

Management Committee briefing

The following points were covered at the October Committee Meeting:

- The following arrangements were agreed for the festive period:
 - Office closes at 1pm on Friday 22nd December 2017
 - Office reopens at 9am on Thursday 4th January 2018
- The Housing Management monitoring report for July to September was considered and the following noted:
 - There are 864 households on our housing list
 - 9 properties were re let within the quarter and the average void time was 1.6 days
 - Our allocations have largely been in line with quotas
 - All new tenant visits were completed within our 6 week target
 - Average tenancy sustainment is currently 96%
 - 25 anti-social behaviour complaints were received in the period
 - Rent arrears have risen to 2.14%, as the impact of Universal Credit begins to show. Committee agreed that staff should continue to seek rent payments in advance from all new tenants.
 - Again the increase in Universal Credit cases was seen to have an impact on the Income Maximisation workload and it was recognised that some tasks will be deprioritised.
- The Rent Setting and Shared Ownership Buy-back Policies were reviewed and adopted.
- The Business Plan was reviewed at the half year point and Committee agreed some minor updates to targets etc to reflect the current position.
- The results of the Internal Audit in relation to Data Protection was considered and the following noted:
 - There are no major concerns with Forth's compliance
 - The proposed action plan to address findings was agreed
 - It was agreed to proceed to appoint an external specialist agency to provide the Association with Data Protection Officer services.
- It was noted that the Director would be working compressed hours for a 3 month trial period from 30th October 2017. He will generally not work on Wednesdays.

John Cameron
31/10/17