

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 22 FEBRUARY 2022 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

<u>ACTION</u>			
	Present:		
	Mrs C. Boyle	Chairperson	In person Elected Member
	Mr J. Hillhouse	Vice Chairperson/ Treasurer	In person Elected Member
	Ms D. Smith		In person Elected Member
	Mr J. O'Donnell		In person Elected Member
	Cllr D. Docherty		Online Co-opted Member
	In Attendance:		
	Mrs L. Lees		In person Chief Executive
	Mr J. Farrell		Online Head of Housing Services
	Mrs S. Farrell		Online Communications Officer
			Online Wylie Bisset
	1. Apologies		
	Apologies were received from Cllr J. Mooney and Mrs L. Breeze. 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 and particularly the co-opted member from the Council, Councillor Diane Docherty who was attending her first Association Management Committee meeting.		
	3. Declaration of Interest		
	There were no declarations of interest. The Chief Executive referred to comments made at a SFHA Communications Conference where Michael Cameron of the Regulator commented on full tenant members not requiring to note an interest in tenant related matters on a Management Committee so whether the same situation applies to factored owners, and this would be clarified.		
	4. Business Carried Over from Last Meeting		
	4.1 Finance, Corporate Services S-C – 08 Feb-22		
	The Chief Executive wished to clarify and have minuted the Chair and Sub Chair of the Finance and Corporate Services Sub-Committee as follows:		
	<ul style="list-style-type: none"> • Mr Hillhouse, Chairperson • Mrs Boyle, Vice Chairperson 		
	4.2 Management Committee – 01 Feb-22 – Item 21		
	The Chief Executive confirmed that the Association had been successful in being granted an extension of Scottish Government ICF funding for Centre81 for the year 2022/23. This offer required a revised schedule of authorised signatories to approve monitoring reports for submission. The Management Committee unanimously agreed to the schedule of authorised signatories being submitted and the Chairperson will sign after the meeting and paperwork will then be sent to the Secretary for signing.		

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

There was no training undertaken or conferences attended.

6. **Internal Audit Reports – Follow Up and Risk Management (Wylie Bisset in attendance)***

The Chairperson welcomed Ms Archibald to the meeting. The Chief Executive and Communications Officer left the meeting at this point.

a) Follow up*

The Management Committee noted the report circulated prior to the meeting and highlighted that Strong, the highest level of assurance, was determined for the Follow Up audit on recommendations made during the previous audit year. It was noted within the report there was 1 recommendation not implemented and 2 partially implemented, where further work was required to sign them off, and 1 recommendation had been fully implemented.

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

b) Risk Management*

The Management Committee noted the report circulated prior to the meeting and highlighted that Substantial, the second highest level of assurance was determined during the audit on risk management carried out in December 2021. The Management Committee noted the scope of review on page 2, background information on pages 3-5 and work undertaken on page 6.

It was noted that a total of 4 areas for improvement were noted and recommendations made within the Conclusion on page 7 and that 5 areas of good practice were noted on page 8.

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

The Management Committee concluded that they accepted the annual plan and were satisfied with the recommendations raised from the Follow Up and the Risk Management reviews.  detailed several training topics which could be beneficial to discuss further with the Management Committee.

The Chief Executive and Communications Officer returned to the meeting at this point.

The Chairperson thanked  for  attendance, and  left the meeting at this point. The Head of Housing Services was welcomed to the meeting at this point.

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7. **Secretary's Report (For information)**
The Chief Executive provided the following report in the Secretary's absence:
- a) Correspondence** 
A letter had been received from Mrs Tennant asking if she could be co-opted back onto the Management Committee [REDACTED]. The Management Committee unanimously agreed to the proposal. [REDACTED]
- b) Share Membership Applications (if applicable)**
No Share Membership applications were received.
- c) MC Membership Applications**
No Management Committee applications were received.
- d) Annual Declarations including H&S o/s**
The Chief Executive stated annual declarations from Mrs Tennant and Mrs Daly were outstanding.
8. **Approval of Minutes & Actions Notes (Decision/Approval Required)**
- a) Management Committee – 01 Feb-22***
There were no errors or omissions noted and the Minute was proposed by Mr O'Donnell, seconded by Mr Hillhouse and unanimously approved by the Management Committee.
- b) Finance, Corporate Services S-C – 08 Feb-22***
There were no errors or omissions noted and the Minute was proposed by Mr Hillhouse, seconded by Mrs Boyle and unanimously approved by the Management Committee.
- b) Actions from MC Meeting Dec/Jan meetings**
The Chief Executive referred to the report circulated prior to the meeting which showed actions identified and whether they were completed/ ongoing and highlighted that the majority are complete with several ongoing. On the January Action Note, point 14, Maintenance Report – various updates – District Heating Expansion, the Management Committee again commented on the price of connection for private owners at [REDACTED] and yet there was no demonstration of the system available prior to owners making that commitment. The Chief Executive mentioned that a MSP had visited the energy centre the previous day and that could spark discussions regarding grants etc. and that the Housing Services Manager had previously attracted funding for private owners so will continue to keep an ear and eye open for opportunities.
- The Management Committee noted the Action Notes as presented.
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9. **Business Arising From Minutes (Decision/Approval Required)**

The Chief Executive introduced the Head of Housing Services to the Councillor who was present, to discuss an issue the Management Committee wished to raise with the Council regarding their homeless nominations/section 5 referrals policy and their joint policy on this with the Association.

The Head of Housing Services stated that although the annual target for these nominations was 50%, at the end of Q2 was near 60% and at the end of Q3 was 55% which is very high with frequent nominations. The Head of Housing Services wondered whether this was a higher number than other Housing Associations provide.

The Management Committee noted that the Association has been very fair in the past number of years, with nominations not dipping below 49%. The Head of Housing Services confirmed that there is also a disproportionate number of issues with the referrals in relation to chaotic and anti-social behaviour which has negatively impacted tenancy sustainment levels, with 9 tenancies given up in the past few months, 5 of which were section 5 referrals.

The Councillor welcomed the Association raising the issue and asked that details be provided in an email, including [REDACTED] and she would ensure the matter is followed up in an online meeting with the relevant staff. The Head of Housing Services stated he hoped to get the information sent the following day and thanked the Councillor for her time.

The Head of Housing Services left the meeting at this point.

10. **Ratification of all Minutes (Decision/Approval Required)**

Ratification of all Minutes was proposed by Ms Smith, seconded by Mrs Boyle and unanimously approved by the Management Committee.

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

The Chief Executive confirmed that this was a standing item and no emergency decisions were required since the last meeting was only a number of weeks ago.

The Communications Officer left the meeting at this point.

12. **Staffing Report (Decision/Approval required)**

The Chief Executive updated the Management Committee regarding staffing matters and the following was agreed:

- Maintenance Assistant post, which had been externally advertised, has been filled by an internal candidate and they started the post on 21.02.2022.
- Temp member of staff, provided through EVH, has been appointed into the Clerical Officer post vacated by above staff member from 21.02.2022.

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- [REDACTED] offering our part-time [REDACTED] Assistant additional hours. [REDACTED]
- Currently a Housing Assistant and a temporary Housing Officer being advertised externally. There is an internal full-time Housing Officer post being advertised with the interviews being held on 23.02.2022. A member of the Management Committee is sitting on the interview panel.
- Approval granted to change the current Grade 7 Communications Officer post to a Grade 8 Customer & Corporate Services Manager. This is based on additional governance duties, line management responsibility and heading up a new customer service team. This new post will commence on 1st April 2022 and will be advertised internally for expressions of interest.

The Communications Officer returned to the meeting at this point.

13. Draft CHA Power Budget and Price Review 2022/23* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed she was again proposing a price freeze at £11.38 + VAT per week, for the 6th year running for tenants and, this year, for the external client. The Chief Executive provided the background to CHA Power for the benefit of the Councillor.

The Chief Executive referred to the Budget for 2022/2023 and accompanying notes with full details and the following was highlighted:

- Just over £262k is running through the budget and this included disconnected customers
- Majority of expenditure and overheads remain fairly similar to last year and the system was performing well
- The Scottish Government's gas procurement framework has continued to realise savings
- An operating surplus of c. £31k is expected with c. £6k surplus after tax liability and an increase of £20k (2021: £15k) set aside for future enhancements and repairs based on current level of repairs and as the plant does require top level servicing to ensure reliability of service
- A very strong balance sheet with c. £550k expected to be in the bank at the year end

The Draft CHA Power Budget 2022/2023 was unanimously agreed by the Management Committee, noting support for both tenants and the local community church in offering good, fairly priced heating and hot water.

14. Bad Debt Write Offs – Rents* (Decision/Approval required)

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The Chief Executive referred to the above draft Policy/report prepared by the Head of Housing Services which was circulated prior to the meeting and noted it was an annual Policy review and report which comes to the Management Committee each February to allow former tenants write offs to be included in the ARC which reports on the period to 31 March. It was noted that current tenant arrears are never written off.

The Management Committee was directed to table 1 and noted it was proposed that £23,488.20 (43%) of 39 former tenant arrears be written off for the reasons listed, such as all avenues of contact attempts exhausted and insolvency.

The Chief Executive confirmed it is an accounting requirement to write off debts and credits but that although debt is written off, in accordance with the Policy, it will continue to be pursued where possible. It was noted any former tenant credits to be written off would be provided in a further report in April or May 2022 and would not have any material bearing on reporting or performance figures.

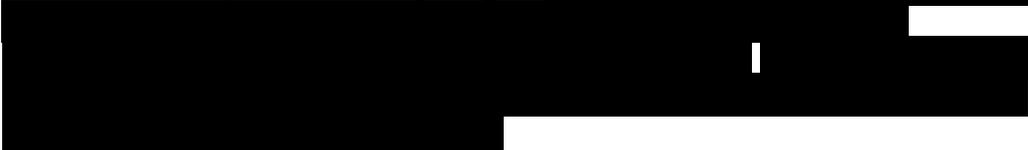
The Management Committee unanimously agreed the Policy/report and all write offs as detailed.

15. Development Report* (Decision/Approval required)

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the detailed updates and progress photos, where applicable, provided in relation to current and proposed developments. The Chief Executive was again pleased to have 3 developments on site and thanked the Council for taking onboard the Association's proposals and allowing them to move forward. Additions/updates were provided within the following items:

b) Queens's Quay Development (37 units)

Programme – it was noted that the aim to complete the Association's units had been pushed to July/August 



The Chief Executive was delighted to confirm that members will be able to visit the site on Friday 25 February, meeting at the office at 12pm for sandwich lunch and then a walk to the site at 1pm, along with a representative from the lender, CAF Bank. It was noted the Association will be the first partner to visit the site. 

Community Activities/Support - The Management Committee noted the first of the funded community days will be held at Centre81 on 14 May for

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the prospective/actual tenants and families of all 3 landlords moving into Queens Quay with a 'get to know your neighbour' event planned for after the tenants move in. The Management Committee enquired as to how the allocations would take place. The Chief Executive confirmed that approximately 50% will go to homeless applicants via the Council, 2 from the transfer list and the rest from the waiting list, with allocations being carried out around the end of April.

c) Former St. Cuthbert's Church – Linnvale (24 units)

Programme – It was noted this site is progressing well with a handover expected ahead of Queens Quay, in late May/early June. The Chief Executive confirmed that the Council Tax evaluation officer has visited and will be meeting with the valuation office shortly.

Clerk of Works Reports - The Chief Executive discussed some recent residents' and Clerk of Works' concerns and confirmed that Cruden has committed to patch some road areas and grassed verges and the situation will be monitored.

The Management Committee enquired to the address of the development and the Chief Executive confirmed that although members had put forward suggestions, the Council has confirmed it will remain as Dalton Avenue and Attlee Avenue.

**d) Clydebank Bowling Green development – Design and Build
(Decision Required)**

[REDACTED]

Decision Required – The Management Committee noted the inclusion of communal Wi-Fi was not included in the budget for this development as pricing was so tight so this had been set aside.



The Chief Executive welcomed discussion on the proposal detailed to include Wi-Fi at an overall cost to the Association of [REDACTED]. It was also highlighted that just the works to put the infrastructure in could be carried out at a cost of [REDACTED] (minus development allowances remaining) to leave the option of retro-fitting in the future.

Significant discussion ensued and the following points were noted:

- Experience from a member who had Association communal Wi-Fi installed
- Pros and cons regarding the significant costs
- It is going to be provided at Queens Quay
- The Association provides a free lending library and free mobile phone SIM cards and would not leave a tenant digitally disconnected if they wished to participate
- Speed of service to be provided versus market leaders

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- Wide variety of packages available on open market
- The Council is hoping to provide low-cost broadband so learning could be gained from their progress in this regard

It was unanimously agreed not to pursue communal Wi-Fi at the Clydebank Bowling Club site. The Chief Executive would update relevant parties on the decision.

Samples from Contractor – The Chief Executive referred the members to samples received from the contractor and it was noted decisions were required at the meeting for the following:

Communal close floor – 2 Veitchi flooring samples were provided, white with red marble and grey marble with white and dark grey and then a large choice of tread colours. It was suggested a darker tread could be better for those who are visually impaired. The Management Committee unanimously chose the grey marble flooring with dark grey tread (Granite).

Kitchen unit handles – Although white kitchen units had been agreed, handle choice was required. The Management Committee unanimously agreed to HLE50.

Kitchen flooring – From the sample board provided, Shale was unanimously chosen by the Management Committee.

Bathroom flooring – From the sample board provided, Silver was unanimously chosen by the Management Committee.

The Management Committee acknowledged it was important that the Association is inputting into these choices as these are the aspects that tenants will live with every day. The Chief Executive will pass on the choices to the contractor.

e) Other Development Opportunities



[REDACTED]

f) Development Risk – the Chief Executive confirmed there were no concerns with the contracts register, no overspends to propose and no changes to the risk register.

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

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**16. Linnvale Development – CAF Bank Loan Documentation*
(Decision/Approval required)**

The Chief Executive confirmed that CAF Bank is providing additional finance for the Linnvale site and that the Management Committee are now required to sign off on the paperwork.



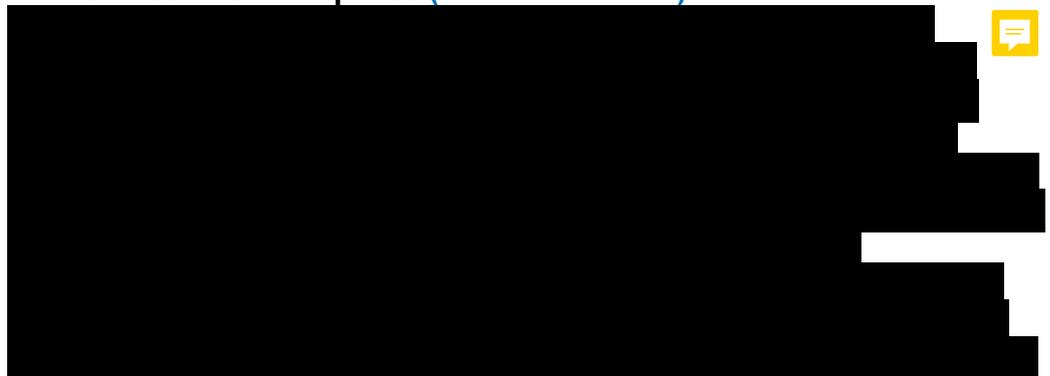
16a) Loan Docs – Draft Officers Certificate

It was noted this will be received in paper format and will be dated when received, with Mrs Boyle signing it off. The Chief Executive read over the loan document for the £ [REDACTED] and the conditions, such as the provision of specimen signatures which will be used to draw down the loan. The Management Committee unanimously agreed to the Chairperson signing the document when received.

16b) Loan Docs – Draft Board Mins

The Management Committee noted this sample minute extract in the layout preferred by CAF Bank and will be used for the approval of loan documents. The Management Committee unanimously agreed to the use of the sample minute extract.

17. Cart Street – verbal update (For information)



18. Maintenance Report – verbal update (For information)

The Chief Executive provided a verbal update on the above, confirming that [REDACTED]

[REDACTED] the Association cannot accept a proposal which is too expensive and carries a high risk leaving the Association vulnerable.

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The Management Committee noted however that since then other frameworks have been explored and contractors approached, including [REDACTED], and an extra 5 contractors have been sourced, one of which is meeting on site at a void on Thursday. 

The Chief Executive expressed a commitment to keeping the tenants up to date as this work is both high on their agenda and the Association's.

19. Reports for Quarter to 31 Dec 2021* (For information)

a) Complaints

The Communications Officer's referred to the above report circulated prior to the meeting and highlighted the report style had been brought into line with most others with 2 covering pages providing information on risk, relevant legislation, charter outcomes etc. relating to the report.

The Management Committee noted that 23 complaints had been received from 01 October – 31 December 2021 and again all had been responded to at first stage. The Management Committee noted that service improvements had been put in place following 14 (61%) upheld complaints and 1 not upheld complaint. The Management Committee noted 2.17 was the average number of days to resolve complaints in the quarter, however, one had been concluded out with timescale (no. 65 took 9 days) per the reason noted.

The Communications Officer highlighted the breakdown of relevant service areas detailed and then referred to the trends and themes section where it was noted complaints refresher training would be undertaken with staff and this was scheduled for 02 March.

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to make sure service improvements noted are put in place. The Communications Officer invited questions.

The Communications Officer invited questions. There were none and the report was noted.

20. Tenant Satisfaction Survey – Tender Report* (Decision/Approval Required)

The Communications Officer referred to the above report circulated prior to the meeting and highlighted that a decision was required on the procurement of the Tenant Satisfaction Survey 2022, now that the tender process was complete.

The Communications Officer referred to the tender documents received from 3 organisations and the price/quality assessment table following the scoring of each tender.

The Management Committee noted the recommendation to award this contract to Research Resource who returned the highest assessment

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score, [REDACTED] and also the excellent quality of survey work and reporting during an array of previous contract work. The Management Committee unanimously approved the recommendation as detailed.

21. Health and Safety including compliance report – February 2022* (Decision/Approval Required)

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 two points the Housing Services Manager wished raised as follows:

- The Health and Safety Control Manual has been updated by EVH and the most recent version is on the Intranet and also in paper format in the red folder in the board room. Questions or clarification is welcome at any point
- The forthcoming health and safety audit and that the report on the audit will be fed back to the Management Committee

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

22. GDPR Action Plan Update – verbal update (For information)

The Chief Executive referred to the above and confirmed there are still a few matters outstanding [REDACTED]. The Management Committee noted the update.

23. SHR – Covid19 Returns – to 31 December 2021* (For information)

The Chief Executive referred to the above report circulated prior to the meeting which was submitted to the Regulator quarterly but at the height of Covid19 was submitted monthly. The Management Committee noted that this information was put into the Association's own template and compared to performance at the end of March, with detrimental changes highlighted in red and positive changes highlighted in green.

The Chief Executive highlighted three key points within the report as follows:

- Gross rent arrears has decreased from 31 March 2021 (4.44%, £193k) to end Q3 (4.22%/£186k) due to a range of positive methods being undertaken by the rents team and Tenancy Sustainment Officer
- Average time to re-let properties had continued to decrease from 31 March 2021 (32.31 days) to end Q3 (11.25 days) due to a continued focus from the voids team
- Cash balances had decreased from 31 March 2021 (£11.32m) to end Q3 (£9.2m) only due to monies from Allia being received in advance in 2020/2021 for the Linnvale Development

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

24. Focus on Governance/Risk (For information)

a) Joint Governance Project - update

The Chief Executive recapped on the joint governance project the Association had recently undertaken with a range of different housing associations in order to review governance practices and gain from good practice examples.

The Management Committee noted that the review had since been completed and a findings report has been provided showing both examples of Association good practice but also areas where practice could be improved. As such, the Chief Executive asked if the report could be presented by North Star Consulting & Research at a future meeting. The Management Committee unanimously agreed this and the Chief Executive would attempt to arrange this for the March meeting.

b) Notifiable Events Register*

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted that no. 12 has since been closed off as the Scottish Housing Regulator is satisfied with the information required. The Chief Executive provided a confidential update on no. 14, the only open event, which was discussed at and submitted following the previous Management Committee meeting. The Management Committee noted that tenants' safety remains paramount and that staff continue to work to reassure tenants regarding correct fire safety measures.

25. MC Annual Training Information (distributed at meeting) (For information)

a) Management Committee Appraisals – update

The Chief Executive confirmed it is an outstanding action to explore the use of an external consultant to support the Chairperson in the appraisal process and the Management Committee would be updated in due course.

b) MC Training Evaluation 2021/22

The Management Committee noted the training forms had been distributed at the last meeting and were encouraged to return forms as soon as possible so that the Chief Executive can look at a training plan for the coming year.

26. 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.

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27. Signing of Minutes

The Chief Executive had noted in the Action Note from 30 November that the use of electronic signatures is being explored and is ongoing.

28. Date and Time of Next Meeting/Training Session

Per the schedule.

Meeting closed.

Checked by: LL

Date: 25.03.2022

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda