SOUTHERN SHELTERED HOUSING JOINT BOARD

ORDINARY BOARD MEETING

27TH SEPTEMBER 2021

AGENDA – OPEN SESSION

Item Number	Item	Action Required
1.	**OPENING OF THE MEETING**	
1.1	Welcome, Apologies & Declarations	As required by Board members
2.	**MINUTES**	
2.1	Minutes of the Annual General Meeting held on the 31st August 2021	For Board approval
2.2	Minutes of the Ordinary Meeting held on the 31st August 2021	For Board approval
3.	**MATTERS ARISING**	
3.1	Matters Arising Report	For noting
4.	**MOTIONS – None**	
5.	**FINANCE**	
5.1	Invoices for payment in September 2021	For Board approval
6.	**HEALTH, SAFETY & ENVIRONMENTAL PERFORMANCE**	
6.1	Projects Update	For noting
7.	**PUBLIC CORRESPONDENCE & COMMUNICATIONS - None**	
8.	**POLICY & RESOURCES**	

8.1	Meeting dates 2021/22	For Board discussion
8.2	Administration Contract – verbal item	For noting
9.	**PUBLIC CONSULTATIONS - None**	
10	**ANY OTHER BUSINESS OF AN URGENT NATURE (BY PERMISSION OF THE CHAIR)**	

SOUTHERN SHELTERED HOUSING JOINT BOARD

MATTERS ARISING REPORT

Matters Arising

Rent Setting – The recommendation was submitted.

Internal Audit Doc – The report was circulated by e-mail on 22nd September.

SOUTHERN SHELTERED HOUSING JOINT BOARD- Invoices to be paid in September 2021

Date	Inv #	Supplier	Details	Housing	Net	VAT	Total Cost	NL Code
31/08/2021	28343	4Ts Window Cleaners	Window cleaning - MC/CV/RYC/MH/SF- September 21		£ 285.00	£ -	£ 285.00	5275
26/08/2021	INV-0991	Adorn Leasing Limited	Monitoring charges - 26.08.21 to 25.11.21	CV	£ 234.00	£ 46.80	£ 280.80	5120
26/07/2021	420548	DEFA	Biomass - 24/06/21 - RYC	RYC	£ 1,349.67	£ 116.44	£ 1,466.11	5160
01/10/2021	13/11/1939	DPN	Rent and Rates - 01.09.21 tp 31.08.22		£ 1,060.00	£ 212.00	£ 1,272.00	5155
09/09/2021	1236117	EVF	Oil- 999L - 09.09.21	SF	£ 474.53	£ 23.73	£ 498.26	5160
03/09/2021	1235745	EVF	Oil - 3831L - 03.09.21	SF	£ 1,819.73	£ 90.99	£ 1,910.72	5160
14/09/2021	99922	Info Tech Systems	1SF - call point system removal	1SF	£ 50.00	£ 10.00	£ 60.00	5000
07/08/2021	2176222	J Qualtrough & Co	Water stop connector		£ 8.29	£ 1.66	£ 9.95	5000
31/08/2021	21/3770	Liftmann	MH - 8/12- Service lift	MH	£ 100.00	£ 20.00	£ 120.00	5000
25/08/2021	961182801	Manx Gas	RYC - 29.07.21 to 25.08.21	RYC	£ 3,306.95	£ 661.39	£ 3,968.34	5160
25/08/2021	961182802	Manx Gas	MC - 29.07.21 to 25.08.21	MC	£ 2,056.85	£ 411.37	£ 2,468.22	5160
25/08/2021	961182800	Manx Gas	CV - 29.07.21 to 25.08.21	CV	£ 798.95	£ 159.79	£ 958.74	5160
01/09/2021	15280248	Manx Telecom	Telephone - September 21		£ 710.79	£ -	£ 710.79	5200
31/08/2021	U1843333	Manx Utilities	7RYC - 22/07/21 to 24/08/21	7RYC	£ 6.17	£ 0.30	£ 6.47	5000
01/09/2021	15515	Orb Limited	Payroll admin - August 21		£ 56.50	£ 11.30	£ 67.80	5220
02/09/2021	4242	PSMC	DLO Equipment, Wages Jul /Aug 21 and Fuel		£ 6,514.14	£ 1,302.83	£ 7,816.97	5000
02/09/2021	4241	PSMC	DLO Equipment, Wages Jun 21 and Fuel		£ 2,956.88	£ 591.38	£ 3,548.26	5000
				Subtotal	**£ 21,788.45**	**£ 3,659.98**	**£ 25,448.43**	

SOUTHERN SHELTERED HOUSING JOINT BOARD- Invoices to be paid in September 2021

Date	Inv #	Supplier	Details	Housing	Net	VAT	Total Cost	NL Code
23/08/2021	10120	Reliance Security	MC - Fob	MC	£ 55.00	£ 11.00	£ 66.00	5240
06/09/2021	10126	Reliance Security	MC - door access reader replacement	MC	£ 390.00	£ 78.00	£ 468.00	5240
08/09/2021	10129	Reliance Security	29RYC - isolate call unit	29RYC	£ 67.50	£ 13.50	£ 81.00	5000
01/09/2021	2455	SCASB	Green waste - 80kg		£ 7.60	£ 1.52	£ 9.12	5010
06/09/2021	2100126650	St John Ambulance	Staff Training - P Metcalf - Emergency first aid at work		£ 109.00	£ 21.80	£ 130.80	5270
25/08/2021	9260	Test & Maintenance Servi	15MH - bathroom light replacement	15MH	£ 117.98	£ 23.60	£ 141.58	5000
08/09/2021	9308	Test & Maintenance Servi	SF/MH - repairs corridor lighting	SF/MH	£ 409.14	£ 81.83	£ 490.97	5240
03/09/2021	9296	Test & Maintenance Servi	SF/MH - Fire alarm Testing - September 21	SF/MH	£ 82.50	£ 16.50	£ 99.00	5240
10/09/2021	66857	WDS Limited	Cleaning materials - September 2021		£ 97.53	£ 19.51	£ 117.04	5275
03/09/2021	66456	WDS Limited	Cleaning materials - September 2021 - Sandfield	SF	£ 391.22	£ 78.24	£ 469.46	5275
24/08/2021	2932	Window Maintenance Ser	51RYC - french doors	51RYC	£ 90.00	£ 18.00	£ 108.00	5000
				Subtotal	**£ 1,817.47**	**£ 363.50**	**£ 2,180.97**	

SOUTHERN SHELTERED HOUSING JOINT BOARD- Invoices to be paid in September 2021

Breakdown of invoices to be paid by supplier

Row Labels	Sum of Total Cost
4Ts Window Cleaners	£ 285.00
Adorn Leasing Limited	£ 280.80
DEFA	£ 1,466.11
DPN	£ 1,272.00
EVF	£ 2,408.98
Info Tech Systems	£ 60.00
J Qualtrough & Co	£ 9.95
Liftmann	£ 120.00
Manx Gas	£ 7,395.30
Manx Telecom	£ 710.79
Manx Utilities	£ 6.47
Orb Limited	£ 67.80
PSMC	£ 11,365.23
Reliance Security	£ 615.00
SCASB	£ 9.12
St John Ambulance	£ 130.80
Test & Maintenance Services Ltd	£ 731.55
WDS Limited	£ 586.50
Window Maintenance Services	£ 108.00
Grand Total	**£ 27,629.40**

Item 6.1

SOUTHERN SHELTERED HOUSING JOINT BOARD

PROJECTS UPDATE

Mill Hope & Sandfield Boilers

A meeting between with the Clerk, consultant and Department has been requested.

Mobility Scooter Charging Stations

Possible locations at each complex have been passed to the Fire Department for comment. A further verbal update should be available at the meeting. However the proposed locations are as follows;

Rearyt y Chrink

Marashen Crescent

Cooil Veg

Mill Hope

Reayrt y Chrink – Flats 1&3

Tender documents are being prepared.

Cooil Veg door replacement

The doors are due to be fitted the first week in October. Providing the fitting goes ahead with no issues, this item will be removed from future Agendas.

Item 8.1

SOUTHERN SHELTERED HOUSING JOINT BOARD

MEETING DATES FOR 2021/22

2021 Meeting Dates	
25th October 2021	**Provisional date for Ian Begley to present accounts**
29th November 2021	
20th December 2021	
31st January 2022	
28th February 2022	
28th March 2022	

Item 8.2

SERVICE LEVEL AGREEMENT

HEADS OF AGREEMENT FOR THE PROVISION OF HOUSING MAINTENANCE SERVICE XXXXX TO SOUTHERN SHELTERED HOUSING JOINT BOARD

Parties to the Agreement	This Agreement is between XXXXXX and Southern Sheltered Housing Joint Board (SSHJB).
Duration of the Agreement	The Agreement shall run from 1st October 2021 to 1st April 2026.
Introduction	The aim of these Heads of Agreement is to provide both XXXX and SSHJB with a framework within which the client/contractor relationship will operate and meet the needs and requirements of both parties. The contents of the Agreement will be developed, amended and added to with the mutual consent of both parties as part of the continuous assessment review and improvement of the service that will be needed to meet these aims.

1.0 Introduction

1.1 This agreement sets up a client/contractor relationship between XXXX and SSHJB in relation to the provision of Housing Maintenance and Administration Services to SSHJB.

2.0 Definition of Service

2.1 The following services will be required under this Agreement, and XXXX will provide the services in compliance with Health and Safety Regulations and all statutory regulations.

a) General building maintenance including reactive repairs and void management;
b) Emergency facilities and maintenance cover for 24 hours, 7 days per week, 365 days per year;
c) Cyclical and periodic maintenance of certain specified elements of the portfolio;
d) Central purchasing;
e) Disabled adaption in conjunction with Housing Management and the relevant health and adaptation experts;
f) HR facilities including training and appraisals for all staff;
g) Payroll for all staff; and
h) All administrative duties required, including monthly meetings with the Board and preparation of quarterly management accounts.

2.2 The responsibility for providing an accurate specification/description of all requested works rests with XXXX in conjunction with SSHJB.

2.3 The responsibility for delivering the requested works on time and within budget rests with XXXX.

2.4 Emergency response (out of hours) cover for reactive maintenance emergencies is provided on a 24-hour basis by contractors as agreed by SSHJB.

2.5 A suitably qualified Housing Manager and a suitably qualified Foreman will provide the technical assistance to the Housing Management of SSHJB. This will include:

a) Joint void and maintenance inspections;
b) Joint termination and handover inspections; and
c) Joint inspections on the completion of all works

2.6 The target for inspections will be in accordance with the Housing Performance Standards Appendix 3. SSHJB will determine the performance standards. Any changes which may impact on service delivery will be negotiable with XXXX prior to implementation.

3.0 Types and Methods for Charging

3.1 Maintenance carried out by XXXX staff will be charged back at cost (includes a proportion of holiday, pension and sickness pay).

3.2 Invoices will be provided to the Board on a quarterly basis in arrears.

3.3 Any materials purchased through XXXX will be charged back to SSHJB at cost.

3.4 XXXX Plant and machinery use will add an additional charge of £x per hour for the amount of hours used by the staff per 3.1.

3.5 In the event that an estimated project budget (provided by SSHJB) is viewed to be insufficient for the task, XXXX will advise SSHJB at the SSHJB's next Board meeting.

3.6 Where an invoice is challenged by SSHJB as being excessive, incorrect or not in accordance with the ordered works and budget estimate, XXXX will refer the matter for review. Where, following review, SSHJB remain unsatisfied with the outcome, the matter will be referred to the XXXX Board to settle.

The review of referred invoices will escalate as follows:-

1. Housing Manager
2. Clerk/RFO
3. Chair (XXXX)

4.0 Maintenance

4.1 The cyclical works included in the order are as follows:

1) Disposal of all waste associated with the works;
2) Gas boiler servicing;
3) Oil boiler servicing;
4) Drain inspection and repair;
5) Grass cutting;
6) Maintenance of existing satellite TV systems;
7) The annual inspection of all fire alarm systems in common areas and community halls;

8) Carrying out Electrical inspection reports on void properties;
9) Maintain and regularly review Asbestos Management plan on behalf of SSHJB, to ensure compliance with current regulations.

5.0 Third Party Works in SSHJB Housing

5.1 From time to time, it is likely that tenants of SSHJB would like work to be carried out at their own expense. SSHJB will, if they do not object to the work, refer the tenant to the Housing Manager to discuss requirements and agree terms.

5.2 The Housing Manager will confirm what works are to be carried out with the third party occupant, and provide full details to SSHJB before commencing any work on site.

6.0 Provision of Information by XXXX

6.1 The following is a list of reports required by SSHJB:

1. Monthly Housing Maintenance Reports to include
   a) Completed jobs,
   b) Void reports, and
   c) Monthly expenditure broken down into categories.

2. Quarterly Housing Performance Data figures.

7.0 Timing of Delivery

7.1 Normal hours of work will be from 8.00am-4.15pm Monday to Thursday, and from 8.00am –3.30pm on Friday. Work can be carried out outside of these hours in the case of emergencies or by prior arrangement.

7.2 Cyclical maintenance will be carried out in accordance with agreed schedules.

7.3 Reactive work will be prioritised by XXXX according to the Housing Standards.

Priority 1 24 hours
Priority 2 7 days
Priority 3 28 days

7.4 It is the intention of the parties to wholly meet the terms of this Agreement and Performance Measures will be monitored on a monthly basis in conjunction with Housing Standards.

8.0 Service Limitations

8.1 XXXX will provide the service. It is accepted by SSHJB that XXXX may wish to employ subcontractors for aspects of the service such as payroll, audit, internal audit, accountancy, rent systems and Data Protection Officer Services. SSHJB is liable for these additional costs.

9.0 Help and Technical Support

The rates provided by XXXX include for:

a) Administration, preparation of reports, payroll, invoicing and other information required by clients;
b) Contract administration;
c) Estimates and pricing;
d) A complete technical advice service to SSHJB;
e) Reporting defects and helping prepare client budgets;
f) Up to a total of 21 hours per week and a rate equal to 5% of the rental income for the SSHJB (Administration budget set by IOM Government). Additional hours charged at £xx per hour.

10.0 Likely Levels of Service Provision

10.1 Subject to XXXX being able to provide the level and range of services required by SSHJB, the value of maintenance works to be carried out on behalf of SSHJB annually shall be no more than the Maintenance Allowance determined by the Department in respect of defects and repairs maintenance budgets. Additional sums may be agreed by SSHJB subject to the Department's approval.

10.2 Interim review of service agreement to be carried out 6 months after service commences.

11.0 Quality

11.1 The quality of the works shall be in accordance with Housing Standards issued by the Department of Social Care.

12.0 Training

12.1 XXXX will ensure all staff and workforces undergo all necessary training to ensure that the aims of this Agreement are met, including data protection, and safeguarding for vulnerable adults and children.

12.2 Training shall include Asbestos Awareness.

13.0 Billing and Payments

13.1 All invoices will be issued on a monthly basis. The invoices are to be paid within 7 days of receipt.

14.0 Communication

14.1 XXXX will provide SSHJB with an up to date list of Managers and Supervisors.

14.2 SSHJB will provide a list of all Board members to XXXX.

14.3 Monthly meetings will take place between the two to review performances and timescales.

15.0 Complaint Handling

15.1 A formal complaint procedure will be implemented to ensure that any complaints by either party relating to the performance of this Agreement are recorded, acted upon and steps taken to avoid reoccurrence.

15.2 The normal escalation process in the event of any problems will be:

1. Housing Manager
2. Foreman
3. Clerk/RFO
4. Chair

.....	.....
Signed on behalf of SSHJB	Dated
.....	.....
Signed on behalf of XXXX	Dated