

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 29 AUGUST 2023 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK**

<u>ACTION</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>Ms D. Smith</td> <td>Vice-Chairperson</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>Mrs G. Daly</td> <td></td> <td>Online</td> <td>Elected Member</td> </tr> <tr> <td>Cllr G. Johal</td> <td></td> <td>Online</td> <td>Co-opted Member</td> </tr> </table>	Mrs C. Boyle	Chairperson	In person	Elected Member	Ms D. Smith	Vice-Chairperson	In person	Elected Member	Mr J. O'Donnell		In person	Elected Member	Mrs G. Daly		Online	Elected Member	Cllr G. Johal		Online	Co-opted Member
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Cllr G. Johal		Online	Co-opted Member																		
	<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>	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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	<p><b>1. Apologies</b> Apologies were received from Mrs L. Breeze, Mr J. Hillhouse, Miss T. Hislop, Mr P. Shiach, Mr J. Mooney and Mrs K. Tennant. It was noted that a quorum was present to enable the meeting to go ahead.</p>																				
	<p><b>2. Chairperson's Remarks</b> The Chairperson welcomed everyone to the meeting and thanked members for their attendance.</p>																				
	<p><b>3. Declaration of Interest</b> There were no declarations of interest.</p>																				
	<p><b>4. Business Carried Over from Last Meeting</b> There was no business carried over from the last meeting.</p>																				
	<p><b>5. Management Committee External Training/Conference Feedback (if applicable)</b> There had been no training undertaken.</p>																				
	<p><b>6. Secretary's Report (For information)</b> In the Secretary's absence, the Chief Executive provided the following report:</p> <p><b>a) Correspondence</b> There was no correspondence received.</p> <p><b>b) Share Membership Applications</b> There were 3 membership applications received at the AGM in June 2023, namely from a [REDACTED]. All three applications were granted approval.</p> <p><b>c) MC Applications</b> There were no MC membership applications received.</p>																				
	<p><b>7. Approval of Minutes &amp; Actions Notes (Decision/Approval Required)</b></p> <p><b>a) Management Committee – 29-June-23 (after AGM)*</b></p>																				



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this site has been placed into the shadow programme by West Dunbartonshire Council for 2023/2024 to allow matters to be progressed.

[REDACTED]  
The developer is still progressing the plans [REDACTED] and the builder still wishes to work with the Association. The Management Committee noted that it remains in West Dunbartonshire Council's SHIP for 2023/24 to allow matters to be progressed.

**Queens Quay Main Avenue, Clydebank**

It was noted that the retail units have still to be occupied as there is no update from the external commercial factors as to who will be occupying these units. The Management Committee will be kept up to date.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**c) Recent Nominations, Shortlisting and Awards**

The Management Committee was pleased to note the many nominations and shortlisting for awards for Queens Quay and Dalton Avenue.

The report was noted by the Management Committee.

**12. Quarterly Reports – 01 April to 30 June 2023**

**a) Quarter 1 Complaints\***

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

The Customer & Corporate Services Manager confirmed that 17 complaints had been received from 01 April – 30 June 2023, with 16 responded to at first stage and 1 responded to at second stage. The Management Committee noted the service improvements put in place following 7 (41%) upheld complaints. It was noted that 2.5 days was the average response time at stage 1 and 11 days at stage 2.

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:

- A trend of complaints not always being completely correctly managed per the complaints procedures was seen. As such, another refresher session has been organised for staff which will be carried out at the next available staff training slot in November (along with Customer Care training). It was noted that the complaints procedures are significant (c. 40-50 pages) and that staff are working with dozens of

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other Policies and Procedures each day so it was important to continue to support and advise staff as best we can

- No other distinct trends or themes were identified

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 was noted by the Management Committee.

**b) Quarter 1 Compliments\***

The Customer & Corporate Services Manager referred to the above report which was circulated at the meeting detailing 15 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor.

**13. Audited Financial Statements (AFS) Return to SHR - 2022/23\* (Decision/Approval Required)**

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all information is derived from the audited, approved Statutory Financial Statements to 31 March 2023 and it is presented in the way requested by the SHR to complete their due diligence and compare and analyse information and trends between RSLs.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the SHR prior to the deadline of the end of September. Mrs C. Boyle's electronic signature will be used as approval and recorded in the signature register.

**14. OSCR Annual Return to 31 March 2023\***

The Chief Executive referred to the above report circulated prior to the meeting and confirmed OSCR is the charity regulator and all registered charities are required to provide a summary of their accounts in an online annual return and include copies of their audited annual accounts.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the OSCR prior to the deadline of the end of October.

**15. Radnor Park Homes Dormant Accounts – 2022/23\* (Decision/Approval Required)**

The Chief Executive referred to the above accounts circulated prior to the meeting and confirmed whilst the company is an active registered company, dormant accounts are required to be submitted to Companies House. The Chief Executive invited questions. The Chief Executive clarified that this company sits outwith the charitable umbrella and although originally set up for mid-market homes in Radnor Park, could be

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used for any purpose going forward. The Management Committee approved the Accounts for submission to Companies House.

**16. Financial Conduct Authority (FCA) Annual Return 2022/23\* (Decision/Approval Required)**

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all mutual societies under the Co-operative and Community Benefit Societies Act 2014 are required to submit an annual return and copies of their audited annual accounts to the Financial Conduct Authority.

The Chief Executive confirmed that the figures were taken from the audited annual financial statements and highlighted that to be clear and transparent, the workings for the return were attached.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the FCA prior to the deadline of the end of October.

**17. Maintenance Update\* (Decision/Approval Required)**

The Chief Executive referred to the Housing Services Manager's report circulated prior to the meeting and highlighted that approval was being sought for works required to be completed for our stock condition survey. It was noted that 20% of our stock is surveyed annually over a five-year plan. The Association's surveyor has quoted [REDACTED] and if approved surveys will be completed by the end of December 2023 and a report will be submitted to the Association in January to allow findings to be included within the 2023-24 ARC return. The Chief Executive confirmed that this cost has already been included within this years' annual budget.

The Chief Executive invited questions. There were none and the Management Committee unanimously approved for the stock condition surveys to proceed.

**18. Policy Review – Open Market Purchases\* (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 removal of references to the Right to Buy and updated criteria for purchases. The Chief Executive reminded the Management Committee of the annual budget of £100k and welcomed questions. The Management Committee suggested allowing two bedrooms to be considered for open market purchases also. The Chief Executive advised wording could be revised to include this. The Policy review was unanimously agreed as presented by the Management Committee.

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**19. Policy Review – Customer Care\* (Decision/Approval Required)**

The Customer & Corporate Services Manager referred to the above draft Policy and covering report, due to tracked changes not being clear enough, circulated prior to the meeting, and wished to highlight it was overdue for its 3-yearly review.

The Management Committee noted the following points in relation to the enhanced draft Policy and improvements which include our focus on customer wellbeing initiative and the following:

- Our standards when you wish to apply for a job with us
- Ways we support excellence in Customer Care including:
  - Communication and Support for Staff
  - New Tenant Initiatives
  - Existing Tenant Support
  - Supporting Tenants and Other Customers
- That staff should ‘sense check’ the request/repair and respond sooner than our timescales for response where appropriate and a reminder that emergency repair timescales start the moment we receive a call

The Customer & Corporate Services welcomed questions. The Management Committee enquired regarding the continuation of the 3 free electric car charging points. The Chief Executive stated the minimal cost of this was included in the budget for 2023/2024 and will be again considered at budget preparation time. The Management Committee noted that it is service that is very in demand and encourages green travel but that charging etiquette notices have been put up to ensure fair access.

The Policy review was unanimously agreed as presented by the Management Committee.

**20. Policy Review – Customer Engagement\* (Decision/Approval Required)**

The Customer & Corporate Services Manager referred to the above draft Policy circulated prior to the meeting which had been developed over the summer period by the Head of Housing Services and herself. The Management Committee noted the following points in relation to the draft:

- This Policy would replace the current Unacceptable Actions Policy, which had become due for review, with a more positive emphasis on wishing to engage with customers
- It is based on the Scottish Public Services Ombudsman’s own Customer Engagement Policy
- In the last year or so, staff have experienced 3 different incidents of a serious nature involving customers
- In addition, there is an increase in a small minority of customers being immediately abusive to staff. Whilst we sympathise with cost-of-living crisis and effects from post-Covid and understand the need

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to be resilient, this should not be part of a day's work for our staff and their wellbeing

- The Head of Housing Services had asked it to be noted it has been the worst behaviour witnessed throughout a near-30 year career
- The Customer & Corporate Services team will manage customers under Active Management going forward and any relevant information will be contained in the Customer Consultation/ Communications Report (with one being included under Item 21)

The Chief Executive stated that Senior Staff wish to empower and support staff to manage unacceptable behaviour. The Customer & Corporate Services welcomed questions. The Management Committee enquired whether the Police are called, and it was confirmed this has been done and would usually be encouraged, depending on the exact circumstances of any incident. The Policy review was unanimously agreed as presented by the Management Committee.

**21. Customer Consultation/Communications Report\*  
(Decision/Approval Required)**

The Customer & Corporate Services Manager referred to the above report circulated prior to the meeting, welcomed any suggestions for improvement or questions, and the following was highlighted:

- At 2., the continuing positive working relationship with Radnor Park Multis Tenants and Residents Association including the success of the joint CHA/RPMTRA event held on 6th July to celebrate the 60th anniversary of the Radnor Park blocks, the potential heritage project, the group's fundraising activity and
- At 3., the large-scale Owner Satisfaction and Repairs & Maintenance Satisfaction survey results of which more information is contained within Appendices 1 and 2
- At 4., the wide range of event activity including Centre81 gala day, AGM and social event, PATH Trainees Event, Queens Quay Bike Hire Scheme Queens Quay and Volunteering/Community Benefits
- At 5., the wide range of publication/design helping to ensure our tenants and other customers feel informed about the Association's services and decisions
- At 6., the new Social Economy Centre tenant, Stepping Stones
- At 8., customers under active management

At 11. Minute Taking, the Customer & Corporate Services Manager referred to a decision which was required following the Scottish Housing Regulator publishing 'lessons learned on effective recording of decisions and discussions by governing bodies of Registered Social Landlords' (advisory guidance).

There is one point (5.4) of the advisory guidance which requires consideration and a potential decision. The Management Committee was asked to consider whether, post-Covid, they wish to continue to use

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electronic signatures for approving documents or if they would prefer wet signatures or have any other comments.

It was unanimously agreed by the Management Committee to use electric signatures. All Management Committee members are to provide a copy of their signature to use over the next couple of weeks. The Chief Executive confirmed any member's signature use would be recorded in the signature register.

The report was noted by the Management Committee.

Cllr G. Johal left meeting at this point.

**22. Centre81 and Wider Role Update\* (For information)**

The Chief Executive referred to the above report from the Centre81 Co-ordinator circulated prior to the meeting. The Chief Executive highlighted the successful gala day held on 5<sup>th</sup> August and the wide variety of new organisations which have started using the Centre which continues to thrive. The Management Committee noted there will be activities arranged for during the October school break, with something for everyone such as a led bike ride and children's activities, and this will come from the community pot which has a current balance of over £9,000. The Chief Executive informed the Management Committee that the Centre81 Steering Group had thanked the Association for providing the transport for their summer trip.

The Chief Executive reiterated that c. £340,000 funding had been awarded by the Scottish Government to help with the running of the Centre's Active Lives and Sustainability activities over the next three years to 2026 and welcomed ideas on activities at any time.

The report was noted by the Management Committee.

**23. GDPR Action Plan update\* (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 which the ICT & Compliance Officer works with Senior Staff on to have completed. The Chief Executive stated items in green have been complete and that she had met with the Head of Housing Services and ICT & Compliance Officer on 28 August and there was nothing of concern.

The update was noted by the Management Committee.

**24. Freedom of Information Return - Quarter 1 of 2023/24 (Apr to June 2023)\* (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 3 FOI requests were received in the quarter to 30 June 2023. It was shown that all requested were resolved and there was no



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FOI requests for CHA Power. The Management Committee noted the Return was provided on schedule to the Scottish Information Commissioner. The Customer & Corporate Services Manager confirmed that all requests and responses (without personal information) are posted on the Association's website.

The report was noted by the Management Committee.

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

**a) Notifiable Events Register\***

The Chief Executive referred to the above report circulated prior to the meeting, and it was noted that there has been 0 new Notifiable Events recorded on the portal since the last meeting and 0 remain outstanding.

[REDACTED]. The Chief Executive commented on the good working relationship with the Regulation Manager and that the Association is keen to keep dialogue open.

The report was noted by the Management Committee.

**26. Expense Claims (Decision/Approval Required)**

**a) June 2023\***

The Chief Executive referred to the report which was issued prior to the meeting. It was noted the Annual General Meeting attendance was included in this report. 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.

**b) July 2023\***

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.

**27. Intranet**

The Chief Executive reminded the Management Committee to regularly visit the Intranet which should be easily accessible from the updated iPads.

**28. Signing of Minutes**

The Chief Executive had noted that the use of electronic signatures will be ongoing from this point.

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

Per the schedule.

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Meeting closed.

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

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

APPROVED .....

PROPOSED .....

SECONDED .....

**LL/SF/LM**

\* Indicates report issued with agenda