ACTION				
	Miss Mr P. Mr J. Mr J. Miss Mrs C Cllr M	ent: C. Tennant C. McGarrity Shiach Hillhouse Calderwood P. Betty G. Daly I. McNair . Breeze	Chairperson Vice Chairperson Secretary	Elected Member Elected Member Elected Member Elected Member Elected Member Elected Member Co-opted Member Co-opted Member
	Mrs S Mrs L	e ndance: 5. Keenan Lees 5. Boyle	Chief Executive Head of Finance & Corporate Communications Officer	Services
	1.		received from Mr J. Donnell and rum was present to enable the r	
SK	2.	minutes on our w	Remarks in intimated the Associations intervebsite as not only is it good pra equests for copies of minutes.	
		•	n reminded those members who o after the meeting.	had not left their iPad for
		swapped with ite	n asked that the business under ems 10 and 11 to allow the Head e in a timely manner and this wa t Committee.	d of Finance & Corporate
	3.	Declaration of I Mr Calderwood (Church . Linnva	declared an interest in Item 11e	. Former St. Cuthbertos
	4.		ed Over from the Last Meeting usiness carried over from the las	
	5.	applicable)	ommittee External Training/Co	onference Feedback (If
	6.	Secretary's Rep The Secretary p	cort rovided the following report:	
		a) Corresponde There was no co	ence prrespondence received.	

ACTION	b) Share Membership Applications Share membership applications were received from Ms J. Moore of and Ms. L Breeze of and the management Committee.
	c) Management Committee Applications The Management Committee noted an application had been received from Ms L. Breeze.
LB 27.06.19	The Secretary read aloud the application, highlighting the areas of relevant experience and that the applicant currently worked in a Housing Association. The Management Committee unanimously approved Ms Breeze as a Management Committee member, to be co-opted at present and required to stand at the next Annual General Meeting.
	The Chief Executive confirmed that total Management Committee membership now stood at 12.
	Ms L. Breeze was invited to enter the meeting at this point.
	 d) Compliance with Rules 62-67- Letter from Secretary* The Secretary referred to the above letter from the Secretary to the Management Committee circulated prior to the meeting which advised that Rules 62-67 had been complied with. The letter was duly noted.
	 e) Closure of Share Register The closure of the Share Register until after the AGM was unanimously approved by the Management Committee.
	f) AGM Election 2019* The Chief Executive referred to the report, which had been circulated prior to the meeting and the Management Committee noted that the following 3 members were required to stand down at the upcoming AGM per the Association Model Rules: -
	Kimberley TennantJohn HillhousePaul Shiach
	The remainder of the report was noted by the Management Committee.
	 g) Alexander Sloan – External Audit Planning Letter (CHA)* The Secretary referred to the letter contained within the Committee papers and the Management Committee agreed to the terms contained therein.
	h) Alexander Sloan – External Audit Planning Letter (CHA Power)*

<u>ACTION</u>		The Secretary referred to the letter contained within the Committee papers and the Management Committee agreed to the terms contained therein.
	7.	Approval of Minutes* a) Management Committee – 30 April 2019 (For approval) There were no errors or omissions noted and the Minute was proposed by Mr Calderwood, seconded by Ms Daly and unanimously approved by the Management Committee.
		b) Actions from MC meeting – 30 April 2019 (For info) The Chief Executive invited questions on the report. There were none and the report detailing progress on actions from the last meeting was noted by the Management Committee.
		c) Finance & Corporate Services S-C – 07 May 2019 (For approval) There were no errors or omissions noted and the Minute was proposed by Mr Hillhouse, seconded by Mr Shiach and unanimously approved by the Management Committee.
	8.	Business Arising From Minutes There was no business arising from the minutes.
	9.	Ratification of All Minutes (Decision/Approval Required) Ratification of all Minutes was proposed by Mr Hillhouse, seconded by Mr Calderwood and unanimously approved by the Management Committee.
	10.	Staffing Report including proposed office refurbishment (Decision/ Approval Required)* The Chief Executive referred to the above report circulated prior to the meeting.
		a) CHA Employee of the Year Award (Update) The Management Committee noted the update provided within the report and congratulated Jack Devlin, Maintenance Officer who received the accolade after receiving the most nominations from fellow colleagues. The Management Committee noted the award was well received and goes some way to not only recognising employees going above and beyond but also acknowledging the reward and recognition categories of the Investor in People accreditation.
SK future mtg		b) Housing Services Department – Welfare Rights Service (Update) The Chief Executive was pleased to highlight that the Scottish Governmenton PCF funding for CIRC welfare rights advice provision had been further extended to the end of September 2019. It was noted the 3 options presented at the previous meetings would continue to be explored and brought with costings to a future meeting. The Chief Executive intimated that a new source of Scottish Government funding,

<u>ACTION</u>		Investing in Communities Fund, may also be applicable and this would also be explored.
		c) Finance and Corporate Services The Management Committee noted the update provided within the report and approved the extension to the temporary position as detailed.
SK		d) Proposed Office alterations (Decision Required) The Management Committee noted the information contained within the report regarding the proposal to access Wheatley& technical consultancy framework which would allow a direct award to be made. After discussion, the Management Committee agreed to procure through this route for technical consultancy services and it was noted that there would be no payment to access the framework. Further discussion took place regarding accessing Wheatley& contractor framework, if there is one in place, to enable the works to be carried out should the final decision to progress with the alterations be agreed. It was noted that although this procurement route would potentially minimise resources in terms of preparing documents to procure the work via the Public Contracts Scotland website, the Management Committee& preference would be to procure through PCS. However, the Management Committee requested that the Chief Executive ascertains the contractors who are on the Wheatley framework in any case.
		The Head of Finance & Corporate Services left the meeting at this point.
SK 25.06.19		e) Staff Appraisal Summary Report The Management Committee noted that the above report would be provided at the June meeting.
	11.	Development Report* (Decision Required) The Chief Executive referred to the above report circulated prior to the meeting.
		 a) General The Management Committee noted the Memorandum of Understanding between Clydebank HA and WDC was still to be received.
		b) Queens's Quay Development (37 units) The Management Committee noted the detailed update provided within the report.
SK/LL		The Management Committee noted that this development is moving forward with a target on site date of July 2019. The Chief Executive intimated that negotiations with lenders for private finance funding are ongoing with indicative pricing already submitted by 4 lenders and that a detailed report on options would be presented to the Management Committee in due course.

<u>ACTION</u>	c) Graham Avenue (44 units) The Management Committee noted the update contained within the report regarding the final financial reconciliation and progress toward final defects inspections and contract completion in the next month or so.
	d) Dumbarton Road, Dalmuir – Stewart and Shields (50+ units)
	(Decision Required) The Management Committee noted the update provided within the report regarding the above and agreed to continue to explore the above development opportunity in terms of being %cheme ready+should funding become available. The Chief Executive indicated that depending on the housing mix, the site could accommodate 50-90 units.
	 e) Former St Cuthbert's Church – Linnvale (20-25 units) Mr Calderwood declared an interest in this report item and did not take part in discussion.
	Tender – Site Investigation The Management Committee noted the update contained within the report regarding the appointment of Cowal Design for site investigation work following a telephone poll of members. The Management Committee noted the tender report contained in Appendix 1.
	Programme The Management Committee noted the planned programme for site investigation works, already underway, as detailed and that report issue was scheduled for 10 June 2019.
	Insurance The Management Committee noted the update provided within the report regarding insurance cover for the perils of fire, lightening aircraft and explosion (FLEA) plus Property Owners Liability (POL) secured for the site in order to fulfil a condition of the sale. It was highlighted that no additional premium was required as this falls under current insurance cover.
	Funding The Management Committee noted the update provided within the report regarding the ongoing liaison with the Scottish Government and West Dunbartonshire Council regarding securing funding for a potential site start in 2020/21. The Chief Executive confirmed that our Scottish Government Housing Grant Offer covered all expenditure incurred to date by the Association for the site.
	The Management Committee noted the contracts register contained in Appendix 2.
	Buy back Clause The Management Committee noted the reminder of the suspensive conditions contained within the offer of purchase.
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WDC – Additional piece of land

<u>action</u> sk		The Management Committee noted the update provided within the report regarding attempted contact with the WDC Estates Department in this regard and noted that the Chief Executive would endeavour to ascertain ownership/likelihood of sale in the coming weeks.
		 f) Other prospective Developments Kilbowie Road/former Council offices The Management Committee noted the update provided within the report with regards to the sale to Miller Homes.
		g) Development Risk The Management Committee reviewed and noted the risk register on pages 7-15.
	12.	Cart Street – verbal update (For info) There was no update available.
	13.	Housing Management – Legal Issues Report* The Chief Executive referred to the above report circulated by the Head of Housing Services prior to the meeting regarding 4 cases calling at court on 29 May 2019 or 12 June 2019, decisions on which had been agreed by a telephone poll on 23 May 2019.
		The Chief Executive invited questions. There were none and the report was noted by the Management Committee.
	14.	Housing (Scotland) Act 2014 provisions update* The Chief Executive referred to the Head of Housing Servicesqreport circulated prior to the meeting prepared to provide assurance regarding the Associations compliance/progress with the Housing (Act) Scotland 2014 roll out and new Allocations Policy from 01 May 2019.
		The Chief Executive invited questions. There were none and the report was noted by the Management Committee.
	15.	Legal Services Procurement – Consultancy Fee (Decision required)* The Chief Executive referred to the above report circulated prior to the meeting on the Associations joint procurement process for legal services framework. The Management Committee reviewed the detailed information provided and unanimously approved the fee proposal from Gold Consultancy to assist in the joint procurement of these services with Elderpark HA. The Chief Executive confirmed this would provide significant value for money and the all-inclusive flat fee would be split on a 50/50 basis so the total cost to the Association for the service would be $\pounds 2,600 + VAT$.
		The Chief Executive invited questions. There were none and the report was noted by the Management Committee.
	16.	Internal Audit (Decision/Approval Required)*

<u>ACTION</u>	 a) Annual Report 2018/19 The Chief Executive referred to the Wylie Bisset internal audit annual report which had been circulated prior to the meeting and read over the Audit Findings and Benchmarking sections. It was noted that overall there was a lower number of recommendations than that of organisations benchmarked against. The Chief Executive invited questions. The Management Committee
	enquired why an Overall Conclusion was omitted for Audit Management. The Chief Executive confirmed that this was not in relation to an audit but a proportion of their time for managing the audits to be carried out.
	The report was unanimously accepted by the Management Committee.
	b) Proposed 1-year extension to current contract The Management Committee noted the proposal detailed within the report to extend Wylie Bissetc appointment for a further year. It was noted that the value of the contract (£4,050 + VAT) remained unchanged from the previous year and represented the same service. It was noted that the Association would procure these services via Public Contracts Scotland in the coming year with a view to a new 3-year contract being in place by 01 April 2020. The benefits of stringent internal audit processes were discussed and the Chief Executive confirmed that although internal audit has been undertaken by the Association for a number of years and the benefits clear, it was now mandatory under the reviewed Regulatory Standards. The Management Committee unanimously approved the Wylie Bisset contract extension.
SK 25.06.19	the Chief Executive suggested bringing an overview of past yearsquudit subjects to the next meeting for review.
	17. Scottish Housing Network Data Validation Report – Annual Return on the Charter (ARC) 2018/19 (For info)* The Chief Executive referred to the above circulated prior to the meeting which was produced following engagement with the Scottish Housing Network, to validate the data being presented to the Scottish Housing Regulator and to the Association tenants in the Annual Return on the Charter (ARC) and the Energy Efficiency Standard for Scottish Housing (EESSH) Return. The Chief Executive confirmed this validation exercise was to provide assurance that the returns were as accurate as possible and is comforted by the report findings and that the Management Committee can be assured the Association data is robust and would stand up to scrutiny. The Chief Executive referred to a recent publication by the Scottish Housing Regulator on the importance of data accuracy and that the Association had been having data validated now for a number of years.

<u>ACTION</u>		The Chief Executive confirmed that all recommendations made have been addressed. The Management Committee stated it was a great improvement from the 2017/18 position and noted the Association had taken steps to address the three areas of concern from the 2017/18 ARC validation as detailed. The Chief Executive confirmed that significant staff training had been undertaken on data recording and its importance in feeding into the ARC submission. The report was noted by the Management Committee.
	18.	Annual Return on the Charter (ARC) 2018/19 including. 2017/18 comparison results (Decision/Approval Required)* The Chief Executive referred to the above report circulated prior to the meeting which included direct comparisons to the data submitted in 2017/18 and confirmed all figures contained within the report for 2018/19 had been entered into the Landlord Portal with no validation errors being highlighted.
SK SB		The Management Committee noted this was an important document for tenant/public information and allows direct comparison with other landlords. The Management Committee noted that 6-year ARC statistics trends are now available and would be brought to a future meeting for review. The Chief Executive confirmed that Tenant Satisfaction Survey results would also be provided to a future meeting and an Action Plan would be developed to address areas of dissatisfaction and in particular indicators where satisfaction levels had dropped.
		 The Chief Executive read over each page of the document in turn and a number of issues were highlighted and discussed as follows: 1% dip in overall satisfaction from 94% in 2017/18 to 93% A dip in tenants satisfied with opportunities to participate from 96.68% in 2017/2018 to 89.78%. It was noted a comment explaining the dip had since been added. The Chief Executive had noticed a broad increase of tenants responding #either satisfied or dissatisfiedqwhich cannot be counted towards satisfaction percentages 91.53% of stock currently meets the SHQS at the end of the reporting year and 92.96% is expected to meet the SHQS by the end of the next reporting year. Discussion ensued on the 56 abeyances to the SHQS and the Management Committee asked the Chief Executive to confirm whether any of the abeyances have implications on health and safety at the next meeting. An increase in responses to tenants satisfied with the standard of home moving in from 28 in 2017/18 to 81. The Chief Executive confirmed this was due to improved procedures A dip in tenants satisfied with the quality of their home from 93.26% in 2017/18 to 87.56% - this would be investigated fully during full evaluation of Tenant Satisfaction Survey results.

ACTION JF August HSSC	19.	 An increase in reactive repairs completed right first time from 79.82% to 95.65%. The Chief Executive confirmed however that a ±worst case scenarioqwas reported last year due to lack of validated/robust evidence A dip in properties that required gas safety checks being carried out by the anniversary from 99.82% in 2017/18 to 99.49%. The Chief Executive confirmed the Housing Services Sub Committee had been notified of the details and procedures had been updated to ensure it would not happen again as it is imperative that 100% is achieved. A change from the information presented to the April Management Committee meeting on the ARC return on complaints whereby the upheld equalities complaint had been removed from the Equalities section as it was not the equalities related part of the complaint which had rendered it upheld. The 2017 Tenant Satisfaction Survey statistic was again being submitted regarding the percentage of tenants satisfied with the management of the neighbourhood they live in due to a wording change from 01 April 2019 which was asked in our 2019 Tenant Satisfaction Survey, the statistic for which will be submitted in future years An increase in the percentage of tenancy offers refused during the year from 33.88% in 2017/18 to 40.17%. The Chief Executive confirmed a full analysis of refusals would be presented to the Housing Services Sub Committee going forward An increase in the number of notices of proceedings issued during the reporting year from 56 in 2017/18 to 75 The Chief Executive asked for the Management Committee approval to submit and sign off the Annual Return on the Charter 2018/19. The Management Committee unanimously approved the submission. Energy Efficiency Standard for Scottish Housing (EESSH) Return 2018/19 (Decision/Approval Required)* The Chief Executive read over the report and highlighted the following: 89.8% of properties (1008/1122) currently meet the EESSH 22 properties are cu
SK	20.	The Chief Executive invited questions. There were none and the Management Committee unanimously approved the submission of the 2018/2019 EESSH return by the Chief Executive. Business Plan Performance to 31 March 2019 (For Review)*

<u>ACTION</u>		The Chief Executive referred the Management Committee to the above report circulated prior to the meeting and confirmed that whilst all performance was reviewed through the Business Planning process and at individual sub-committee meetings, the reports issued in May and October each year bring all this information together in one report and provides detail on variances and progress against targets and priorities.
		The Chief Executive referred to Section 8.0, Performance Targets (pages 57-61) and highlighted particular areas of concern as follows:
		 The dip in tenants satisfied with the quality of their home to 87.56%, under the 95% target and lower than 93.26% performance in 2017/2018 (also noted under 18. Annual Return on the Charter) Former tenant arrears at 1.78%, over the 1.7% target and higher than
		 1.62% performance in 2017/18 % of gas safety checks at 99.49%, under the 100% target and lower than 99.81% performance in 2017/18
		 % satisfied with repairs carried out in last 12 months increased to 90.52% from 87.27% in 2017/2018 but under the 95% target
		 CHA Power customer arrears at 6.0%, higher than the <2.0% target and higher than the 3.49% performance in 2017/2018
		After discussion, the report and Action Plans within the appendices were noted and accepted by the Management Committee as presented.
	21.	Draft 2019/24 Business Plan (Decision/Approval Required)* The Chief Executive referred to above draft Plan circulated prior to the meeting and highlighted that proposed changes to the document were detailed in red, many to take account of changes in the external environment. The Management Committee noted the Plan had been updated following review sessions carried out with staff, Management Committee, Tenant Panel and Registered Tenants Organisation.
		After discussion, the Chief Executive invited questions. There were none and the Business Plan 2019/2024 including Action Plans on Delivery of Objectives and Disability/Equality & Diversity and the Strategic Risk Matrix was unanimously approved as presented.
	22.	Draft Financial Plan 2019/24 (Decision/Approval Required) The Head of Finance & Corporate Services referred the Management Committee to the above report which was presented on the screen. It was explained that the Financial Plan is reviewed annually and is a snapshot of where the finances are going to be over the following 5 years and is summarised and submitted to the Scottish Housing Regulator.
		The Head of Finance & Corporate Services provided a comprehensive and detailed overview of the proposed Financial Plan and in particular, the following was highlighted:

<u>ACTION</u>		
		• £49.5m is estimated to be required for major and cyclical repairs in the
		 next 30 years Development opportunities in the pipeline are not taken account of until they are off-site and rental income is known
		 The figures shown in Year 1 are pulled through from the 2019/20 Budget which was approved in January 2019
		• A cushion of 6% had been included for voids and bad debts in Years 1
		to 5 given the current situation with welfare reformThe closing balances for each of Years 1 to 30 were discussed
		 The results of each of the sensitivity analysis carried out on the 30- Year Cash Flows were discussed
		The Head of Finance & Corporate Service highlighted that £100k per year was included for Property Purchases in Years 1 to 5 and asked the Management Committee if they wished to approve or reconsider this. This was unanimously approved by the Management Committee.
		The Head of Finance & Corporate Services recommended that the Financial Plan for 2019/2024 be approved. The Financial Plan and all appendices were unanimously approved by the Management Committee as presented.
LL		The Management Committee noted that copies of the 5-year financial plan would be added to the Intranet and the information contained therein transferred to the Scottish Housing Regulators 5-year financial viability return which would be presented to a future meeting for approval and the information would also be sent to the Associations lenders.
	23.	Staff and Committee Expenses – May 2019 (Decision/Approval
		Required)* The Chief Executive referred to the report, which had been circulated prior to the meeting. The Management Committee reviewed and unanimously approved the expenses as submitted and the Chairperson signed accordingly.
	24.	Health & Safety Report including updated fire risk assessment
AMac		action plan (For Review)* The Chief Executive referred to the detailed report provided by the Housing Services Manager prior to the meeting. The Chief Executive reminded the Management Committee of the Health & Safety manual on the Intranet and confirmed the physical copy would be moved to the Board Room for ease of accessibility.
		At Play Park at Centre81, the Chief Executive confirmed Enterprise Trust should read Environment Trust.
		At Training, the Management Committee enquired whether any staff were already NEBOSH trained. The Chief Executive confirmed that one staff member is but that further formal qualifications in this regard are desirable and planned for the future.

<u>ACTION</u>		The Chief Executive invited questions. There were none and the remainder of the report was noted by the Management Committee.
	25.	Focus on Governance/Risk a) Notifiable Events Register*
		The Chief Executive referred to the above report circulated prior to the meeting and confirmed that retrospective reporting of the 6 leases provided to WDC is not required and only requires reporting when leases are renewed and that the matter would now be removed from the report.
SK 25.06.19		The Management Committee noted the Associations new Regulation Manager, Janet Dickie from the Scottish Housing Regulator will be making an introductory visit on 05 June and an update would be provided at the next meeting.
		b) New Regulatory Standards Training Session (Decision/Approval Required)
		The Management Committee noted that a training session on the above would be provided by the Chief Executive and Chairperson and accommodated in the new timetable for August as well as the self- assessment of the updated Regulatory Standards.
		c) Management Committee Appraisals (Update)
кт sk		The Chairperson confirmed she would provide available dates to the Chief Executive in order that outstanding appraisal interviews can be scheduled in. The Chief Executive would reissue appraisal forms in paper format to Cllr McNair and Mrs Daly.
	26.	Intranet (For Info) The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes access to news, Policies and Procedures, Business Plans, residentsqgroup activity and Committee meeting papers.
	27.	Signing of Minutes
		The minutes were distributed to members present and were duly signed at the end of the meeting.
	28.	Date and Time of Next Meeting/Training Session As per the schedule.
		Meeting closed.
		Checked by:
		Date:

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APPROVED õõõõõõõõõõõõõõõõõõõõõõõõõõõõõõõõõ
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SK/SB
* Indicates report issued with agenda