rechargeable Repairs	The Services Sub Committee noted the rechargeable repairs balances including an increase in the payments made, reducing the balance.	Staff will continue to monitor the rechargeable repairs balances and recover these where possible.
Bedroom Tax Report	The Services Sub Committee noted that all tenants affected by the 'bedroom tax' had now been successful in being awarded a Discretionary Housing Payment (DHP) eliminating the shortfall caused.	Staff will monitor arrears cases and apply for DHP where a case has been identified as being impacted by the bedroom tax.
Ethnic Monitoring Report	The Services Sub Committee noted the statistics on the ethnic background of applicants and allocated tenants.	Staff will continue to record this information for review.
Estate Management Report	A revised report style was presented to the Services Sub Committee. This provides information on the inspections carried out in the estate and the resulting action. The committee noted these figures.	Staff will continue to inspect the estate and record this information for review.
Satisfaction Survey Responses	A revised report style was presented to the Services Sub Committee and some background narrative information was provided for the previous year. It was decided that future reports would contain both statistics and some narrative information for review.	Staff will adapt the report style and will continue to record information for review.
Voids & Allocations	A revised report style was presented to the Services Sub Committee detailing all void properties and related performance figures. The committee noted the figures.	Staff will continue to allocate properties as efficiently as possible and will record this information for review.

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Arrears over £1,000	A revised report was provided detailing progress of cases owing over £1,000. It was noted that 19 of the 35 cases had decreased in July 2019.	Staff will continue to monitor arrears in accordance with the Rent Arrears Policy & Procedures.
Rent Arrears Policy	The Services Sub Committee reviewed the new policy and decided to accept the version of the Rent Arrears Policy & Procedures and recommend Management Committee approves this.	Management Committee to ratify.
Unacceptable Actions Policy	The Services Sub Committee decided to accept the adjustments made to the Unacceptable Actions Policy and recommend the Management Committee approves this.	Management Committee to ratify.