

**TAFF HOUSING ASSOCIATION  
BOARD BRIEFING  
21 MAY 2015**

<b>AGENDA ITEM</b>		<b>OUTCOME</b>
<b>15.65</b>	Minutes of Board Meeting	Approved
<b>15.66</b>	Matters Arising	Noted
<b>15.67</b>	Financial Report: Q4	The surplus for the year reported in the accounts is £1,146.8k compared with a budgeted surplus of £893.5k and forecast surplus of £867.8k. The variance is accounted for as follows: the sale of one property; a reduction in maintenance costs; and significantly lower than budgeted bad debts.
<b>15.68</b>	Risk Management	Deferred to June meeting
<b>15.69</b>	Development Strategy	A revised strategy was presented and approved. The risks of developing, even with grant, were fully acknowledged by Board, but Members still felt it was our primary purpose to provide housing for those in need. The Strategy includes an option to build for sale if doing so would increase the viability of schemes.
<b>15.70</b>	Write-off of Irrecoverable Debts	Approval to write off £2177 of former tenant debt
<b>15.71</b>	Performance Report: Customer Services (year end)	<p>Arrears have reduced substantially, despite benefit changes. The number of voids has reduced considerably in the latter half of the year, though we have been unable to reduce void times. This is mainly due to the operation on the Common Housing Register. It is hoped recent changes to Allocation policy will help improve this. We have been able to meet the Council's targets, except for beneficial transfers, as most wanting to move have already done so. All HA's are experiencing similar difficulties.</p> <p>Response time targets have not always been achieved by external contractors, though our DLO has met all targets. We received responses from 18% of people who had a repair done - of these 96% said that they were satisfied.</p> <p>We closed 150 ASB cases during the year. When we close a case we survey the complainant and ask if they were satisfied with the overall outcome of their complaint. We received responses from 46% of Tenants and 89% were satisfied.</p> <p>We evicted 2 Tenants for ASB during the year.</p>
<b>15.72</b>	Chief Executive's Report	Updates were given on: future regulatory engagement; discretionary housing payments; CHC's 'Keep on Supporting People' campaign (see our video <a href="#">here</a> ); Adore and Locality (our two commercial ventures)
<b>15.73</b>	Business Critical Indicators	All on target except Board attendance, which is showing improvement.
<b>15.74</b>	Use of Company Seal	Noted that the Company Seal was not used this month
<b>15.75</b>	Any Other Business	AGM – 40 <sup>th</sup> Celebration – date changed to 15 <sup>th</sup> September