

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

Present:

Mrs K. Tennant	Chairperson	Elected Member
Ms C. McGarrity	Vice Chairperson	Filled casual vacancy
Mr P. Shiach	Secretary	Elected Member
Mrs L. Breeze		Elected Member
Mr J. O'Donnell		Elected Member
Ms D. Smith		Elected Member
Mrs K. Brown		Elected Member
Cllr M. McNair		Co-opted Member

In Attendance:

Mrs S. Keenan	Chief Executive
Mrs S. Farrell	Communications Officer
██████████	Wylie & Bisset
██████████	Wylie & Bisset



1. Apologies

Apologies were received from Cllr J. Mooney, Mr J. Hillhouse and Mr J. Calderwood. 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, noting it was Mrs Keenan's last as Chief Executive, and thanked them for their attendance.

3. Declaration of Interest

Councillor McNair declared an interest in Item 12e). It was therefore noted that Cllr McNair would not participate in discussions on this item.

4. Internal Audit Reports

The Chairperson welcomed both auditors to the meeting.

a) Budgetary & Financial Controls*

██████████ referred to the report circulated prior to the meeting and highlighted that Strong, the highest level of assurance, was determined for the Budgetary & Financial Controls audit carried out in March 2021.

The Management Committee noted the scope of review on page 2, background information on pages 3-7 and work undertaken on page 8. Mr Gillespie highlighted that no weaknesses were identified and therefore no recommendations had been made within the Conclusion on page 9. The Management Committee was then referred to the 10 Areas of Good Practice noted on pages 10-14 demonstrating the Association is in line with and following good practice. At page 15, it was noted at Benchmarking that similar organisations tend to have 1 medium and 1 low grade recommendation and therefore ██████████ reiterated strong assurance.

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

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.ACTION**b) Rent Setting & Affordability***

██████████ referred to the report circulated prior to the meeting and highlighted that Strong, the highest level of assurance, was determined for the Rent Setting & Affordability audit carried out in March 2021.

The Management Committee noted the scope of review on page 2, background information on pages 3-7 and work undertaken on page 8. ██████████ highlighted the 2 low grade recommendations made within the Conclusion on page 9. The Management Committee was then referred to the 11 Areas of Good Practice noted on pages 10-14 demonstrating the Association is in line with and following good practice. At page 15, it was noted at Benchmarking that similar organisations tend to also have 2 low grade recommendations. ██████████ confirmed he was satisfied with the management responses and that the implementation dates were appropriate as detailed.

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

c) Follow up*

██████████ referred to 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. ██████████ highlighted the 2 partially implemented recommendations, where further work was required to sign them off, and 10 fully implemented recommendations as noted on page 5, and all of which were noted in detail within Appendices A and B.

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

d) 2021/22 Internal Audit Plan*

██████████ referred to the report circulated prior to the meeting and highlighted that a draft internal audit plan had been put in place in 2020 at the time of Wylie & Bisset's reappointment. The Management Committee noted that he had met with the Chief Executive to ensure the draft plan for 2021/22 was still appropriate and, after agreeing that it was, the following reviews are confirmed for the coming year:

- Overall Financial Controls
- Procurement
- Contract Management
- Follow up

The Management Committee unanimously agreed the internal audit plan as presented.

██████████ took the opportunity to wish the Chief Executive well in her future endeavours and stated it was a privilege to work with her and

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

thanked her for her commitment to both the audit process and the implementation of recommendations over the past years.

████████████████████ were thanked for their attendance and left the meeting at this point.

5. Business Carried Over from Last Meeting

There was no business carried over from the previous meeting.

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

There were no feedback reports from members.

7. Secretary's Report

The Secretary provided the following report:

a) Correspondence

No correspondence had been received.

b) Share Membership Applications

No Share Membership applications had been received.

c) MC Membership Applications

No Management Committee applications had been received.

8. Approval of Minutes & Actions Notes

a) Management Committee – 23 Feb-21* (For approval)

There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mrs Tennant and unanimously approved by the Management Committee. Progress against action notes from the meeting were also noted.

9. Business Arising From Minutes

There was no business arising from the minutes.

10. Ratification of all Minutes (Approval Required)

Ratification of all Minutes was proposed by Mrs Tennant, seconded by Mrs Breeze and unanimously approved by the Management Committee.

11. Staff Report including EVHEVH info and finalised pay award- Confidential* (Decision Required)

The Communications Officer left the meeting at this point.

The Chief Executive referred to the report which was circulated prior to the meeting.

The Chairperson provided an update on the Chief Executive Recruitment process on behalf of the Recruitment ad-hoc sub-committee and referred to the timetable provided in the report.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.**ACTION**

Following discussion, the Management Committee unanimously approved the overtime request (17 hours) by a Finance and Corporate Services member of staff.

The Management Committee noted that following recent interviews for a temporary Maintenance Officer (one year), the interview panel consisting of John Hillhouse, Joe Farrell and Jack Devlin had offered Micheál Lenihan the position and that he had accepted.

The Communications Officer returned to the meeting at this point.

12. Development Report* (Decision Required)

Councillor McNair declared an interest in Item 12e) and left the meeting at this point.

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the detailed updates provided in relation to current and proposed developments. The Chief Executive confirmed there was nothing additional to add to progress detailed in the report under General and [REDACTED] and provided additions/updates within the following items:

**b) Queens's Quay Development (37 units)**

The Chief Executive wished to add that whilst the above contract is managed wholly by Cube Housing Association, the Acting Housing Services Manager has been liaising with Cube representatives to ensure the Association's maintenance specification is incorporated into the development. It was noted great progress could be seen through the regularly circulated drone photos and that the development remains on schedule.

The Chief Executive invited questions. There were none.

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

Draft Programme – the Management Committee noted the updated programme contained in Appendix 2 and that a full construction phase programme will be issued shortly by CBRL.

Site Start – the Chief Executive confirmed that the pre-start meeting took place as scheduled, on 29 March, and that site preparation work will commence w/b 5 April with a site start of 19 April and a 60 week contract period.

Private Finance – the Chief Executive highlighted that the Head of Finance and Corporate Services had issued correspondence to the 6 banks detailed, per the Treasury Management Policy and discussion ensued on her suggestion to consider a variable rate loan, as whilst a fixed rate would balance the portfolio, huge savings have been realised of late with low interest rates on variable loans. The Management

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

<u>ACTION</u>	<p>Committee noted a decision would be made when a full report is presented following indicative rates being received from the banks.</p>
SK	<p>Contractor Selection – the Management Committee noted the contingency as detailed will provide scope going forward and that the contract award notice, via the Link Framework, will be published now that a site start date has been agreed.</p>
	<p>The Chief Executive invited questions. There were none.</p>
	<p>Clerk of Works Services (Decision required) - the Chief Executive read over the background and details of this requirement per the report. The Management Committee noted this is the first time Clerk of Work Services had been required following the formal procurement of development/Clerk of Works services with [REDACTED]. The Chief Executive highlighted the fee proposal received from [REDACTED] and its comparability with the [REDACTED] and previous [REDACTED] costs for Clerk of Works Services and that the proposal was also well within the Offer of Grant figure. The Management Committee noted that this would be a direct service provided by [REDACTED] and that a positive reference had been received from [REDACTED]. The Management Committee highlighted that due to our ongoing working relationship in regards to development services and the fact that the company had contributed to the Associations' development policies, they would be well aware of the Association's specifications and requirements. Following discussion, the recommendation was unanimously approved by the Management Committee.</p>
	<p>Mr O'Donnell left the meeting at this point.</p>
SK	<p>Street Names – the Chief Executive thanked the Management Committee for their contributions by email and read aloud the suggestions for the naming of the development. After discussion that Management Committee suggested Dalton Gardens or Place or St Cuthbert's Place should be put forward to the Council in the event we are able to have any input into the street name. The Chief Executive would update the Management Committee when any feedback is received.</p>
	<p>The Chief Executive invited questions. There were none.</p>
	<p>e) Proposed Clydebank Bowling Green development – Design and Build</p>
	<p>Legal – the Chief Executive intimated to the Management Committee that the Association now owns the bowling green site which was purchased for the price as previously notified.</p>
	<p>The Chief Executive felt it prudent to discuss risk given there is always some financial risk associated with development but highlighted the great deal that has been done to minimise the risks per the report. The</p>

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

Management Committee noted that the maximum financial risk at present was c. [REDACTED]. The Chief Executive asked if the Management Committee was satisfied with the mitigation and this potential financial risk. The Management Committee agreed that it was.

Funding – the Chief Executive confirmed that discussion will take place between the Association’s development consultant and the contractor in the coming months in order to achieve a suitable Scottish Government Offer of Grant and a full report will be brought to the Management Committee at that time.

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

f) Other Development Opportunities – the Management Committee noted the 2 existing and 1 new update provided regarding other development opportunities and noted further information as detailed will be provided to a future meeting. The Management Committee highlighted a seemingly derelict site next to one of the other development opportunities which could enhance the site and this will be explored by the Chief Executive.

The Chief Executive highlighted the content of all Appendices for information and risk register at Appendix 5.

The Chief Executive welcomed questions on the report. There were none and the content of the report was noted.

13. Emergency Decisions Report*

The Chief Executive referred to the above report which was circulated prior to the meeting and the Management Committee noted one decision which had been approved by members since the February meeting in relation to the following:

- Decision 1 - Appointment of Contract Administrator for Radnor Park Windows and Doors Contract (approval by 4 members)

It was noted the report was for information only.

14. Cart Street - verbal update (For information/Confidential)

[REDACTED]
[REDACTED]
[REDACTED]

15. Proposed Open Market Purchases (Decision Required)

The Chief Executive referred to the Head of Finance and Corporate Service’s detailed report circulated prior to the meeting regarding the purchase of 2 no. one-bedroom local properties on the open market.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

The Management Committee reflected on the following factors contained within the report in considering the Head of Finance and Corporate Services' recommendation to proceed with the purchase of both properties:

- the market values and proposed offers taking account of work required
- contribution to the rental income stream
- housing list demand and vacant possession for both
- future landlord responsibilities/implications
- factoring position and maintenance issues
- budget for 2021/22

The Management Committee unanimously agreed to the purchases as presented.

16. **Bad Debt Write-off report – Factoring and Rechargeable Repairs***
The Chief Executive confirmed that the report had not been circulated as indicated as the above agenda item was not required to be presented as it had been agreed at the Finance and Corporate Services Sub-Committee held in February 2021.
17. **Expenses Report***
a) February 2021*
The Chief Executive referred to the above report which was circulated prior to the meeting. Following review, the Management Committee unanimously approved the expenses as submitted and agreed they will be signed in due course.
- b) March 2021***
The Chief Executive referred to the above report which was circulated prior to the meeting. The Chief Executive highlighted the 12 extra hours paid to a staff member as detailed for data entry during a time of staff absence. Following review, the Management Committee unanimously approved the expenses as submitted and agreed they will be signed in due course.
18. **Policy Review – Development Strategy* (Decision/Approval Required)**
The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy brought for review after 2 years but which required minor changes, and that they were highlighted in red.
- The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.
19. **Policy Review – Development Standard Design Guide* (Decision/Approval Required)**

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

<u>ACTION</u>	
JD	<p>The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy brought for review as it required minor changes, highlighted in red, mainly in regards to wheelchair adapted properties and communal key fobs.</p> <p>The Management Committee noted that any issues/questions raised by developers or the Housing Services department going forward will be clarified and included in the this Policy, along with up-to-date major repairs specifications, and would be brought to the Committee for approval as and when required. The Chief Executive highlighted that communal Wi-Fi is included as standard and has been costed for and incorporated in the Dalton Avenue development.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p>20. Policy Review – Landbanking* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy presented for 3-yearly review and that no changes were proposed.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that it would be posted on the Intranet.</p> <p>21. Policy Review – Post completion Review* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy presented for 3-yearly review and that no changes were proposed.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that it would be posted on the Intranet.</p> <p>22. Policy Review – Contract Management* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy presented for 3-yearly review and that no changes were proposed.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that it would be posted on the Intranet.</p> <p>23. Procedure Review - Factoring Complaints Handling Procedure & Report* (Decision/Approval Required)</p>

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

The Communications Officer referred the above report and draft procedure circulated prior to the meeting and confirmed that the draft presented was to bring the Factoring Complaints Handling Procedures into line with those based on the model Scottish Public Services Ombudsman procedures adopted by the Association in October 2020 for other customers. The Management Committee noted that the Finance & Corporate Services Manager was also involved in the review in order to ensure the Code of Conduct for Property Factors was reflected in the update. The Communications Officer invited questions. There were none and the Management Committee unanimously agreed the Procedure as presented and noted that it would be adopted immediately to ensure compliance with the model procedures by 01 April as required.

24. New Policy – Remote/Home Working* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above new draft Policy which was circulated prior to the meeting and highlighted that it formalises arrangements for remote/home working, currently ongoing due to the pandemic, and is based on the EVH Model. The Chief Executive stated that whilst there is no contractual based homeworking at present, information on this has been included in case required in future.

The Management Committee unanimously approved the Policy as presented and noted that it would be posted on the Intranet.

25. New Policy – Protocol for Management, Appraisal & Support of Senior Officer* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above new draft Policy which was circulated prior to the meeting and highlighted that it formalises current practice in terms of support available to the Chief Executive but the timing of the CEO appraisal has changed to align it with the business planning process so that the objectives agreed can be included and thereafter cascade down to all staff appraisals.

The Management Committee unanimously approved the Policy as presented and noted that it would be posted on the Intranet.

26. New Policy – Personal Relationships at work* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above new draft Policy which was circulated prior to the meeting and noted that the draft was based on an EVH Model but made more robust, referring to the SHR Regulatory Framework, the Code of Conduct, Entitlements, Payments and Benefits Policy and the Declaration of Interest Policy.

The Management Committee unanimously approved the Policy as presented and noted that it would be posted on the Intranet.

27. ICT Support - Tender Report (Decision/Approval Required)

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.ACTION

The Chief Executive referred the Management Committee to the Data Protection and Compliance Officer's report circulated prior to the meeting. The Management Committee noted that the current ICT support contract was previously extended by a number of weeks to allow the tender process to complete.

[REDACTED]

The Management Committee unanimously agreed to the Data Protection and Compliance Officer's recommendation to accept Clearview Networks for the contract period commencing 03 May 2021 to 03 May 2024 with a potential extension of 1 year until 02 May 2025.

28. SHR – Covid19 Returns – to 28 February 2021* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed it is a useful indicator for both the Scottish Housing Regulator and the Association to closely monitor the effects of Covid-19 on key business areas including staffing and arrears and that 11 months data was now included.

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

- Number of staff absent had decreased by -1.35 to 4 but had decreased further since the report was issued to 1
- Gross rent arrears at month end have decreased to just under £20k and it was commented that this would be a positive figure to see at the year end, given the circumstances during the pandemic
- Cash balances were noted as > c. £600k due to limited spend on Major Repairs which will now resume on 26 April when non-essential work can be carried out in people's homes. Additional cash due to funds for the Linnvale development contributed to a healthy cash balance of c. £11.4m
- Notice of Proceedings served since month 1 remain at 18, where tenants would not engage regarding rent arrears but they cannot be enforced at this time

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

29. GDPR Action Plan Review* (For information)

The Chief Executive referred to the Data Protection and Compliance Officer's (DPCO) report on the above circulated prior to the meeting. The

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.ACTION

Chief Executive confirmed the report was for information only, to track monthly progress against required actions following internal audit recommendations.

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

30. Centre81 Report*

The Chief Executive referred to the Centre81 Co-ordinator's report on the above circulated prior to the meeting and confirmed it is for information only and the Centre remains closed until further notice. The Chief Executive particularly highlighted the following:

- The plans being put in place in order to reopen Centre81 and Gym81 as restrictions are lifted, planned for 26 April
- The details contained in Appendix 1 regarding all of the ongoing projects and particularly the C81 Steering Group. The Management Committee noted that the Centre will reap the benefits of the Steering Group's activities with young people, in and around the Centre, when it reopens
- The progress of the Canal Path shown in photos contained in the report. The Management Committee noted it will be a great asset to the Centre going forward. The Chief Executive highlighted that the project should have finished by now but was extended due to inclement weather and also that a shortfall in spend has allowed additional work such as a retaining wall and artistic metal archway. It was noted the funders were very pleased. Signage is also being drafted by the Communications Officer for a welcoming look to the rear of the Centre which faces the path

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

31. Tenant Participation and Communications Report* (For information)

The Communications Officer referred to the above report circulated prior to the meeting and welcomed questions or improvements.

The Management Committee noted the updates provided within the report which help us meet the Customer/Landlord Relationship outcomes of the Scottish Social Housing Charter and Tenant Participation legislation.

The Communications Officer highlighted the following:

- The Tenant Panel meeting arranged for 31 March to begin momentum for the remainder of the year and that support had been provided to one member of the Panel to join the meeting digitally through the digital lending library
- The joint Wellbeing Feature that had been developed in partnership with residents groups and featured in the March newsletter

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 MARCH 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

<u>ACTION</u>	<ul style="list-style-type: none">• The 2 new publications including Your New Home and Contractors Newsletter and that 2 submissions had been received from contractors for the next edition including apprenticeship news from multi-trade contractor C Hanlon• 3 recent press releases on a Community Benefit, Rent Increase and CHA Power Freeze and Dalton Avenue Development with 2 forthcoming including Queens Quay progress and Contractors Newsletter launch <p>The Communications Officer invited questions. There were none and the report was noted by the Management Committee.</p> <p>32. Health and Safety/Compliance Report including Risk* (For information)</p> <p>The Chief Executive referred to the Acting Housing Service Manager's report, circulated prior to the on the above covering all 6 key areas of Landlord Health and Safety compliance.</p> <p>The Management Committee the detailed updates on each area and particularly the progress of various training being undertaken and the current full compliance reported in all areas.</p> <p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee.</p> <p>33. Focus on Governance/Risk (For information)</p> <p>a) Self-Assurance Action Plan 2020 - Feb Update*</p> <p>The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted further areas had been completed and that the Chief Executive was hopeful that outstanding items (white) could be completed in a month or so. The Management Committee noted the report.</p> <p>b) Notifiable Events Register*</p> <p>The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted that the Chief Executive had heard today that numbers 7 and 8 have been closed off. The Management Committee noted that 2 remain open as the Chief Executive's departure (no. 10) would not be closed off until news of the incoming CEO is relayed and also that the office remains closed to the public (no. 6).</p> <p>c) MC Appraisals 2021 – update</p> <p>The Chief Executive confirmed she would send out the appraisal forms on behalf of the Chairperson and the Chairperson intimated that appraisal interviews will commence after the Chief Executive recruitment process completes.</p>
SK	

