

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 SEPTEMBER 2023 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Ms D. Smith	Vice-Chairperson	In person	Elected Member
Mr P. Shiach	Secretary	Online	Elected Member
Mr J. Hillhouse	Treasurer	In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Cllr G. Johal		Online	Co-opted Member

In Attendance:

Mrs L. Lees	In person	Chief Executive
Mrs S. Farrell	In person	Customer & CS Manager
Mr J. Devlin	In person	Housing Services Manager

1. Apologies

Apologies were received from Mrs L. Breeze, Mrs C. Boyle, Miss T. Hislop, Mr J. Mooney and Mrs K. Tennant. It was noted that a quorum was present to enable the meeting to go ahead.

2. Chairperson's Remarks

The Vice Chairperson welcomed everyone to the meeting and thanked members for their attendance. The Vice Chairperson intimated that one additional item will be tabled at the end of the meeting.

3. Declaration of Interest

There were no declarations of interest.

4. Business Carried Over from Last Meeting

There was no business carried over from the last meeting.

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

The Customer & Corporate Services Manager confirmed that 5 committee members had attended the recent joint training session (Intro to HA's – Roles & Responsibilities) at the Association's offices, with 2 members from Knowes HA and 3 from Trafalgar HA in attendance. The Management Committee noted that it had appeared to be well received from feedback.

6. Secretary's Report (For information)

As the Secretary was attending online, the Chief Executive provided the following report:

a) Correspondence

There was no correspondence received.

b) Share Membership Applications

There were 4 no. share membership applications received [REDACTED]. The Management Committee unanimously approved all applications.

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c) MC Applications

There were no MC applications received.

7. Approval of Minutes & Actions Notes (Decision/Approval Required)

a) Management Committee – 29 August 2023*

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.

Business Arising From Minutes (Decision/Approval Required)

There was no business arising from the minutes.

8. Ratification of all Minutes (Decision/Approval Required)

Ratification of all Minutes was proposed by Mr O'Donnell, seconded by Ms Smith and unanimously approved by the Management Committee.

9. Emergency decisions since last meeting

There were no emergency decisions required since the last meeting. However, the Chief Executive explained that as 2 sub-committees were not quorate due to members' holidays, sickness etc. that the Housing Services Sub Committee paperwork required approval at the meeting. It was noted that, although included with the papers, items 11-21 had been pre-approved by email on Friday 22 September by the following 4 members; Mr J. Hillhouse, Mr P. Shiach, Ms T. Hislop and Mrs C. Boyle.

10. Staffing Issues

a) Staffing Report (verbal update) (For information)

The Chief Executive provided the following update:

- Negotiations discussed at a previous meeting were ongoing through EVH and the Union
- Staff member Margaret McKeitch was retiring on 27 September following over 10 years' service and as all staff wished to attend a leaving lunch the Chief Executive organised office closure from 12.30pm-2pm as a one-off and this was agreed by the Management Committee. The Chief Executive confirmed flowers and the long service payment had been organised on behalf of the Management Committee
- Whilst discussing office closure, the Chief Executive asked that the following be approved, per past years:
 - 8 December PM closure as special leave in lieu of staff training closure on 6 December AM
 - 22 December PM closure using staff members' own time
 The Management Committee unanimously approved both closures.

b) EVH Employers Consultation* (Decision/Approval Required)

The Chief Executive referred the Management Committee members to the above consultation circulated prior to the meeting and explained that EVH was being very organised in their approach to pay deal negotiations which will come into effect in April 2024.

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The Management Committee discussed and reflected on each section in turn as follows:

- Inflation
- Pay awards elsewhere
- Employer affordability
- Fair Work First

The Management Committee particularly noted from the CPI/RPI/Salaries chart a trend where EVH salaries are falling slightly behind the prevailing CPI rate. The Management Committee enquired about the length of any agreement. The Chief Executive surmised that if rates remain high it could be a one-year agreement but if they settle it could be one-year and upwards.

The Chief Executive confirmed that there would be no budget affordability issues as all options were considered within the financial plans.

[REDACTED]

c) EVH monthly update* (For information)

The Chief Executive referred the Management Committee members to the above monthly update for information only.

11. **CHA Management Accounts to 30 June 2023* (Decision/Approval Required)**
This item had been pre-approved by email on Friday 22 September by 4 members.
12. **CHA Power Ltd Management Accounts to 30 June 2023* (Decision/Approval Required)**
This item had been pre-approved by email on Friday 22 September by 4 members.
13. **Sales Ledger Balances – Outstanding Factoring balances to 30 June 2023* (For information)**
This item had been pre-approved by email on Friday 22 September by 4 members.
14. **Sales Ledger Balances – Outstanding Rechargeable Repairs balances to 30 June 2023* (For information)**

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<u>ACTION</u>	
	This item had been pre-approved by email on Friday 22 September by 4 members.
15.	<p>Sales Ledger Balances – Outstanding CHA Power customer balances to 30 June 2023* (For information)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
16.	<p>Sales Ledger CHA – Proposed write offs* (Decision/Approval Required)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
17.	<p>Sales Ledger CHA Power – Proposed write offs* (Decision/Approval Required)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
18.	<p>Attendance Management Report – April to June 2023* (For information)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
19.	<p>Property Purchases update 2023/24* (For information)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
20.	<p>Treasury Management Quarterly Update to 30.06.23* (For information)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
21.	<p>Capital Purchases Report to 30 June 2023* (For information)</p> <p>This item had been pre-approved by email on Friday 22 September by 4 members.</p>
22.	<p>Expense Claims - August 2023* (Decision/Approval Required)</p> <p>The Chief Executive referred to the report which was issued prior to the meeting. Following review, the Management Committee unanimously approved the expenses as submitted and the Chairperson agreed for her electronic signature to be used. It was noted that the Chief Executive would add this to the Association's signature register.</p>
23.	<p>Void & Lettings Report* (For information)</p> <p>The Chief Executive referred to the report circulated prior to the meeting and the following points were noted:</p> <ul style="list-style-type: none"> • Year to date void loss from 20 relets of £3,079.31 • It took 288 days to let the void properties • Quarter 1 void repair costs were £36,612.17

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The Management Committee noted the comments where it was a complex void. The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

24. Allocations Report* (Decision/Approval Required)

The Chief Executive referred to the report circulated prior to the meeting and referred to the various tables including those which detailed void and new build allocations, end of tenancy reasons and letting information.

The Management Committee was pleased to note there was no particular reason standing out for tenants giving up their home at table 2.

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

25. Anti-social Behaviour & Estate Management Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and the following points were noted:

- 0 Category A complaints had been received (extreme complaints)
- 1 Category B complaint had been received (serious complaints)
- 6 Category C complaints had been received (minor complaints)
- 1 warning had been issued for a proven complaint in Category B

The Management Committee noted the Association works in partnership with other agencies such as the Police and actively encourages tenants to report anti-social behaviour so it can be dealt with.

The Chief Executive highlighted that in Q1, £1,669 had been spent on bulk uplifts, with £260 rechargeable to tenants, and these costs were taken from the estate management budget.

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

26. Arrears Management Report* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and the following points were noted:

- Gross arrears have dropped £16k from the previous quarter and while end of year FT write offs of £14,429 have contributed to this, a drop in non-technical arrears was also seen
- Gross arrears of 3.31%, totalling £167,076, at the quarter end
- Patch-based approach is being undertaken and allows more dedicated time for the chasing of former tenant arrears

The Management Committee was happy to set the targets the same as 2022/23 as follows:

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- Gross arrears 3.90% (ARC Indicator 27)
- Non-technical arrears target of 2.90%
- Former tenant arrears target of 1.00%

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

27. Universal Credit Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and the following points were noted:

- Average UC arrears per tenant were £571.97
- Concern with increase in average UC arrears case which suggests that a lot of the smaller UC arrears cases have been cleared, leaving only larger cases
- Bad debt provision (currently 5%), was more than enough to ensure that UC arrears will not negatively impact the Association (currently 3.51% projected)
- The Chief Executive would wish to keep bad debt provision the same going forward as it does provide a cushion

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

28. Tenancy Sustainment Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and the following was highlighted:

- It was noted that 96% of tenants have now sustained their tenancy for over a year
- Each area of support was noted including energy bill, digital and food assistance
- Partnership with local business and agencies continue and includes Stepping Stones, Vodafone and Sunshine Electrical
- That another bid had been made to the SFHA for support vouchers in partnership with Dalmuir Park and Trafalgar Housing Associations

The Chief Executive stated that this funded post will be coming to an end shortly and the matter will be brought back to the Management Committee for consideration. The Management Committee noted that additional funding to keep the post in place was being sought but was not guaranteed.

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

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29. Medical Priority Policy* (Decision/Approval Required)

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was due for its 3-yearly review and there were several changes highlighted in yellow.

The Housing Services Manager invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.

30. General Maintenance Report* (Decision/Approval Required)

The Housing Services Manager referred to the above report circulated prior to the meeting and highlighted that decisions were required as follows:

d) Gas Servicing and Maintenance Contract – to provide a continuity of service to customers including out of hours service, the Management Committee was asked to approve a direct award to City Technical Services via the Scotland Excel framework for a period of 3 years at the [REDACTED]. It was noted this included service and maintain gas heating systems to 631 of our stock as well as our office premises and servicing unvented hot water cylinders to 77 properties.

The Management Committee enquired as to the increase on the previous contract. The Housing Services Manager stated that whilst it was up 11%, 60+ properties have been added to the contract. It was noted that the annual percentage increase would be limited to December CPI rates for the duration of the contract.

The Management Committee unanimously agreed to the proposal.

e) Window Refurbishment – Dumbarton Road and Glasgow Road – to provide a window refurbishment programme to 76 properties at the above location, and to help alleviate high energy bills and issues found through stock condition surveys, the Management Committee was asked to approve the best scoring tender from Sidey Solutions Ltd [REDACTED]. It was noted that all bids are considerably higher than the allocated budget [REDACTED].

The Housing Services Manager discussed problems to date and the Chief Executive confirmed that technicians do not wish to do further repair work to the windows due to them being so warped. The Management Committee noted that each of the properties will require a number of window units and also a bay window and that the aesthetics will be greatly improved with the PVC units. The Chief Executive confirmed that the tender amount can be accommodated, however, the Life Cycle Costing document does need updated to reflect the actual current costs of major repairs.

The Management Committee unanimously agreed to the proposal.

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The Housing Services Manager invited questions. There were none and the report was noted by the Management Committee.

31. ARC Statistical Reports* (For information)

The Housing Services Manager referred to the following reports circulated prior to the meeting:

a) Maintenance

The Management Committee noted there was nothing of concern and performance was quite consistent. The report was noted.

b) Scottish Housing Quality Standard (SHQS)

The Management Committee noted there was nothing of concern and the report was noted.

c) Energy Efficiency Standard Scottish Housing (ESSH & ESSH 2)

The Management Committee noted there was nothing of concern and the report was noted.

d) Benchmarking Report

The Management Committee noted there was one element of concern under Right First Time regarding failures due to the age and makeup of components throughout the Association's stock ie. soil stacks at Radnor Park which are known to cause repeated blockages and leaks. The report was noted.

32. Repairs Reports* (Decision/Approval Required)

The Chief Executive referred to the following reports circulated prior to the meeting:

a) Cyclical Repairs

The Management Committee noted the contractor noted at 6) Lift Maintenance was not meeting the KPI's outlined in their contract. The Management Committee enquired as to what course of action could be taken. The Housing Services Manager stated that 13 weeks' notice could be provided to end the contract and this will be pursued if performance does not improve. The Chief Executive added that the Association will do what they can to support the contractor such as storing parts, however, they were not as reactive as the previous supplier.

At 18) Bin Chute Maintenance, the Management Committee was asked to approve a quote [REDACTED] to carry out bi-annual servicing and routine maintenance of 14 bin chutes for a period of five years. If approved this cost will be incorporated into future rent increases. The Management Committee unanimously approved the proposal.

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

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b) Major Repairs

At 1) the Chief Executive highlighted the very successful Radnor Park windows contract which came in within contract award value and with high satisfaction levels of 96.4%. The Chief Executive was pleased to confirm that [REDACTED] of community benefits had recently been received in from Anglian and will be put to a variety of uses within the community and more details will be provided shortly.

33. Carbon Management Report (verbal only) (For information)

The Housing Services Manager provided a brief update on where the Association started off with the Carbon Management Plan and where the Association is now, including a new electric van due in October, free electric charge points and 2 well used electric work vehicles. The Management Committee noted there was more improvements to come within about 6 months.

The Housing Services Manager invited questions. There were none and the update was noted.

34. Contractors Performance Report* (For information)

The Housing Services Manager referred to the above report circulated prior to the meeting and highlighted that overall the Association has a low number of contractors and more had been invited to work with us to diversify and meet demands. The Management Committee noted the average jobs completed on target was 90%. Where performance had fallen below an acceptable standard, it was noted that jobs had been limited or the contractor was no longer the preferred contractor for the type of work.

The Housing Services Manager was pleased to report an increase in contractor meetings with 11 being held within Q2 and 8 being planned for the next few weeks.

The Housing Services Manager invited questions. There were none and the report was noted by the Management Committee.

35. Contracts Register* (For information)

The Housing Services Manager referred to the above report circulated prior to the meeting. The Chief Executive stated that the report would be uploaded to the correct section of the website.

The Housing Services Manager invited questions. There were none and the report was noted by the Management Committee.

36. Health & Safety Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that all Landlord Health & Safety obligations were being met and commended the report for its layout.

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It was noted that 4 incident had been recorded within the accident and near miss register. The Housing Services Manager read over each incident in turn and associated actions taken following each incident and where procedures could be tightened up or improved.

[REDACTED]

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

37. Maintenance Policy Updates* (Decision/Approval Required)

a) Gas Safety Policy

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was due for its 3-yearly review and there were minor changes tracked in red.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.

b) Mould and Damp Policy

The Housing Services Manager referred to the above new draft Policy circulated prior to the meeting. It was noted that mould and damp was a very current high profile topic and a new Policy has been drafted based on information from the Landlord Safety Manual and what the Association was already practicing. The Management Committee enquired as to the extent of the known problem in stock. The Housing Services Manager stated it was not a big problem but staff will continue to provide advice and newsletter articles and the Chief Executive confirmed as much help as possible would be providing such as tenancy sustainment support and fuel vouchers.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee. As will all new Policies, it was noted that the Policy will come back after one year for review.

c) Rechargeable Repair Policy

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was overdue for its 3-yearly review and there were minor changes tracked in red.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee

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38. [REDACTED] Staff Member (Allocations Policy)
 The Chief Executive thanked the Management Committee for accommodating the additional item. The Chief Executive referred to the above report from the Head of Housing Services, circulated just prior to the meeting. The Management Committee took time to read over the report and the Chief Executive explained that the very particular set of circumstances detailed had not occurred before and it was important that the Management Committee consider the precedence, complications and agreed conditions to be put in place if [REDACTED] [REDACTED] accepted [REDACTED] [REDACTED]. Discussion ensued and the Management Committee took cognisance of the 5 proposed conditions. The Management Committee unanimously agreed with the recommendation [REDACTED] [REDACTED] but only subject to conditions 2-5 as detailed, as they felt condition 1 was unreasonable and potentially discriminatory.

39. Intranet
 The Chief Executive reminded the Management Committee to regularly visit the Intranet, which should be easily accessible from the iPads, particularly the health and wellbeing section is regularly updated.

40. Signing of Minutes
 The Chief Executive had noted that the use of electronic signatures is ongoing.

41. Date and Time of Next Meeting/Training Session
 Per the schedule.

Meeting closed.

Checked by: _____

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda