

Tenant Scrutiny Panel
Tuesday 4th September 2018 @ 10.30am
Barrhead Housing Association Office

Present: **J Geddes, J McShane, L Hendry**

Apologies: **None**

In Attendance: **L Dallas, Director of Customer Services**

1. Performance Report

Lorraine circulated previous years' performance reports to the group and went through the report page by page, seeking comments.

Members felt that a 'Who's Who' and photographs of Board Members and staff would be helpful. In general they felt the first 2 pages were quite wordy but understood the importance of the content.

It was felt that if any tables detailed 'other', that it would be good to put context to this as it did not mean anything to the group.

Under the Income and Expenditure section members felt this could be expressed in less technical terms as they didn't understand the meaning of Capital Grants Release or, at least provide an explanation of the relevant headings.

Overall, members recommended that the content could be cut down (whilst understanding the need for required information) and that more photographs would be welcomed.

2. Complex Repairs

Lorraine gave a background to this topic highlighting that the ARC guidance has always made reference to Complex Repairs.

These are repairs where investigation or work needs to be undertaken, where, by their nature are not straight forward. These repairs can be designated within the BHA Housing system and excluded from Indicator 13 - Right First Time Calculations.

Lorraine highlighted that the Association had not yet taken account of this within the Reactive Repairs & Maintenance Policy and have made a number of recommendations on what should essentially be classed as a complex repair.

The list below was discussed by the panel and all members agreed that these listed repair seemed like a sensible approach to cover a definition of complex repairs.

List of Complex Repairs

- Jobs over £1000 and requiring quotes
- Jobs requiring scaffolding or a cherry picker
- Major water ingress/leaks which require to be dried out prior to further works being undertaken (i.e. plasterwork)
- New doors/windows which are not covered under the planned budget
- Dampness/Rot Works that require further investigation/specialist works

3. Date of Next Meeting

30th October 2018 (noting the diary of meetings may change to accommodate newer members).