

Yorkhill HA

Background, Legal and Regulatory



Our Legal Status

- As a social landlord to 467 homes and the factor to a further 494 business and residential properties, we are a Registered Social Landlord ('RSL') with the Scottish Housing Regulator.
- We are also registered with the Financial Conduct Authority and the Office of the Scottish Charity Regulator
- Committee members will be largely involved with the Association's Governance arrangements, many of which are outlined in the Model Rules drafted by the Scottish Federation of Housing Associations ('SFHA'). Along with the adoption of these Rules, we have internal Standing Orders and Remit documents to clearly define Governance procedures and responsibilities.
- While some key information on Rules and requirements are covered in separate induction documents, this document will cover some additional information that new Committee members should become familiar with.

Our Areas of Work

- The Association's purpose is to provide a high-quality social housing service to its tenants, and a high-quality Factoring service to those who own properties within our blocks. To achieve this, there are several fields of work that carry out separate functions, but must all work together:
 - Housing Management
 - Property Services
 - Factoring
 - Finance
 - Governance
- Committee members may or may not have previous knowledge or experience of these fields, however an understanding of their basic functions will help them monitor performance properly, understand information and ensure they can ask the right questions.



Housing Management

Housing Applications

Allocations

Rent Accounting, Housing
Benefit and Arrears
Recovery

Estate Management

Complaints Handling

Tenancy Issues and
Sustainment

Antisocial Behaviour

The Association also has a
Tenancy Services Assistant who
specialises in helping especially
vulnerable tenants with various
aspects of their tenancy

Property Services

Day-to-day Repairs

Cyclical and Investment Maintenance

Ensuring Safety of Homes (Gas, Fire, Electrical)

Procurement and Contractor Liaising

Complaints Handling

Factoring

- Common Repairs
- Statement and Invoice Processing
- Owners' Sales
- Buildings Insurance and Insurance Claims
- Estate Management
- Complaints Handling



Finance

Financial Planning

Budget Monitoring

Accounting

Payroll

Bookkeeping

Compliance with Internal Financial Regulations

Governance

- Compliance and Accountability
- Committee Servicing and Liaising
- Membership
- Human Resources
- Business Planning
- Policy and Procedures
- Information Management



Regulatory Returns

- There is certain information YHA must submit to Regulators throughout the year to demonstrate compliance and allow for our performance to be monitored. These returns are drafted for review by Committee before submission.
- There are 5 key returns which the Scottish Housing Regulator requires annually. Non-compliance or poor performance could lead to additional information being requested, however at present there are no concerns about this:
 - Annual Return on the Charter (see separate document) - May
 - Annual Assurance Statement (see separate document) - October
 - Five Year Financial Plans - May
 - Loan Portfolio Returns - June
 - Audited Annual Accounts - September

Accountability is a key aspect of good governance - this is why this information is publicly accessible on both our website, and the SHR's website.



Annual General Meeting

- YHA holds its Annual General Meeting every September
- It serves a few essential purposes where failure to do so would constitute a breach of our Rules:
 - Presentation of finalised annual accounts
 - (Re-) appointment of external financial auditors for another year
 - Election of Management Committee for another year
- All members of the Association are invited to attend, and are entitled to vote as required
- 10% of the membership must attend to achieve quorum
- The Chair will provide a general overview of the Association's activities over the past year

