

NOTES FROM PHA OWNERS MEETING 08/03/2022

OWNERS
MEETING 2nd
August
2022



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 2521R (S)
and with The Scottish Housing Regulator NO HAL 298.

- INTRODUCTIONS
- Invoicing – Fully Factored
- Invoicing – Open Space Maintenance
- Approved Factoring Policy
- Moving Forward: Revising Written Statements of Service
 - Consultation on Management Fee
 - Falkirk Council – Open Space Maintenance

Housing Manager, Evelyn Mathershaw welcomed everyone to the meeting and outlined the Agenda.



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and with The Scottish Housing Regulator NO 100 276.

FULLY FACTORED INVOICING

- Invoices due to be issued on 12/8/2022
- Third invoice in November 2022 to bring in line with Financial year
- Expecting insurance premiums to increase in October (currently undertake a stock valuation for reinstatement purposes).

Date Invoice due to be issued	Items covered in invoice
August 2022	<ul style="list-style-type: none"> • Management Fee of £27.50 for the period April 2022 – September 2022 • Communal Repairs January 2022 June 2022
November 2022	<ul style="list-style-type: none"> • Management Fee September 2022 – March 2023 • Insurance premium October 29th 2022 – October 28th 2023 • Communal Repairs July 2022 – October 2022
April 2023	<ul style="list-style-type: none"> • Management Fee April 2023 – September 2023 • Communal Repairs November 2022 – March 2023
November 2023	<ul style="list-style-type: none"> • Management Fee October 2023 – March 2024 • Insurance Premium October 29th 2023 to October 28th 2024 • Communal Repairs April 2023 to October 2024

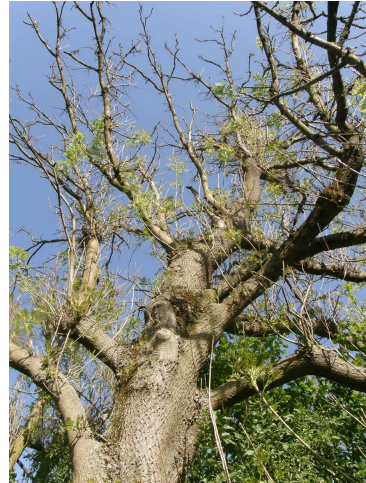
Evelyn outlined proposals to streamline the invoice processing for Fully Factored owner. This will see a third invoice being issued for this year only to allow Insurance schedules to be issued closer to the Policy start date of 1st November.

OPEN SPACE MAINTENANCE INVOICES



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and with The Scottish Housing Regulator NO 186/ 216.

- Invoices issued to over 700 owners across Clacks & Stirling on 28/6/22
- 2nd full year of invoicing under new contract
- Reminder letters will be issued August – December (Estate by Estate)
- In some cases – where arrears over £100 fees will be applied and in extreme cases external (passing to Sheriffs Officer) actions will be taken
- Increasing issue with Ash Dieback



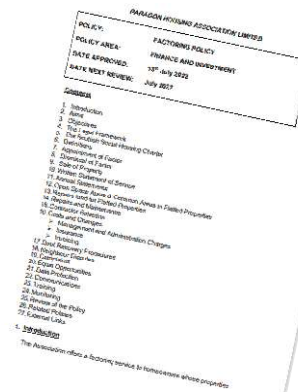
Evelyn went on to discuss the open space maintenance invoices that had been issued in June.



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FACTORING POLICY APPROVED

- Reflects revised code of conduct
- Legal Framework
- Annual Statement of Account

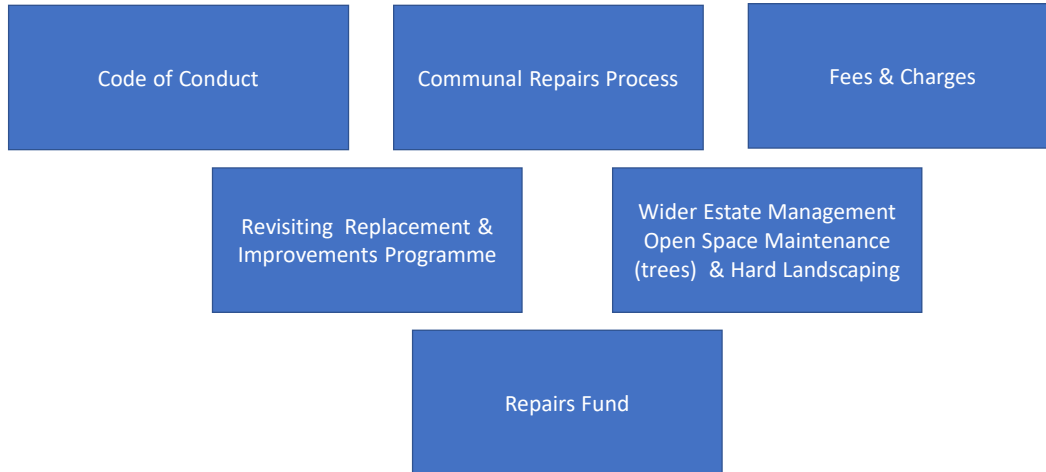


Evelyn Confirmed that the Factoring Policy had now been approved and uploaded onto the Association's website.



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MOVING FORWARD: REVISING & RE-ISSUING WRITTEN STATEMENTS OF SERVICE



Next Step would be revising and re-issuing written statements of service. The group would be offered the opportunity to get involved in the review and wider communal repairs and Estate management issues.



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NEXT STEPS

- Working Group to oversee revision of Written Statements Of Service
- Re-launch Owners Group and recruit owners from across all three LA areas
Calendar of meetings – every 6 weeks
General update & maximum 2 topics per meeting

Communal Repairs
Open Space Maintenance (Trees)
Estates – Hard Landscaping
Programme of Improvements & Replacements
Costs & Charges / Administration Fees
Arrears process – factoring arrears
???

.Evelyn outlined the ambition to re-launch the owners group recruiting owners from across all three Local Authority Areas.

One owner attending asked that the issue of rubbish / flytipping be added to the topic list and this was agreed.



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NEXT MEETINGS

TUESDAY 18th October (Re Launch)

TUESDAY 29th November

TUESDAY 10th January

All meetings will be on line (Zoom) and start at 6pm, lasting approximately 45 minutes