

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 APRIL 2023 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK**

<u><b>ACTION</b></u>	<p><b>Present:</b></p> <table border="0"> <tr> <td>Mrs C. Boyle</td> <td>Chairperson</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. Hillhouse</td> <td>Treasurer</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. O'Donnell</td> <td></td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. Mooney</td> <td></td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Cllr S. Traynor</td> <td></td> <td>In person</td> <td>Co-opted Member</td> </tr> </table> <p><b>In Attendance:</b></p> <table border="0"> <tr> <td>Mrs L. Lees</td> <td></td> <td>In person</td> <td>Chief Executive</td> </tr> <tr> <td>Mrs S. Farrell</td> <td></td> <td>In person</td> <td>Customer &amp; CS Manager</td> </tr> <tr> <td>Mrs L. McGeachan</td> <td></td> <td>In person</td> <td>Housing Officer</td> </tr> </table> <ol style="list-style-type: none"> <li>1. <b>Apologies</b> Apologies were received from Mr P. Shiach, Ms D. Smith, Mrs L. Breeze and Cllr G. Johal. It was noted that a quorum was present to enable the meeting to go ahead.</li> <li>2. <b>Chairperson's Remarks</b> The Chairperson welcomed everyone to the meeting.</li> <li>3. <b>Declaration of Interest</b> There were no declarations of interest, however, the Chief Executive noted for the benefit of the Councillor that discussion with regards to West Dunbartonshire Council homeless referrals will take place later in the meeting.</li> <li>4. <b>Business Carried Over from Last Meeting</b> There was no business carried over.</li> <li>5. <b>Management Committee External Training/Conference Feedback (if applicable)</b> The Chief Executive updated the Management Committee to advise joint training sessions are being finalised and the new schedule will be compiled in due course.</li> <li>6. <b>Secretary's Report (For information)</b> The Chief Executive provided the following report in the Secretary's absence:             <ol style="list-style-type: none"> <li>a) <b>Correspondence</b> The Chief Executive advised correspondence has been received regarding the EVH annual conference, 19<sup>th</sup> – 21<sup>st</sup> May 2023 at the Dunblane Hydro and it was noted that all Committee members are invited to attend. The EVH AGM date was noted as 19<sup>th</sup> May, also at the Dunblane Hydro.</li> <li>b) <b>Share Membership Applications</b> There were no share membership applications received.</li> </ol> </li> </ol>	Mrs C. Boyle	Chairperson	In person	Elected Member	Mr J. Hillhouse	Treasurer	In person	Elected Member	Mr J. O'Donnell		In person	Elected Member	Mr J. Mooney		In person	Elected Member	Cllr S. Traynor		In person	Co-opted Member	Mrs L. Lees		In person	Chief Executive	Mrs S. Farrell		In person	Customer & CS Manager	Mrs L. McGeachan		In person	Housing Officer
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**c) MC Membership Update**

There were no MC membership applications received. The Chief Executive confirmed she will approach the recent Observers to ask whether they wished to be elected onto the Management Committee at the AGM.

**d) Annual Declarations including H&S o/s**

The Chief Executive will check if any of the Management Committee members present have not previously signed the latest update of the Health and Safety Manual available in the board room.

**e) A Sloan Annual Audit Planning Letter – CHA**

The Chief Executive referred the Management Committee to the above letter, circulated just prior to the meeting, along with the associated Audit Plan. The Management Committee noted the documents outline the scope of work to be carried out and there was no material change from the previous year with the audit remaining a risk based approach with a range of sample testing. The Chief Executive confirmed the auditors have already been in the office for two days in April 2023 gathering information.

**f) A Sloan Annual Audit Planning Letter – CHA Power Limited**

The Chief Executive referred the Management Committee to the above letter, circulated just prior to the meeting, along with the associated Audit Plan and noted that again the audit would have no material change from the previous year. The Management Committee, however, noted that a [REDACTED] will be completed and the Chief Executive and auditor will discuss the situation with CHA Power Ltd finances in more detail.

It was noted that the auditors would attend the office w/b 23 May to completed the audits and then feedback to the Management Committee at their June meeting.

**7. [Approval of Minutes & Actions Notes \(Decision/Approval Required\)](#)**

**a) Management Committee –28-Mar-23\***

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

**8. [Business Arising From Minutes \(Decision/Approval Required\)](#)**

There was no business arising from the minutes.

**9. [Ratification of all Minutes \(Decision/Approval Required\)](#)**

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

**10. [Emergency decisions since last meeting](#)**

The Chief Executive confirmed the Housing Services Manager had emailed the Management Committee on 14 April 2023 seeking approval

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for a void property (a recent buy back) [REDACTED] to be used as a decant for one of the Association’s tenants in [REDACTED] who requires significant works to be carried out to the property and will be unable to reside in the property while works are ongoing. It was noted the decant will last for approximately 12 weeks. As only 2 members had so far approved the decant, Mr J. Mooney and Mr P. Shiach, the Chief Executive asked for further approval and this was granted by Mr J. O’Donnell, Mrs C. Boyle and Mr J. Hillhouse.

**11. Staffing Report – EVH and GWSF monthly reports\* (For information)**

The Chief Executive referred to the above reports circulated prior to the meeting and highlighted that the EVH report discusses their various events and activities and any changes to staff terms and conditions and the GWSF report details what one of the Association’s affiliated bodies is dealing with. The reports were noted by the Management Committee.

**12. Development Report\* (Decision/Approval Required)**

The Chief Executive referred to the above report circulated prior to the meeting and referred to the updates regarding development opportunities as follows, particularly following a recent meeting with the Scottish Government and West Dunbartonshire Council:

[REDACTED]

[REDACTED]

**Queens Quay Main Avenue, Clydebank**

[REDACTED] The Chief Executive confirmed there was no commercial unit progress to date. The Management Committee will be kept up to date.

The report was noted by the Management Committee.

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13. **WDC Homeless Lettings Target 2023-2024\* (Decision/Approval required)**  
The Chief Executive referred to the report issued by the Head of Housing Services prior to the meeting, which sets out the request from West Dunbartonshire Council to increase the proportion of our re-lets, that are allocated to homeless allocations, from the level of c. 50% to 69%.
- Following a lengthy discussion over the 3 options proposed by the Head of Housing Services, the Committee agreed with Option 1 which is to keep the existing 50% target which they felt was fair and reasonable, particularly in light of the Association's waiting list of 1,300 applicants.
- This decision will be inserted into the Association's annual rapid rehousing contribution statement which was also agreed at the meeting. The Chief Executive will also confirm that the Association positively supports rapid rehousing and will detail all that the Association is doing to support it including building homes and providing a high level of tenancy sustainment support to tenants.
14. **Policy Review – Allocations\* (Decision/Approval required)**  
The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight that it is a minor review as it was last reviewed in December 2022, as highlighted on page 19, relating to housing applicant tenancy breaches. The Chief Executive welcomed any questions. There were none and the Policy review was unanimously agreed by the Management Committee.
15. **Policy Review – Flexi-time and TOIL\* (Decision/Approval required)**  
The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight there has been several minor changes, mainly to cover exceptional circumstances, as shown in tracked changes. The Chief Executive welcomed any questions. There were none and the Policy review was unanimously agreed by the Management Committee.
16. **Policy Review – Shared Ownership\* (Decision/Approval required)**  
The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight it was due for its 3-yearly review and that no changes were proposed other than review date. The Chief Executive welcomed any questions. There were none and the Policy review was unanimously agreed by the Management Committee.
17. **Policy Review – Shared Ownership Buy Backs\* (Decision/Approval required)**  
The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight it was due for its 3-yearly review and that only minor changes were proposed, as shown in tracked changes. The Chief Executive welcomed any questions. There were none and the Policy review was unanimously agreed by the Management Committee.

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**18. Policy Review – Policy Review – Mortgage to Rent\* (Decision/Approval required)**

The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight it was due for its 3-yearly review and that a minor change was proposed, as shown in tracked changes. The Chief Executive welcomed any questions. There were none and the Policy review was unanimously agreed by the Management Committee.

**19. Draft Asset Management Strategy - Action Plan\* (For Information)**

The Chief Executive referred to the above draft Action Plan from the ICT & Compliance Officer circulated prior to the meeting and noted that due to legislation and increasing requirements in terms of Asset Management, the level of detail required on the Association's stock has increased. The Chief Executive confirmed this will be actioned when the new Asset Management Assistant begins their post and they will work on the Action Plan together with Senior Staff. The Management Committee noted this information will be reported quarterly going forward.

The Chief Executive welcomed any questions. There were none and the Action Plan was noted by the Management Committee.

**20. Complaints and Compliments\***

**a) Complaints for quarter (including ARC statistics) to 31 March 2023\* (Decision/Approval Required)**

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting.

**Quarter 4 to 31 March 2023**

The Customer & Corporate Services Manager confirmed that all 12 complaints received from 01 January – 31 March 2023 had been responded to at first stage and highlighted the service improvements put in place following 10 (83%) upheld complaints and 2 not upheld complaints and that 2.25 was the average number of days to resolve.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the trends and themes section where the following was noted:

- On reviewing complaints for the quarter one theme was identified where the complaints are not always being closed off correctly, by signposting to Stage 2, so staff training will be undertaken
- Whilst 2 contractors had 2 upheld complaints, these have been reviewed alongside the Housing Services Manager, and the nature of these is isolated and we are satisfied with the service improvements put in place at the time
- No other distinct trends or themes were identified

Given that this was a Quarter 4 report, it was noted that no stage 2 complaints had been referred to the Ombudsman in the year and that the

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categories of complaints in the year, as defined by Scotland's Housing Network for benchmarking, was included for annual reporting purposes.

**Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)**

The Chief Executive explained that figures are not just submitted to the Management Committee but also to the Scottish Housing Regulator, for the benefit of the observers.

The Customer & Corporate Services Manager referred to the above and the following was noted regarding the 64 complaints responded to in the year 2022/23:

- 60 complaints were responded to in full in the year at first stage (2021/2022: 87) with 4 being responded to at stage 2 (2021/22: 0)
- 100% of complaints were responded to in full
- Time taken in working days to provide a full response at stage 1 was 158 days and at stage 2 was 35 days
- The average time in working days for a full response at stage 1 was 2.63 (2021/2022: 2.59) and at stage 2 was 8.75 (2021/22: n/a)

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and make sure service improvements noted are put in place.

The Customer & Corporate Services Manager invited questions. There were none and the report, including ARC statistics to be submitted, was noted by the Management Committee.

**b) Compliments for quarter to 31 March 2023\* (For information)**

The Customer & Corporate Services Manager referred to the above report which was circulated at the meeting detailing 9 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor. The Customer & Corporate Services Manager highlighted that in the year 2022/23, 74 compliments had been received.

**21. FOI Quarter 4 Return to 31.03.23\* (For information)**

The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that no FOI requests were received in the quarter to 31 March 2023. The update was noted by the Management Committee. The Customer & Corporate Services Manager stated that all responses are uploaded to the Association's website.

**22. GDPR Action Plan update April 2023\* (For information)**

The Chief Executive referred to the above report from the ICT & Compliance Officer circulated prior to the meeting. It was noted items in white are ongoing actions. The Management Committee noted that some

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actions may be removed from report soon as they are now complete and everything else was progressing well. The Chief Executive stated she had sought a quotation for HR support to clear personnel files and that further GDPR staff training is scheduled for July 2023. The update was noted by the Management Committee.

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

**a) Notifiable Events Register\***

The Chief Executive advised the Management Committee that there was one new notifiable event to add [REDACTED]. The Management Committee noted that Police Scotland was involved [REDACTED]. It was noted the Regulator was satisfied to be kept updated on progress.

It was further noted that there was no further information with regards to the remaining open case (16) but the Housing Officer will continue to chase an outcome [REDACTED].

**24. Intranet**

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

At this juncture, the Chief Executive asked that 2 additional items be presented to the Management Committee given that time permitted. The Management Committee unanimously agreed to this.

**25. IT Policy Review – (Decision/Approval required)**

The Chief Executive referred to the above draft Policy and wished to highlight it was due for its 3-yearly review and there has been several minor changes all highlighted in red, such as to job titles, updated legislation and greater clarity. The Chief Executive welcomed any questions. There were none and the Policy review was unanimously agreed by the Management Committee.

**26. Proposed Shared Ownership Buy Back – [REDACTED]\*  
(Decision/Approval Required)**

The Chief Executive referred to the above and a request from a sharing owner for the Association to buy back their 25% share due to proven financial hardship. Whilst a report had not been prepared, the Management Committee noted that in order to minimise the financial hardship and current mortgage arrears, the Chief Executive wished to raise the matter with the Committee timeously. The Management Committee noted the value of the 25% share from the District Valuer was £15k but that on inspection by a Maintenance Officer a significant number of repairs and issues were identified totalling £5k to bring the property up to a lettable standard. The Chief Executive highlighted the following:

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- The property will begin to contribute to the income stream after year 9, well within the 30-year period
- The 1-bedroom property will come with a sitting tenant
- There are currently no arrears for rent, no adverse housing management issues envisaged, and factoring and maintenance issues have been considered
- The full capital purchases budget remains available (£100k)
- That £10k is a fair and reasonable offer given the condition of the property

The Management Committee unanimously agreed to offer £10,000 to purchase the 25% share of the property.

**27. Signing of Minutes**

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

**28. Date and Time of Next Meeting/Training Session**

Per the schedule. The Chief Executive confirmed the next Finance Sub Committee meeting has been moved to 16 May 2023 at 6.00pm.

Meeting closed.

Checked by: \_\_\_\_\_

Date: \_\_\_\_\_

APPROVED .....

PROPOSED .....

SECONDED .....

**LL/LM/SF**

\* Indicates report issued with agenda