

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 APRIL 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.**

**ACTION**

**Present:**

Miss C. McGarrity	Vice Chairperson	Elected Member
Mr J. Calderwood		Elected Member
Miss P. Betty		Elected Member
Ms D. Smith		Elected Member
Mrs G. Daly		Elected Member
Mr J. O'Donnell		Elected Member
Cllr M. McNair		Co-opted Member

**In Attendance:**

Mrs S. Keenan	Chief Executive
Mrs S. Boyle	Communications Officer
Mr S. Pringle	Wylie Bisset

**1. Apologies**

Apologies were received from Mrs Tennant, Mr Shiach, Cllr. Mooney and Mr Hillhouse. It was noted that a quorum was present to enable the meeting to go ahead.

**2. Chairperson's Remarks**

The Vice Chairperson confirmed that iPads for all members bar the Finance & Corporate Services Sub-Committee should be left after the meeting for upgrade.

**3. Declaration of Interest**

Mr Calderwood declared an interest in Item 12e – Former St. Cuthbert's Church – Linnvale.

**4. Business Carried Over from the Last Meeting**

There was no business carried over from the last meeting.

**5. Internal Audit Reports**

**a) Corporate Governance\***

The Vice Chairperson welcomed Mr Pringle to the meeting. Mr Pringle referred to the report circulated prior to the meeting and highlighted that Strong, the highest level of assurance, was determined for the Corporate Governance audit in February 2019.

The Management Committee noted the background information on pages 3-4. Mr Pringle highlighted the 1 "low grade" recommendation made within the "Conclusion" on page 5. The Management Committee was then referred to the 9 "Areas of Good Practice" noted on page 6. In conclusion, Mr Pringle referred to the benchmarking on page 7 where it was noted a much lower number of recommendations were made (1) than in similar audits (5) and that it had been agreed that the recommendation would be implemented by April 2019. The Chief Executive confirmed that this had been completed.

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Mr Pringle welcomed questions on the report. There were none and the report was unanimously agreed by the Management Committee.

**b) Arrears Management\***

Mr Pringle referred to the report circulated prior to the meeting and highlighted that Strong, the highest level of assurance, was determined for the Arrears Management audit in February 2019.

The Management Committee noted the background information on pages 3-4. Mr Pringle highlighted that no recommendations were made and highlighted the 10 "Areas of Good Practice" noted on page 6. In conclusion, Mr Pringle referred to the benchmarking on page 7 where it was noted a lower number of recommendations were made (0) than in similar audits (1) and stated this made for a very positive report.

Mr Pringle welcomed questions on the report. There were none and the report was unanimously agreed by the Management Committee.

**c) Contract Management\***

Mr Pringle referred to the report circulated prior to the meeting and highlighted that Strong, the highest level of assurance, was determined for the Maintenance: Contract Management audit in February 2019.

The Management Committee noted the background information on pages 3-4. Mr Pringle highlighted the 1 "low grade" recommendation made within the "Conclusion" on page 5. The Management Committee was then referred to the 3 "Areas of Good Practice" noted on page 6. It was noted that the recommendation would be implemented by April 2019. The Chief Executive confirmed that this had been completed.

Mr Pringle welcomed questions on the report. There were none and the report was unanimously agreed by the Management Committee.

**d) Follow-up report\***

Mr Pringle indicated that Wylie Bisset had carried out a ½ day follow up review to provide assurance that recommendations made during the 2017/2018 audits had been implemented as agreed. Mr Pringle confirmed the overall rating for the review was Strong, the highest level of assurance, and that 13 of 14 recommendations had been implemented, with 1 being superseded due to new controls being in place, as detailed on page 5.

Mr Pringle welcomed questions on the report. There were none and the report was unanimously agreed by the Management Committee.

Mr Pringle was thanked for his attendance and left the meeting.

**6. Management Committee Training/Conference Feedback (If applicable)**

There was no feedback to provide.

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<u>ACTION</u>	
SK/PS	<p><b>7. Secretary's Report</b> The Vice Chairperson provided the following report in the Secretary's absence:</p> <p><b>a) Correspondence</b> There was no correspondence received.</p> <p><b>b) Share Membership Applications</b> An application was received from Mr Kolakowski of [REDACTED]. The Management Committee unanimously approved the application and the share membership certificate was duly signed by two members and will await the Secretary's signature.</p> <p><b>c) Management Committee Applications</b> No Management Committee applications were received.</p> <p><b>d) MC Equalities Information for ARC Return</b> The Chief Executive reminded all members to return their equalities forms in advance of the ARC return being submitted.</p>
MC	<p><b>8. Approval of Minutes*</b></p> <p><b>a) Management Committee – 26 March 2019</b> There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mr O'Donnell and unanimously approved by the Management Committee.</p> <p><b>b) Actions from MC meeting – 26 March 2019 (For info)</b> The Chief Executive invited questions on the report. There were none and the report was noted by the Management Committee.</p> <p><b>c) Housing Services SC – 16 April 2019</b> The Chief Executive informed the Management Committee that it had subsequently came to light that a quorum of 5 had not been reached for the above meeting to go ahead. The Chief Executive confirmed that whilst under the Standing Orders 4 members can approve emergency decisions, unfortunately, Sub-Committees require 2/3rds of its membership to be present, in this case at least 4.6 members.</p> <p>As such, the Management Committee was asked to ratify the outcome of each of the decisions made by the Housing Services Sub-Committee which were read aloud in detail by the Chief Executive as follows:</p> <p>Item 10 - Legal issues report – actions agreed in cases 4-10 ratified Item 12 - Allocations Policy Review - inclusions and amendments to new Policy and adoption from 01 May 2019 ratified Item 19b) - Major Repairs Report – approval for ACS Physical Risk Control to carry out 22 asbestos surveys ratified</p>

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<u>ACTION</u>	
SK	<p>9. <b>Business Arising From Minutes</b> There was no business arising from the minutes.</p>
	<p>10. <b>Ratification of All Minutes</b> Ratification of all Minutes was proposed by Ms Smith, seconded by Mr O'Donnell and unanimously approved by the Management Committee.</p>
	<p>11. <b>Staffing Report including proposed office refurbishment (Decision/Approval Required)*</b> The Chief Executive referred to the above report circulated prior to the meeting.</p>
	<p><b>a) Housing Services Department – Welfare Rights Service (Decision Required)</b> The Chief Executive was pleased to highlight that the Scottish Government's PCF funding for CIRC provision has now been extended to cover the first quarter of the financial year. It was noted the 3 options presented at the previous meeting would continue to be explored and brought with costings to a future meeting.</p>
	<p><b>b) Finance and Corporate Services</b> The Management Committee noted the update regarding the temporary part-time receptionist and Finance &amp; Corporate Services apprentice/trainee as detailed within the report.</p>
	<p><b>c) Proposed Office alterations (Update)</b> The Management Committee noted there had been no progress further to the update contained within the report.</p>
	<p><b>d) Staff Appraisal Summary Report</b> The Management Committee noted that the above report would be provided at the June meeting.</p>
	<p>12. <b>a) Development Report (For info)*</b> The Chief Executive referred to the above report circulated prior to the meeting and indicated there were a few updates to note as it was prepared prior to annual leave.</p> <p><b>a) General</b> The Management Committee noted there was still no progress to report in regards to the Memorandum of Understanding between Clydebank HA and WDC.</p> <p><b>b) Queens's Quay Development</b> The Chief Executive confirmed that the Offer of Grant for the provision of 37 units has now been signed and returned to the Scottish Government.</p> <p>The Chief Executive read aloud details of the complex structure of the legal processes required for the site purchases and the development agreements between Cube and Clydebank HA and West Dunbartonshire</p>

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<u>ACTION</u>	
SK	<p>Council. The Management Committee noted that a meeting would be held on 02 May with West Dunbartonshire Council, Wheatley/Cube and CHA legal representatives to discuss the legal aspects of the development and the Chief Executive would update the Management Committee at its next meeting. The Chief Executive will also seek clarification on the requirement to connect all properties to the West Dunbartonshire Council's Combined Heat and Power (CHP) scheme given that it is not thought that it is compulsory for owner occupiers and commercial customers.</p>
SK	<p>It was noted that overall, the scheme was progressing well towards a site start in July if possible but no later than September in order that a completion date of March 2021 can be achieved.</p>
SK	<p>The remainder of the update was noted.</p> <p><b>c) Graham Avenue</b> The Management Committee noted the update contained within the report regarding the final financial reconciliation and "Homes for Scotland" award.</p> <p><b>d) Dumbarton Road, Dalmuir – Stewart and Shields</b> The Chief Executive intimated that an update was provided on 30 April from Stewart and Shields that they are currently preparing potential designs for the site and these would be brought to a future meeting when received.</p>
	<p><b>e) Former St Cuthbert's Church - Linnvale</b> Mr Calderwood declared an interest in this report item and did not take part in discussion.</p> <p>The Management Committee noted the update relating to insuring and maintaining the grounds whilst purchase conditions are purified and that grant in the sum of c. £226k has been received per the Contracts Register in Appendix 1. The Chief Executive confirmed that development consultants, Gregor Cameron Ltd, have lodged a tender for site investigation and survey works. The Chief Executive assured the Management Committee that local/public consultation would form part of the development process.</p> <p>The remainder of the update was noted.</p> <p><b>f) Other prospective Developments Kilbowie Road/former Council offices</b> The Chief Executive confirmed that AS Homes were unsuccessful in securing the above site.</p> <p><b>g) Procurement of Development Services – Framework</b> The Management Committee noted that Gregor Cameron Ltd was formally appointed per the tender approval at the previous meeting.</p>

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<u>ACTION</u>	<p><b>h) Development Risk</b> The Management Committee reviewed and noted the risk register on pages 5-13.</p> <p><b>b) Private Finance Update*</b> The Chief Executive referred to the Head of Finance and Corporate Services' report on the above and noted the update provided within the report.</p> <p>The Chief Executive indicated the preference to go forward at this stage with 4 of the 6 lenders as 2 had requested an excessive amount of information at this stage. The Management Committee enquired as to the relationship history with the lenders and the Chief Executive confirmed that the Association had engaged with some of the lenders previously and others were approved lenders as stated in our Treasury Management Policy. The Management Committee noted that the loan would only be required to be drawn down when all HAG had been utilised.</p> <p><b>13. Cart Street – verbal update (For info)</b> There was no update available.</p> <p><b>14. Carbon Management Plan Update*</b> The Chief Executive referred to the above report by the Head of Finance and Corporate Services/Maintenance Officer. The Management Committee noted the background on the Carbon Management Strategy, launched in 01 April 2018, and the significant updates and further actions required towards achieving the projected carbon reduction and financial savings.</p> <p>The Chief Executive highlighted that the Maintenance Officer had attended a Carbon Literacy course and that our partnership arrangement with Keep Scotland Beautiful will see all staff trained in carbon literacy enabling advice to be passed onto tenants and other customers. The Management Committee noted the Association could be the first in Scotland to be fully carbon literate if the training progresses as planned.</p> <p>The Management Committee was referred to the proposal to purchase two electric vehicles using an interest free loan from the Energy Saving Trust as detailed. The Management Committee noted the information presented and the potential annual savings and agreed to the purchase of the two vehicles.</p> <p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee. The Chief Executive confirmed an update would be provided quarterly.</p>
LL	<p><b>15. Complaints and Compliments*</b> <b>a) Complaints - Quarter 4 - 01/01/19 to 31/03/19</b> The Communications Officer referred to the report which was issued prior to the meeting detailing the outcome of the 24 complaints received in the</p>

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<u>ACTION</u>	<p>quarter and the service improvements put in place following 13 (54%) upheld complaints.</p>
SK	<p>The Management Committee was then referred to the annual statistics for 2018/2019 and noted 103 complaints were received in the year, 76 (73.8%) of which were upheld. The Chief Executive highlighted that complaints had risen from the previous year in the year due to major repairs issues. The Communications Officer added that staff have also been increasingly pro-active at identifying and logging complaints from conversations with customers.</p>
	<p>The Management Committee noted the breakdown into Scottish Housing Network categories contained at the end of the report. The Communications Officer assured the Management Committee that all upheld complaints are circulated and discussed by the relevant departments to make sure all improvements are put in place and issues do not recur.</p>
	<p><b>b) Complaints - Year to 31/03/19 (for ARC Return)</b></p>
	<p>The Communications Officer referred to the report which had been circulated prior to the meeting and informed the Management Committee that this report formed the basis of the information required for the Annual Report on the Charter to 31 March 2019. It was noted there were 104 complaints in the year (1 carried forward to 2019/2020), 1 of which was related to Equalities issues. It was noted that 86 complaints were rectified at the first stage, 17 at the second stage (1 c/o to 19/20), 76 were upheld and none were referred to the Ombudsman. The Management Committee noted that the Association responded to 96.5% of complaints within timescale.</p>
	<p>The Communications Officer asked if the Management Committee had any questions or comments. There were none. The Management Committee noted the report.</p>
	<p><b>c) Compliments for Quarter 4 – 01/01/19 to 31/03/19</b></p>
	<p>The Communications Officer referred to the report which was issued prior to the meeting detailing 17 occasions in the quarter where customers had provided positive feedback.</p>
	<p>The Chief Executive welcomed questions. There were none. The Management Committee noted the report.</p>
	<p><b>16. Policy Review – Declaration of Interest (Decision/Approval Required)*</b></p>
	<p>The Chief Executive referred to the above draft Policy circulated prior to the meeting and confirmed it is an existing Policy which is due for 3-yearly review and that proposed changes to reflect the new Regulatory Standards are highlighted in red.</p>



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<u>ACTION</u>	<p>The Management Committee unanimously approved the draft Policy as presented.</p>
17.	<p><b>Policy Review – Code of Management Practice for MC (Decision/Approval Required)*</b>  The Chief Executive referred to the above draft Policy circulated prior to the meeting and confirmed it is an existing Policy which is due for 3-yearly review and that proposed changes are highlighted in red.</p> <p>The Chief Executive highlighted that the signed declaration can be removed from page 5 as the Code is required to be individually signed by all members. The Management Committee unanimously approved the draft Policy as presented subject to the above amendment.</p>
18.	<p><b>Policy Review – Gifts and Hospitality (Decision/Approval Required)*</b>  The Chief Executive referred to the above draft Policy circulated prior to the meeting and confirmed it is an existing Policy which is due for 3-yearly review and that minor proposed changes are highlighted in red.</p> <p>The Management Committee unanimously approved the draft Policy as presented.</p>
19.	<p><b>Policy Review – Membership (Decision/Approval Required)*</b>  The Chief Executive referred to the above draft Policy circulated prior to the meeting and confirmed it is an existing Policy which is due for 3-yearly review and that minor proposed changes are highlighted in red.</p> <p>The Management Committee unanimously approved the draft Policy as presented.</p>
20.	<p><b>Staff and Committee Expenses (Decision/Approval Required)</b>  <b>a) March 2019*</b>  The Chief Executive referred to the report, which had been circulated prior to the meeting. The Management Committee unanimously approved the expenses as submitted and the Chairperson signed accordingly.</p> <p><b>b) April 2019*</b>  The Chief Executive referred to the report, which had been circulated prior to the meeting. The Management Committee unanimously approved the expenses as submitted and the Chairperson signed accordingly.</p>
21.	<p><b>Asset Management Strategy – Action Plan update (For Review)*</b>  The Chief Executive referred to the above report by the Housing Services Manager updating on progress in delivering the Asset Management Strategy approved in December 2018. The Management Committee noted the actions listed and progress, target dates and current status. The Chief Executive confirmed the next update would be provided in October 2019.</p>
AM	



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<u>ACTION</u>	<p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee.</p>
LL	<p><b>22. Value for Money Strategy – Action Plan update (For Review)*</b>  The Chief Executive referred to the above report by the Head of Finance and Corporate Services updating on progress in achieving the Value for Money Strategy approved in December 2018. The Management Committee noted the actions listed and progress, target dates and current status. The Chief Executive confirmed the next update would be provided in October 2019.</p> <p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee.</p> <p><b>23. Customer Consultation/Communications Update (For Review)*</b>  The Communications Officer referred to the above report circulated prior to the meeting and confirmed it is an overview of the Association's communications and consultation activity towards meeting obligations under the Housing Scotland Act and Scottish Social Housing Charter in this regard.</p> <p>The Communications Officer welcomed questions. The Management Committee enquired regarding the 4. Events - TPAS Annual Conference and the Communications Officer confirmed she was invited to host a workshop at the conference which will be good for both personal development and Association promotion.</p> <p>The remainder of the report was noted by the Management Committee.</p> <p><b>24. Centre81 Report (For info)*</b>  The Chief Executive referred to Centre Co-ordinator's/Project Staff report which was circulated prior to the meeting and highlighted the progress of a variety of projects, particularly that an extension to the People and Communities Fund (PCF) funding had been approved for Quarter 1 with a potential for a further extension into Quarter 2.</p> <p>The remainder of the report was noted by the Management Committee.</p> <p><b>25. Health &amp; Safety Report including Risk Assessments (For Review)*</b>  The Chief Executive referred to the above report provided by the Housing Services Manager prior to the meeting. The Chief Executive read over the very detailed report, highlighting the responsibility of the Management Committee in overseeing the Health &amp; Safety of the Association. The Management Committee noted the following:</p> <ul style="list-style-type: none"> <li>• Audit of Health &amp; Safety Management Systems – the 3 outstanding items and progress towards conclusion</li> <li>• Play Park at Centre81 – the Enterprise Trust should read Environment Trust</li> <li>• Training – the newly confirmed dates for training topics</li> </ul>

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<u>ACTION</u>	
<div>SK</div> <div>MC</div> <div>SK</div>	<ul style="list-style-type: none"> <li>• Fire Risk Assessments at Multi-Storey Flats – the updates against actions for the fire risk assessments carried out at Lusset View in July 2017 and January 2019</li> <li>• Lusset View Fire Risk Assessment (appended) – the Association's comments on the report on page 3</li> </ul> <p>The Management Committee discussed the outstanding Public Liability Claim detailed and awaited the outcome.</p> <p>The Chief Executive invited questions. There were none and the remainder of the report was noted by the Management Committee.</p> <p><b>26. EVH Report to Management Committee – Apr 2019 (For Info)*</b> The Chief Executive referred to the above report circulated prior to the meeting for information only. The report was noted by the Management Committee.</p> <p><b>27. Focus on Governance/Risk (For Info and discussion)</b></p> <p><b>a) Notifiable Events Register*</b> The Management Committee noted the updated Notifiable Events Register and the advice being sought from the Regulator on disposals as detailed. The Chief Executive will number the item should retrospective notification be required.</p> <p><b>b) Clydebank HA-SHR Engagement Plan 2019*</b> The Chief Executive referred to the above Engagement Plan received from the Regulator prior to the meeting which confirms they do not require any further assurance from the Association at this point in time other than the annual regulatory returns required from all RSLs.</p> <p>The Engagement Plan was noted by the Management Committee.</p> <p><b>c) Management Committee Appraisals</b> The Chief Executive stated the Chairperson wished to thank those members who had returned their appraisal forms and participated in appraisal interviews and encouraged the remaining members to complete and return their forms in the coming weeks.</p> <p><b>d) 2019-2024 Business Plan update</b> The Management Committee noted the Head of Housing Services had facilitated a business planning session with the Tenant Panel and Registered Tenants Organisation, concluding the business planning review process and that the full update will be provided to the May meeting.</p> <p><b>28. Intranet (For Info)</b> The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes access to news, Policies and</p>

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Procedures, Business Plans, residents' group activity and Committee meeting papers. The Chief Executive intimated that the new iPads, to be issued in May, should improve consistency of access to the Intranet.

**29. Signing of Minutes**

The minutes were distributed to members present and were duly signed at the end of the meeting.

**30. Date and Time of Next Meeting/Training Session**

As per the schedule.

Meeting closed.

Checked by: \_\_\_\_\_

Date: \_\_\_\_\_

APPROVED .....

PROPOSED .....

SECONDED .....

**SK/SB**

\* Indicates report issued with agenda