

NOTES FROM PHA OWNERS MEETING 30/08/2023

OWNERS
MEETING
30th August
2023



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

- INTRODUCTIONS
- Draft Estate Management Strategy & Policy
- Communal Repairs – including Planned Maintenance
- Open Space Maintenance
- Plans for revamped owners page on Website
- Complaints Corner – tell us your gripes
- Future meetings – what would you like us to cover?

Evelyn Mathershaw (Housing Manager) introduced herself and Claire Tetsil (Estates Officer) and welcomed everyone to the meeting. She outlined that on this occasion meeting was fully online but there was the potential for future meetings to be hybrid allowing anyone wanting to attend in person to do so at the Paragon Offices.



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 25218 (3)
and with The Scottish Housing Regulator No 100/219.

[DRAFT] ESTATE MANAGEMENT STRATEGY

Approved for consultation purposes at the August Meeting of Management Committee

5 Strategic Objectives

Support the creation of vibrant, integrated and self-reliant communities rather than estates which simply provide accommodation.

To ensure long term sustainability the Association will provide proactive maintenance support to residents and estates

To provide a friendly accessible and efficient service to all residents with a view to best practice on all aspects of customer engagement.

To ensure there is proper control, by the Association, of financial and other assets to cover current and regular estate maintenance and management costs as well as any future major items of expenditure.

To take a proactive approach to Health & Safety measures ensuring compliance with current legislation.

EM advised the group that consultation was about to commence on the [Draft] Estate Management strategy and policy. Full copies of both documents would be uploaded to the Association's Website by the end of September.



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 25218 (3)
and with The Scottish Housing Regulator NO 100/276.

[DRAFT] ESTATE MANAGEMENT STRATEGY

Approved for consultation purposes at the August Meeting of Management Committee

8 Operational Aims

- To ensure that residents understand their rights and responsibilities regarding common areas.
- To ensure that staff provide good quality information and advice to all residents living in areas managed by the Association.
- To ensure that resident satisfaction levels are monitored to reflect their perception of the area they live in
- To promote proactive approaches to Estate Management and to ensure that staff have the relevant skills to deal effectively with issues as they arise.

In addition to 5 strategic objectives the strategy outlined 8 operational aims.



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 25218 (5)
and with The Scottish Housing Regulator NO 184/ 219.

[DRAFT] ESTATE MANAGEMENT STRATEGY

Approved for consultation purposes at the August Meeting of Management Committee

8 Operational Aims

- To ensure that Health and Safety is at the heart of all aspects of Estate Management.
- To develop effective working relationships, within the Association, with our contractors and with other agencies.
- To ensure that all tenants are aware that breaches of the tenancy agreement are not acceptable and will not be tolerated.
- To design out any estate management problems in any programme work, regeneration or new housing scheme.



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 25218 (5)
and with The Scottish Housing Regulator NO 186/216.

[DRAFT] ESTATE MANAGEMENT POLICY

Approved for consultation purposes at the August Meeting of Management Committee

22 Estate Management Commitments, which cover the usual aspects of Estate Management:

Most relevant for owners:

The Association's staff will seek to involve homeowners in our efforts to achieve our estate management objectives.

In accordance with the Code of Conduct for Property Factors the Association will provide each owner with a written statement of service setting out, in a simple and transparent way, the terms and service delivery standards of the arrangement in place between the Association and the homeowner.

The draft policy focused on 22 Estate Management Commitments. There was a general discussion about how the commitments affected residents other than tenants.



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[DRAFT] ESTATE MANAGEMENT STRATEGY & POLICY

The Draft Documents will up loaded to our website in the next couple of weeks along with a brief survey

Tenant Scrutiny Panel will consider both documents at its next meeting (8th September)

Focus groups (any interested individuals) in late September / Early October



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COMMUNAL REPAIRS

- Reintroduced Communal Repairs Surveys
- Think we've got it about right when we look at 'Close' Repairs but
- Reviewing way in which estate wide repairs are undertaken and consulted on (Health & Safety / Aspirational), includes Trees & Shrubs as well as hard landscaping.
- In the second half of 2023/24 (September to March) will be reviewing our programme of planned works (post Covid) and aiming to issue an updated 'Investment Special' to all owners in affected schemes / properties before the end of March. In meantime if any owner wants a one on one with Programme and Regeneration Team this can be arranged.

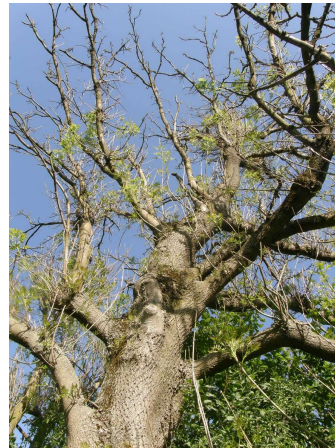
EM Outlined the current position regarding communal repairs and the fact that the Association was currently reviewing the programme of planned works and hoped to be in a position to provide owners with an update in the New year.

OPEN SPACE MAINTENANCE

Commitment Number 4 in the draft policy.

Falkirk Council area: The Council is responsible for most Open Space Maintenance, one notable exception being trees over 5m.

Clacks & Stirling: The Association is responsible for the Open Space Maintenance on 10 Estates across the two local authority areas. Owners (as per the ninth burden of their title deeds) are liable to pay a pro-rata share.



EM Outlined the position regarding Open Space Maintenance

OPEN SPACE MAINTENANCE - Clacks



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Estate	Total Number of Properties	Number of Owned Properties
Fairyburn	100	73
Holbourne	136	127
Jamieson Gardens	76	43
Mar Estate	149	40
Upper Clarent	82	68

OPEN SPACE MAINTENANCE - Stirling



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Estate	Total Properties	Owned
Plean (Balfour Court / Cres)	32	25
Fallin	5	0
Polmaise	11	5
Aberfoyle	16	12
Cornton	126	96
Borestone	302	238
Raploch	10	0

OPEN SPACE MAINTENANCE – The Contract



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EVERYONE: (Including Paragon) pays their share of the management element of the contract. Although we sometimes refer to this as an admin charge we are referring to the costs of setting up and overseeing the contract – for example progress meetings and post inspections of the work done.

HOWEVER, Owners only pay for the physical work carried out on their own estate so the smaller the estate / the less 'open space' there is the lower the charge for this element. ONLY get charged for work undertaken and passed as satisfactory. So if 12 grass cuts done, get charged for 12, but if only 10 only get charged for 10. When we say litter pick we mean a litter pick of grassed area immediately prior to cutting.

The only payment that comes to and stays with Paragon is an admin fee of £3 or 15% of total costs for the Estate whichever is the higher. So for example on the Holbourne Estate, Paragon's admin fee in 2022/23 was £10.94, whilst in Jamieson Gardens it was £3. The highest invoiced Estate was Polmaise and Paragon's Fee (from 5 owners) was £33.90.

Any Estate not happy with the way Paragon acts as Factor has the option of bringing owners together to appoint an alternative.

MOVING FORWARD:



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- All Estate Plans are currently on our Website. We are looking at the owner page and intend – for example – to upload details of when work is being carried out and the outcome of any post inspections.

EM outlined plans to update the Association's Owner's page on its Website. The plan is to have details of Open Space Maintenance works as well as inspections and other Estate works.

OVER TO YOU

- This your opportunity to raise any concerns you might have, we may not have the immediate answer but we will undertake to come back to you as quickly as we can. This is especially true if your questions relates to a specific repair or issue. More general questions we hope we can answer.



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There was a lively debate about various matters with the key issues identified being:

- Owners would like to see more information, at an earlier date of planned works. This would enable them to budget ahead as well as challenge any work they considered to be unwarranted or unreasonably expensive.
- Many of those present felt that the Association could communicate better with owners especially around the question of adhoc estate repairs such as tarmacking of unadopted areas.
- When issuing invoices it would be beneficial if a more detailed breakdown / explanation of the works undertaken could be provided.

EM confirmed that owners were welcomed to join working groups looking at relevant contracts (for example Open Space Maintenance). It was also suggested than planned estate walkabouts would be a good opportunity for owners to raise their concerns.



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and with The Scottish Housing Regulator NO HA1 296.

NEXT MEETINGS

- 1) Do you want the meetings to continue?
- 2) When / How/ Frequency?
- 3) Is there anything particular you would like us to cover?

Some Suggestions – Factoring, insurance and Management Fee

- Anti-Social Behaviour in different tenures
- Future Procurement of Open Space

Maintenance Contract

- Trees
- Flytipping & Vandalism
- ???

The consensus was that those present would like to see the meetings continue and would be interest in getting involved in the procurement of upcoming contracts.