

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 29 MARCH 2022 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 J. Hillhouse	Vice Chairperson/ Treasurer	In person	Elected Member
Mr P. Shiach	Secretary	In person	Elected Member
Ms D. Smith		In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Ms T. Hislop		In person	Casual Vacancy
Cllr D. Docherty		Online	Co-opted Member

**In Attendance:**

Mrs L. Lees	In person	Chief Executive
Mrs S. Farrell	Online	Communications Officer
Mr S. Graham	Online	ICT & Compliance Officer
██████████	Online	North Star Consultancy



**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.

**3. Declaration of Interest**

There were no declarations of interest.

**4. Business Carried Over from Last Meeting**

There was no business carried over.

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

The Management Committee provided feedback on a recent Unconscious Bias session undertaken in conjunction with 2 other housing associations.

It was noted that the presenter was very engaging and the session was interactive with a strong relevance to the Association's Equalities policies and Code of Conduct. The Chief Executive will send slides to all members and will submit positive feedback received on behalf of those who attended.

Mr Hillhouse joined the meeting at this point.



**6. Joint Governance Review – Report and Feedback (██████████ North Star Consultancy in attendance)\***

The Chairperson and Chief Executive welcomed ██████████ to the meeting. ██████████ shared her presentation on screen.

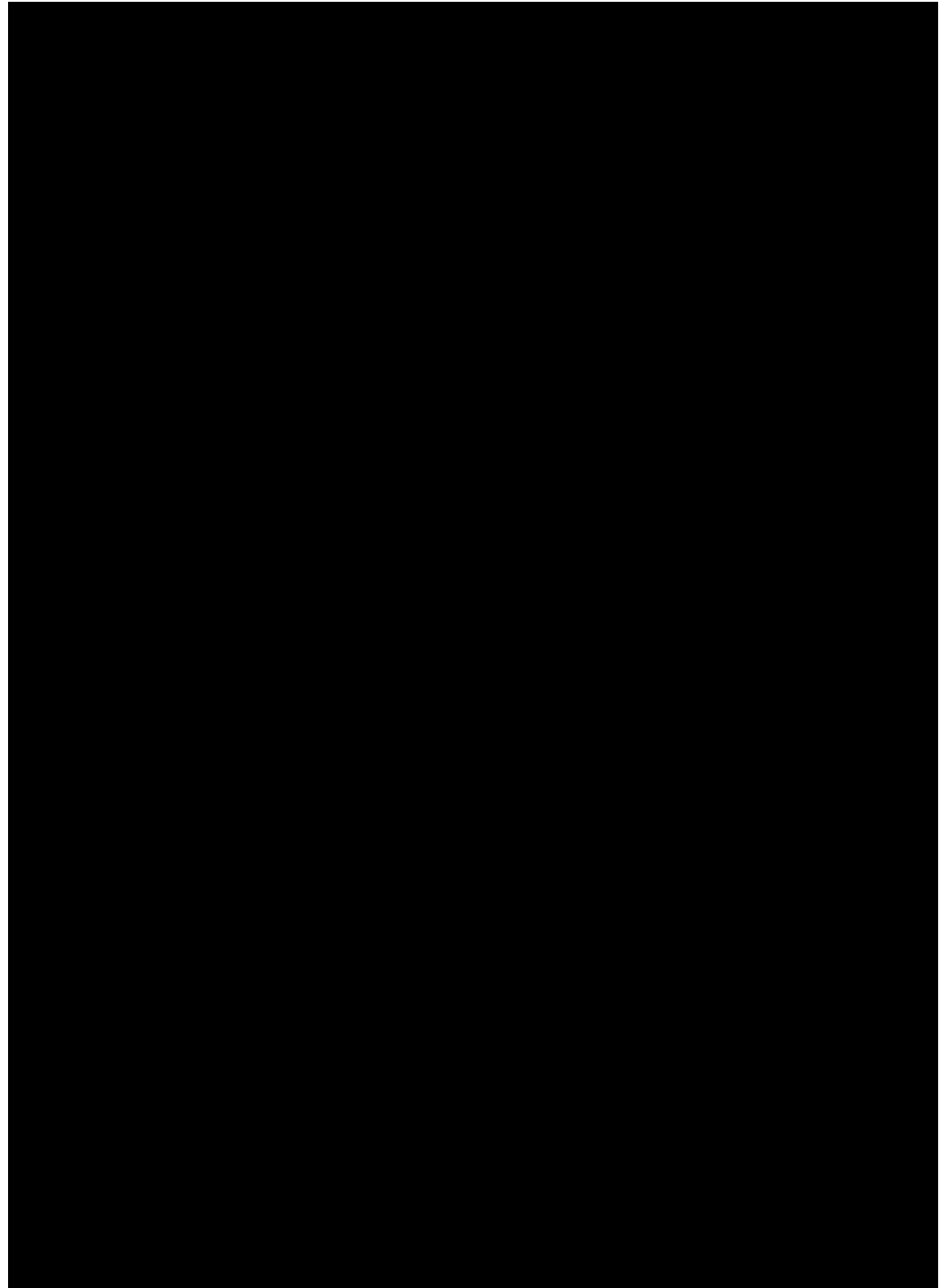
The Management Committee noted that 5 Housing Associations took part in a collaborative, external Governance Review between January –

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August 2021 and the outcome was a 200-page report, summarised in the presentation of higher level findings within 17 slides. It was noted each participant also received a shorter summary report which highlighted good practice.

██████████ confirmed that the following areas of Governance were looked and provided a few key details on each for CHA as detailed below:



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**Conclusion**



██████████ concluded the presentation by confirming there are no concerns but that CHA should review the areas noted and tweak procedures and processes to provide a better approach.

The Chief Executive confirmed that she would review the Action Plan created following the review, to be presented later in the meeting, alongside the Communications Officer and ICT & Compliance Officer.

██████████ was thanked for her thorough overview of the process and presentation and left the meeting at this point.

Councillor Docherty entered the meeting at this point.

**7. iPad and Intranet training**

The Chairperson welcomed the ICT & Compliance Officer to the meeting. A brief training session was provided on access the new Intranet via the updated iPads, particularly highlighting the following, all of which was supported in a 'How To' guide prepared by the ICT & Compliance Officer:

- Home screen shortcut
- Management Groups
- Management Committee section
- Navigation through the Management Committee sub-sites and menus
- 3 dots which provide access to further information
- How to turn on alerts (Alert Me)

It was noted around 6 iPads remain outstanding for update and members were urged to submit their iPads for update.

The Chief Executive explained the different options which could be explored for access to Management Committee papers including saving papers on the Intranet meaning no need to download and concluded by highlighting the News section which has information such as long service awards and special occasions.

**8. Secretary's Report (For information)**

The Secretary provided the following report absence:

**a) Correspondence**

- A National Lottery Awards for All grant of £9,900 was received further to the Chief Executive submitting an application in advance of Climate Challenge Funds ending on 31 March. The Chief Executive was delighted to receive the award which will support Centre81's Community Gardener and Bike Mechanic for a period of 3 months from 01 April. The grant will ensure continuation of the outcomes achieved by the 3-year CCF project, while longer term options and funding are being investigated.

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**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 still outstanding.

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

**a) Management Committee – 22 Feb-22\***

There were no errors or omissions noted and the Minute was proposed by Mrs Boyle, seconded by Mr O'Donnell and unanimously approved by the Management Committee.

**b) Actions from Feb MC meeting**

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 involve herself and/or the Head of Housing Services.

**10. Business Arising From Minutes (Decision/Approval Required)**

There was no business arising from the minutes.

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

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

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

The Chief Executive referred to the above report circulated prior to the meeting and it was noted that 1 emergency decision was required to the Delegated Authorities per the report and that this was approved by 4 elected members, namely:

- Mrs Boyle
- Mr Shiach
- Mrs Smith
- Mr Hillhouse

The Chief Executive confirmed Delegated Authorities will be updated to reflect the change.

The Communications Officer left the meeting at this point.

**13. Staffing Report – verbal update (including EVH pay negotiations for 2022/23) (Decision/Approval required)**

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

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- The recruitment of the Head of Finance and Corporate Services continues after a second round of external advertising. The appointment is to be readvertised with EVH.
- The funding for the Tenancy Sustainment Officer will be extended to 31<sup>st</sup> December 2023 following communication with SFHA over the term of the post. This is to match other temporary posts within the organisation.
- The additional hours being carried out by the part-time Maintenance Assistant, [REDACTED]
- The newly approved post of Customer and Corporate Services Manager has been confirmed and will commence from 1<sup>st</sup> April 2022.
- The post of part-time Centre81 caretaker has been filled and the new staff member will start on 4<sup>th</sup> April 2022.
- The Estate Caretaking Apprentice will start on 11<sup>th</sup> April 2022 on a fixed 2 year Modern Apprentice post.
- Investors in People and Investors in Young People accreditations will commence in September 2022.

The Communications Officer returned to the meeting at this point.

**14. 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. Additions/updates were provided within the following items:

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

**Programme** - the Management Committee was disappointed to note that whilst the Association's properties are 82% complete, the tenants/families will have to wait c. 3 months in order for Titan Boulevard to be finished before moving in. The Management Committee also highlighted the rent loss for the 37 units for this timeframe.

Discussion ensued on the Council's District Heating Network (DHN) which Association properties will be connected to and digressed into the DHN connection to some of the Association's Dumbarton Road properties, where the owners' connection charge [REDACTED]. The Chief Executive assured the Management Committee that the Association will continue to look into funding to support owners in this, should they wish to pursue, and that this was to be added to the Actions Report.

**Queens Quay Staff and Committee Site visit** – the Management Committee noted the positive feedback from the visit, along with the private finance provider CAF Bank, on 25 February with all impressed at dimensions of most units and the views. It was noted the maintenance and housing team members will visit next week to familiarise themselves with the specification and layout prior to allocation. The Chief Executive

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will extend an invite to Committee Members who could not attend when a further visit is arranged.

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

It was noted that the Management Committee may be in a position to visit the development at the beginning of May and further information would be provided in due course.

The Management Committee enquired regarding the use of regurgitated rainwater within the development. The Chief Executive confirmed the issue was addressed and was concluded a number of months ago.

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

The Chief Executive distributed a number of bathroom wet wall samples for discussion and agreement. After discussion, the Management Committee unanimously chose a white panel with shimmer, sugar sparkle.

**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.

15.

[REDACTED]



16.

**Housing Services Update\* (Decision/Approval Required)**

The Chief Executive referred the Management Committee to Head of Housing Services’ report, circulate prior to the meeting.

**Homeless Section 5 Lets – update (For information)**

The Management Committee was pleased to note the positive and constructive dialogue with the Council’s homeless department since the last meeting, negating the previous requirement to have a formal meeting, with section 5 referrals down in quarter 4 and now looking close to finishing the year on or near the 50% target. The Management Committee noted some remaining issues with the standard of referrals being received but that the position will this and volume of referrals will be revisited from April if required.

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**West Dunbartonshire Council Appeal – Rehousing Ukrainian Refugees (Decision/Approval Required)**

The Management Committee referred to this section of the report in conjunction with the letter received regarding the above from West Dunbartonshire Council in seeking support in responding to the current crisis in Ukraine and looking for an indication of how many properties the Association would be willing to let to Ukrainian refugees in the short to medium term.

Significant discussion ensued on the issue with the many current competing priorities relating to the availability of Association homes being noted as follows and in reference to the relevant statistics provided in the report:

- The current waiting list level of c. 1,000 applicants
- The limited number of void properties per year of c. 90
- The commitment to provide 50% of voids and new builds already to the Council for section 5 referrals
- The Association being a registered charity which should have humanitarian and social ethics

The Management Committee agreed:

- to provide support to the Council in responding to the crisis
- to provide 1 let per month for 12 months

It was noted one member dissented.

The Management Committee suspended Standing Orders at this point as the time had passed 9.00pm.

**17. New Policy – Electric Safety Policy\* (Decision/Approval Required)**

The Chief Executive referred to the above new Policy circulated prior to the meeting by the Housing Services Manager and stated that as there was not time to fully discuss, it will be brought back to the next meeting to look at in more detail, given its importance.

The Management Committee was satisfied to provisionally approve the Policy in the interim.

**18. New Policy - Fire Safety Policy (Decision/Approval Required)**

The Chief Executive referred to the above new Policy circulated prior to the meeting by the Housing Services Manager and stated that as there was not time to fully discuss, it will be brought back to the next meeting to look at in more detail, given its importance.

The Management Committee was satisfied to provisionally approve the Policy in the interim.

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- 19. New Policy - Lift Safety Policy\* (Decision/Approval Required)**  
The Chief Executive referred to the above new Policy circulated prior to the meeting by the Housing Services Manager and stated that as there was not time to fully discuss, it will be brought back to the next meeting to look at in more detail, given its importance.
- The Management Committee was satisfied to provisionally approve the Policy in the interim.
- 20. Health and Safety including compliance report – March 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 with all legal and constitutional requirements in all 6 key areas of Employer and Landlord Health and Safety.
- The Chief Executive highlighted that a recent audit had been undertaken by ACS on Employer and Landlord Health and Safety and results would be reported back to the Management Committee in due course.
- The Chief Executive invited questions. There were none and the report was noted by the Management Committee.
- 21. Customer Consultation/Communications Report\* (For information)**  
The Communications Officer referred to the above report, circulated prior to the meeting, welcomed any suggestions for improvement or questions, and the following was highlighted:
- At 1. Current/Future Consultation & Feedback, the current Customer Care Policy consultation, the positive session undertaken with staff at training on 02 March and valuable feedback received which will enhance the Policy. Consultation with the consultation register and wider customer base through the newsletter is also ongoing with a closing date of 22 April
  - At 2. Radnor Park Multis Tenant & Residents Association (RPMTRA), the Communications Officer confirmed that all actions following the reregistration of the above group were carried out timeously
  - At 3. Large Scale Satisfaction Surveys, an update was provided on the Tenant Satisfaction Survey 2022 which was underway, and it was noted that although there is a sector wide downward trend in satisfaction, the results are awaited with anticipation and any themes of dissatisfaction addressed
  - At 4. Events, the Management Committee noted that, with the lifting of Covid-19 restrictions, more activity will be noted in this section. In particular, the Chief Executive highlighted the support being provided from the Association through community benefits to the Linnvale Gala Day (18 June). It was also noted that 2 awards have been applied for in the Aico Community Awards 2022 and the results are awaited on 12 May



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- At 7. Complaints Handling Procedures it was noted that long awaited KPI guidance for additional Management Committee reporting had now been published and requirements will be reviewed and included in the Complaints report from Q4

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

**22. GDPR Action Plan Update\* (For information)**

The Chief Executive referred to the above update from the ICT & Compliance Officer, circulated prior to the meeting, and confirmed there are still a few matters outstanding but that the Finance & Corporate Services Manager continues to work weekly to address the issue with Factoring files. The Chief Executive stated that nothing is causing any concerns. The Management Committee noted the update.

**23. Expenses Report\* (Decision/Approval Required)**

**a) February 2022\***

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

**b) March 2022\***

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

**24. Focus on Governance/Risk (For information)**

**a) Joint Governance Project – Action Plan\***

The Chief Executive referred to the ICT & Compliance Officer's first draft of the Action Plan following the joint Governance review (Item 6), circulated prior to the meeting. It was noted that this draft will be developed into a house style, in tabular format, colour coded etc. but was provided to the meeting to demonstrate staff are beginning to digest the lengthy report and formulate actions to improve/enhance current processes.

**b) Notifiable Events Register\***

The Chief Executive referred to the above report circulated prior to the meeting and highlighted that there had been no significant change since the previous report. The Management Committee noted the update within no. 14. as detailed. The Management Committee noted the report.

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The Chief Executive referred to the above Engagement Plan circulated prior to the meeting which had been provided by the Scottish Housing Regulator and confirmed that the Association is again deemed as Compliant (referred to some years ago as 'low engagement'). The Management Committee noted that the Regulator was satisfied by all the annual regulatory returns provided and was pleased to remain as Compliant.

The Chief Executive informed the Management Committee that there had been a change in Regulation Manager as noted on the Plan.

**d) Equalities information for ARC**

The Chief Executive informed members she will bring the documents required to the April meeting for completion which is still in plenty of time for inclusion in the Annual Return on the Charter.

**25. MC Annual Training Information (distributed at meeting) (For information)****a) Management Committee Appraisals – update**

The Chief Executive stated that following on from the action plan at 24a), it was the intention to carry this out every 3 years with external support and further information would be provided in due course.

**b) MC Training Evaluation 2021/22 and training programme for 2022/23**

The Chief Executive will schedule in more time in April to discuss in detail.

**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.

**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.

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**ACTION**

Checked by:           **LL**          

Date:           **22.04.2022**          

APPROVED .....

PROPOSED .....

SECONDED .....

**LL/SF**

\* Indicates report issued with agenda