

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Mrs C. Boyle	Chairperson	In person	Elected Member
Mr P. Shiach	Secretary	In person	Elected Member
Ms D. Smith		In person	Elected Member
Mrs L. Breeze		Online	Elected Member

In Attendance:

Mrs L. Lees		In person	Chief Executive
Mr J. Farrell		In person	Head of Housing Services
Mrs S. Farrell		Online	Communications Officer

1. Apologies

Apologies were received from Mrs Brown and Cllr Mooney. It was noted that a quorum was present to enable the meeting to go ahead.

2. Chairperson's Remarks

The Chairperson welcomed everyone to the meeting.

3. Declaration of Interest

There were no declarations of interest.

4. Business Carried Over from Last Meeting

The Chief Executive wished to review the recently agreed Flexi-time and TOIL Policy agreed in October 2021. The Management Committee noted that the new time clock system has been operational since 01 November, and the Policy now required a few updates. The Chief Executive shared the screen and the reviewed the proposed changes with the Management Committee.

The Management Committee unanimously approved the updated Policy.

5. Management Committee External Training/Conference Feedback (if applicable)

There was no training undertaken or conferences attended.

6. Secretary's Report (Decision/Approval Required)

The Secretary provided the following report:

a) Correspondence

A letter had been received from Positive Action in Housing seeking a donation towards their winter refugee homeless appeal to provide humanitarian relief over the Christmas period. The Management Committee noted that the Chief Executive had utilised all of the £500 donations budget so the decision rests with the Management Committee. Discussion ensued and the Management Committee noted that £100 had been provided the previous year and that a general £1k contingency budget was available. The Management Committee unanimously agreed to provide a donation of £100.

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b) Share Membership Applications (if applicable) (Decision/Approval Required)

A share membership application was received from [REDACTED]
[REDACTED] The Management Committee unanimously accepted the application.

c) MC Membership Applications (if applicable) (Decision/Approval Required)

No membership applications have been received. The Chief Executive intimated a Committee Member is looking to stand down but that it could create a casual vacancy and this would allow another shareholder to step in and have voting rights and contribute towards a quorum.

d) Sub-Committee Membership confirmation

No confirmation was required from those present.

d) Annual Declarations including H&S o/s

The Chief Executive confirmed that a number of signatures are awaited so this item is still outstanding.

7. **Approval of Minutes & Actions Notes**

a) Management Committee – 02 Nov-21* (Decision/Approval Required)

There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mrs Boyle and unanimously approved by the Management Committee.

b) Housing Services S-C – 23 Nov-21* (Decision/Approval Required)

There were no errors or omissions noted and the Minute was proposed by Mrs Breeze, seconded by Ms Smith 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 Shiach, seconded by Ms Smith and unanimously approved by the Management Committee.

10. **Emergency decisions since last meeting* (For information)**

The Chief Executive referred to the above report, circulated prior to the meeting and highlighted the one decision required by email on 10 November 2021, the approval of finance documents following the inquorate Finance and Corporate Services Sub-Committee meetings on 09 November and 10 November which were inquorate due to work and other commitments.

It was noted that 5 responses were received from members with all having reviewed the documents and approved the decisions and changes

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NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
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ACTION

noted within them, namely, Mrs Boyle, Ms Smith, Mr Hillhouse, Mrs Breeze and Mr Shiach.

The Management Committee noted the decision register has been updated and noted the report.

11. Internal Audit workplan 2021-22* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed the report formalised Wylie Bisset's workplan for the Association for 2021/22. The Management Committee noted that the first visit had taken place the week before where they reviewed Risk Management and that future visits in February 2022 would review Procurement and Contract Management.

The Management Committee acknowledged huge span of work covered over the 3-year internal audit cycle, as detailed in Appendix A.

The Management Committee noted the report.

12. Rent Policy Review 2022/23* (Decision/Approval Required)

The Head of Housing Services referred to the draft Policy that had been circulated prior to the meeting and highlighted that this would provide the basis for consultation with tenants, sharing owners and Registered Tenants Organisations.

The Head of Housing Services summarised the key points required by a Rent Policy on page 3 including:

- Affordability (to the tenant)
- Comparability (to other social landlords)
- Viability (of the RSL)

The Management Committee noted the addition this year of a Rent Setting Milestones table which had been included following an audit recommendation. The Head of Housing Services confirmed this table would be made more informative when the Policy is returned in January, to include who does which task and so on.

At 1. Affordability, page 5, the Management Committee noted that 11 family compositions had been input into the SFHA rent affordability tool and there were no fails even with the Association's highest rent (1 person in a 2 apartment in Graham Avenue) passed at under 30% (25.4%) and that was also including Band B Council Tax which was included to make all the scenarios more realistic. The Head of Housing Services confirmed that even with a 3% simulation rent increase, it still passed at 26.2%. The Head of Housing Services stated this demonstrates the rents can be considered affordable.

At 2. Comparability, page 7, the Management Committee noted that only 2019/20 figures were available and that, based on that, the Association

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30
NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
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ACTION

had the lowest average rent in the district at £313. The Head of Housing Services stated that the current average rent was £321.45 and was hopeful it would remain the lowest or one of the lowest in the district once the updated figures were published and sat comfortably below the national average of £352.47.

The Head of Housing Services stated this table demonstrates the rents can be considered comparable.

At 3. Viability, page 9, the Management Committee noted that the minimum rent increase required to make a surplus is 1.5% (£1,512). It was therefore noted that 1.5% would be Option 1, Option 2 would be 2% (£22,904) and Option 3 would be 2.5% (£44,296) with Options 2 and 3 offering over and above normal service delivery as per previous years' consultation, and will be centred on tenant and customer wellbeing with details being firmed up prior to the consultation. The Chief Executive felt that the Management Committee had made a prudent decision in proposing a rent increase in the previous year as many Association's that froze rent due to Covid-19 are having to make 3%+ increases now to support their financial plans. The Head of Housing Services reflected on the RPI (6%) and CPI (4.2%) and that using CPI would generate a significant profit and which would be detrimental to tenants who could already be struggling.

It was noted Voids & Bad Debts should have stated 6% and not 5% and this will be updated when the Policy is returned.

The Head of Housing Services stated this table demonstrates the rents can be considered viable.

Given the information provided in the draft Policy, the Management Committee could be satisfied that the proposed rent increase consultation figures of between 1.5% and 2.5% demonstrated affordability, comparability and viability.

The Management Committee unanimously agreed the Policy and all options presented for consultation.

The Management Committee enquired to the response levels. The Head of Housing Services stated it was always below 25% and it was noted that this was low for such an emotive consultation. The Chief Executive stated it was steady at 10-15% which other organisations would actually be pleased with.

The Head of Housing Service confirmed the tenant portal, being rolled out in the coming year should assist for next year's consultation. The Chief Executive confirmed a wide range of options for returning tenant's views will again be provided and looking to the future, timescales could be changed so that the rent increase could be discussed at various community events. The Head of Housing Services highlighted that the

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NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
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consultation booklet issued had been commended by an auditor as containing a great level of information and the Chief Executive stated a great deal of work goes into rent setting process including the annual review of the business plan which focusses on the financial plans.

13. Service Charge Policy Review 2022/23* (Decision/Approval Required)

The Head of Housing Services referred to the draft Policy that had been circulated prior to the meeting. The Management Committee noted all figures presented were based on actual costs to 30 September and estimated costs to the year-end based on the previous financial year/schedule of rates as submitted by contractors plus any extra information available. The Head of Housing Services was pleased to confirm that although common electricity costs have increased, landscaping costs has decreased due to the calculations on the new Homemaster system and although coupled with window cleaning being 3p dearer, once divided between the tenants/owners receiving the services, prices for 2022/2023 could be kept the same as 2021/2022 for the second year running and this will help mitigate any rent increase for tenants.

The Management Committee noted this represented a service charge between a minimum of £5.18 and maximum of £14.97, depending on the services received.

Discussion ensued on the services provided and it was noted that stair cleaning was provided for all new builds but in other stock, a recent survey found c. 80% of those who responded did not wish a chargeable stair cleaning service. The Head of Housing Services intimated that not cleaning stairs would be classed as anti social behaviour but that only a Notice of Proceedings would be served with eviction being very unlikely. Window cleaning was also discussed and it was noted that this was only provided for certain properties with complex windows such as Cart Street and which totalled £1.95 a month last year for tenants who had the service. The Management Committee noted there have been a number of recent success stories where staff are out and about a bit more post-Covid and have been implementing rotas and sharing photos of closes where they are being well maintained.

The Head of Housing Services welcomed questions. There were none and the Management Committee unanimously approved the draft Policy and proposed charges for 2022/2023. The Management Committee noted that the final Service Charge Policy would be brought to the January 2021 Management Committee meeting for approval, following tenant consultation.

The Communications Officer left the meeting at this point.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30
NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
AND VIA A VIDEO CONFERENCING LINK

ACTION

14. **Staffing Report verbal update (Decision/Approval Required)**

a) Verbal Update

The Chief Executive updated the Management Committee regarding staffing needs and the following matters were approved:

- Extension to staff member receiving upgrade to Maintenance Officer until 31st March if required
- Extension to temps covering Maintenance Assistant and Housing Assistant posts until 31st March if required
- Extension to part-time staff member currently working 30 hours per week for staff sickness cover until staff member returns

b) EVH salary negotiations 2022/23

The Chief Executive updated the Management Committee regarding the proposed salary increase from April 2022. Negotiations are ongoing between EVH and the Unions and a further update would be received in January 2022.

c) EVH monthly report (Nov 2021)*

The Chief Executive referred to the above report, circulated prior to the meeting. The Management Committee noted the report.

The Communications Officer returned to the meeting at this point.

15. **Development Report (Decision/Approval Required)**

The Chief Executive referred to the above report circulated just prior to the meeting. The Management Committee noted the detailed updates provided in relation to current and proposed developments, some of which were highlighted by the Chief Executive. The Chief Executive provided additions/updates within the following items:

b) Queens's Quay Development (37 units)

Site mobilisation – the Chief Executive confirmed that legal paperwork regarding the shared courtyard was with the solicitors for review and that Loretto HA and the Association will provide a shared factoring service for convenience. The Management Committee enquired as to a site visit but the Chief Executive confirmed all site meetings were still online and a visit would be arranged as soon as possible.

Community Benefits – it was noted the CCG was keen to push forward with the community benefits as detailed.

Community Activities/Support – the Head of Housing Services indicated a meeting to discuss the above was scheduled for 17 December for himself, the housing team and Communications Officer to begin to plan events, including a 'get to know your neighbour' event in the summer.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30
NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
AND VIA A VIDEO CONFERENCING LINK

ACTION

level of current activity around promoting tenant participation and tenant and customer involvement.

The Management Committee noted that the Action Plan will be presented again in 6-months' time.

The Communications Officer invited questions. There were none and the Management Committee noted the action plan.

18. Wider Role and Centre81 Report* (For information)

The Chief Executive referred to the Centre81 Co-ordinator's report on the above circulated prior to the meeting and highlighted the following:

- Santa event on 9 December, to give something back to the community, where there will be hot chocolate and arts and crafts
- Bingo Buddies Christmas Dinner on 16 December, and that all fifty tickets have already been sold. The Chief Executive added that funding has been received toward the dinner meaning that £10 from the £11 ticket price can now be refunded to customers
- CCF fund – that the Chief Executive had met with the Centre81 Co-ordinator, Head of Finance & Corporate Services and Community Links and all were quite surprised that no additional CCF funding is planned from April, especially given the recent Cop26 event but that additional funding will continue to be sought to continue the momentum
- ICF fund – an approach was made by the Government for the Association to apply for additional funds and an application was submitted, with a response awaited
- An additional £2k has been received from Cycling UK to allow free bike repairs up to value of £50 (£7k has been received to date)

The report was noted by the Management Committee.

19. GDPR Action Plan Update* (For information)

The Chief Executive referred to the Data Protection and Compliance Officer's report circulated prior to the meeting for information and highlighted that actions in white were ongoing and that the action plan was a working document. The Management Committee noted that continuous clearing out of files is required on a rolling basis and that customer data over 5 years needs to be deleted but whilst keeping any financial information/transactions for 7 years for audit purposes.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

20. Health and Safety Compliance Report* (For information)

The Chief Executive referred to the Housing Services Manager's report circulated prior to the meeting, which confirmed that the Association is compliant in all 6 key areas of Employer and Landlord Health and Safety. The Chief Executive highlighted the following:

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30
NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
AND VIA A VIDEO CONFERENCING LINK

ACTION

- There have been no accidents or near misses
- 1 public liability claim is ongoing
- Asbestos procedures are enhanced as it now flags up on the works order if applicable

The Management Committee noted the links to view evidence of compliance did not work in the report and the Chief Executive have them updated.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

At this juncture, the Chief Executive highlighted that items 21-26 are reports which were prepared for the Finance & Corporate Services Sub Committee which was inquorate, for information only.

21. Sales Ledger Balances – Outstanding Rechargeable Repairs balances to 30 Sept 2021 (For Review)* (For information)

The Chief Executive referred the Management Committee to the Finance Assistant's report which had been circulated prior to the meeting.

The Management Committee noted that the total outstanding debt from current tenants as at 30 September was c. £4.4k, which has again reduced since the last report (c. £4.7k).

The Chief Executive wished to assure the Management Committee that the Finance & Corporate Services staff work closely with Housing Services staff in following debt recovery procedures. The Management Committee noted the benefit of the Tenancy Sustainment Officer and Welfare Rights Officer.

The report was noted by the Management Committee.

22. Sales Ledger Balances – Outstanding CHA Power customer balances to 30 September 2021 (For Review)* (For information)

The Chief Executive referred the Management Committee to the Finance Assistant's report which had been circulated prior to the meeting.

The Management Committee noted that the total outstanding debt as at 30 September was c. £10k, 75 tenants, which demonstrates an increase from the last report (31 July: c. £9k, 82 tenants).

The Chief Executive highlighted that those with arrears less than £150 had all reduced, however, those with arrears greater than £150 had increased, leading to the £1k increase in overall arrears. The Management Committee noted that the Finance Assistant has highlighted in the report, the joint working with the Tenancy Sustainment Officer and Welfare Rights Officer, and that the staff will continue to do all it can but that disconnections are required in some instances and 6

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30
NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
AND VIA A VIDEO CONFERENCING LINK

ACTION

tenants are currently disconnected. The Chief Executive mentioned the added benefit that providing home heat or other heat vouchers opens up lines of communication with customers.

The report was noted by the Management Committee.

23. Attendance Management Report – July to September 2021* (For Review)* (For information)

The Chief Executive referred the Management Committee to the Finance & Corporate Services Manager's report, circulated prior to the meeting.

The Management Committee noted there was 168 sickness days, equating to 8.15% of the available working days, in the second quarter of the year and if no more absences, the rate projected for the year end would be 4.37%. The Chief Executive confirmed that the situation is monitored on an ongoing basis and all absence management procedures are being complied with.

The Management Committee enquired as to how self-isolation is treated for absence management purposes. The Chief Executive stated that if the staff member is unable to work, the period of sickness is not taken into account in terms of triggers. The Head of Housing Services added that staff members self-isolating are able to continue working in most cases and assistance is provided to enable remote working.

The Chief Executive also acknowledged the number of staff who recorded no periods of absence for 1-13 years.

24. Capital Purchases Report to 30 September 2021 (For Review)* (For information)

The Chief Executive referred the Management Committee to the above report, circulated prior to the meeting, and confirmed that there is nothing of concern as all expenses have been budgeted and the report is just to highlight what has been purchased.

The Management Committee noted that the total expenditure in the quarter was c. £108k but that the actual spend less amounts approved separately and recoverable amounts was c. £8.5k.

The report was noted by the Management Committee.


25. Property Purchases update 2020/21 (For Review)* (For information)

The Chief Executive referred the Management Committee to the above report, circulated prior to the meeting, and highlighted that that the 2 purchases approved by Committee in March, including the overspend, means that no additional funds are available for property purchases in this financial year. It was noted the 2 properties purchased had been previously lost under the Right to Buy.

The report was noted by the Management Committee.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30
NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
AND VIA A VIDEO CONFERENCING LINK

ACTION

26. **SHAPS Financial Assessment (For Review)* (For information)**
The Chief Executive referred the Management Committee to the above report, circulated prior to the meeting, and confirmed it is an annual requirement included in the annual submission timetable and was submitted on time (extended to September for 2021).
- The Chief Executive highlighted that based on all KPI results from the Financial Assessment, the Association remains low risk as it has done for a number of years. The Management Committee noted the submission helps the Pensions Trust identify high risk organisations that may wish to join a defined benefit scheme but not be in a position to afford it. It was noted the Association exited the defined benefit scheme in 2014.
- The report was noted by the Management Committee.
27. **Expenses Report – November 2021 (Decision/Approval Required)**
The Chief Executive referred to the Finance & Corporate Services Manager's report, which had been circulated prior to the meeting. The Chief Executive highlighted that value for money is always sought for travel with travel claims over a 20 miles radius being compared with public transport costs. The Management Committee noted that on the occasion noted within the report where £54 of mileage was claimed, the public transport costs were excessive, particularly due to the conference venue being too far from a train station and requiring a taxi. Following review, the Management Committee unanimously approved the expenses as submitted and the Chairperson agreed that her digital signature should be utilised and recorded in the signature register.
28. **MC Meeting/Training Schedule V3* (For information)**
The Chief Executive referred to the above schedule circulated prior to the meeting and confirmed the main update was moving the final Management Committee meeting of the year from the 21 December to 14 December. The Management Committee noted a couple of free meetings in February and that the Chief Executive will look to organise some training including joint training with other organisations.
29. **Focus on Governance/Risk**
a) Notifiable Events Register* (For information) 
The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted that no new notifiable events have been recorded and the office closure due to Covid-19 had been closed off since the last meeting. The Chief Executive was also confident the remaining event can be closed off after ██████ review photographs and confirm the work is to their satisfaction.
- The Register was noted by the Management Committee.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

30. Intranet

The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers, updated Policies and Procedures and particularly a health and wellbeing tab.

31. Signing of Minutes

The Chief Executive will find out if the signing of minutes could take place retrospectively using electronic signatures before the next meeting or will bring paper copies to the meeting for signing.

32. Date and Time of Next Meeting/Training Session

Per the schedule.

Meeting closed.

Checked by: LL 10.12.2021

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda