

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 MARCH 2024 AT 6.00 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  |
| Ms D. Smith   | Vice Chairperson | In person | Elected Member  |
| Mr P. Shiach  | Secretary        | In person | Elected Member  |
| Mrs G. Daly   |                  | Online    | Elected Member  |
| Cllr G. Johal |                  | Online    | Co-opted Member |
| Mr J. Mooney  |                  | In person | Casual Vacancy  |

**In Attendance:**

|                |           |                       |
|----------------|-----------|-----------------------|
| Mrs L. Lees    | In person | Chief Executive       |
| Mrs S. Farrell | In person | Customer & CS Manager |

**1. Apologies**

Apologies were received from Cllr S. Traynor, Mr J. O'Donnell, Mr J. Hillhouse and Mrs K. Tennant.

**2. Chairperson's Remarks**

The Chairperson welcomed everyone to the meeting and provided the following remarks:

**a)** The Chairperson confirmed that following recent updates the Scottish Housing Regulator (SHR) has been in touch to confirm that the Association's regulatory status has been classed as "Compliant – Under Review".

The Management Committee noted that this is due to the ongoing external constitutional review being carried out and that the Chairperson was hopeful that once all information has been passed to the SHR, that the Association's status will be returned back to "Compliant". The Chairperson highlighted that a copy of the Engagement Plan has been attached under Item 22c) alongside the proposed Improvement Plan under Item 22d).

The Management Committee noted that the Engagement Plan will be published on 02 April 2024. The Chairperson confirmed that the Management Committee is committed to working with the Senior Staff to give the SHR the assurances it needs in order to change the Association's status back quickly.



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**3. Declaration of Interest**

There were no declarations of interest. The Chief Executive stated that the Governance expert carrying out the external review had questioned why staff had not declared an interest when the Gifts and Hospitality

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Policy was being reviewed at the meeting of 05 March, as staff could benefit from the Policy. The Management Committee enquired why this would not therefore be applicable to them also. The Chief Executive confirmed that going forward, declarations of interest would be made for any Policy where staff could benefit.

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

There was no business carried over from the last meeting.

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

The Chief Executive confirmed that no Members had missed 2 meetings and that tonight's apologies were due to a mixture of holidays and timing with the Easter holiday period.

The Chief Executive reminded Members of the "Lunch and Learn – building confidence and asking questions" by People Unboxed, taking place in the office on 27 March at 12.30pm and that hot food and refreshments would be provided.

**6. Secretary's Report**


The Secretary provided the following report:

**a) Correspondence (For information)**

A letter had been received from George Walker of the Scottish Housing Regulator (SHR) regarding the review of Regulatory Framework and stating that they have introduced a new provisions including the ability to seek specific assurance and around listening to and working with tenants. This new framework will come into effect on 01 April 2024 and a further report will be issued to the Committee in April giving full details of any changes.

Cllr G. Johal joined the meeting at this point.

A letter had been received from the Clydebank Town Fund, which will decide on the use of the £20m of UK Government levelling up funding provided over the next 10 years, to help shape and deliver a brighter future. It was noted that the letter requested a member of the Management Committee to come onto their board. Discussion ensued and it was decided that John Mooney and the Chief Executive, if available, would initially attend the first meeting on 10 May and feedback to the Management Committee.

The correspondence was noted by the Management Committee. 

**b) Share Membership Applications (Decision/Approval Required)**


The Chief Executive read aloud applications from [REDACTED]. The Management Committee unanimously approved the share membership applications.

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The Chief Executive confirmed that following an extensive Management Committee recruitment drive, she was delighted to confirm that 8 applications had been received, that she had met with all of them and that they were a really great mix of tenants and local housing and other professionals.

The Chief Executive issued and shared on screen a comprehensive summary of all applications in order that the gaps within the Committee can be filled appropriately, showing relevant details, skills, reasons for joining and the Chief Executive's recommendation. The Management Committee noted that there are 10 Committee Members currently and that there is currently 1 casual vacancy and 2 others who can be co-opted on to the Committee Membership at the present time.

Discussion ensued and the following recommendations were agreed:

1. Chris Johnston - Appoint as Casual Vacancy as experience/skills required and would be a welcome addition to the Housing Services Sub Committee.
2. Lynne Ramsay – Appoint as co-opted member. 
3. Damilola (Dami) Adeoye – Appoint as co-opted ██████████ member.

The Management Committee noted that all 3 would be invited to the April meeting to observe and be formally appointed thereafter. All would be required to stand for nomination at the Annual General Meeting (AGM). It was further agreed that the other 5 interest members would be invited to observe at the April/May meetings and stand for election at the AGM.

The Chief Executive stated that the Customer & Corporate Services Manager and herself would start the induction process for the new members, following the April meeting, including supplying iPads.

**d) Annual Declarations Forms**

The Chief Executive confirmed that all but one Member had now completed the above forms.

**7. Approval of Minutes & Actions Notes (Decision/Approval Required)****a) Management Committee – 27 Feb-24\***

There were no errors or omissions noted and the Minute was proposed by Mrs C. Boyle, seconded by Mr P. Shiach and unanimously approved by the Management Committee.

**b) Management Committee – 05 Mar-24\***

There were no errors or omissions noted and the Minute was proposed by Mrs C. Boyle, seconded by Mrs D. Smith and unanimously approved by the Management Committee.

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**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 Mrs C. Boyle, seconded by Mr P. Shiach and unanimously approved by the Management Committee.

**10. Emergency decisions since last meeting**

There had been one emergency decisions required since the last meeting which had been requested by email from the Chief Executive on 11 March 2024 regarding the Committee response to the EVH Wages Ballot as detailed. It was noted that 7 responses agreeing to the proposal were received as follows:

- Paul Shiach (Elected Member)
- John Mooney (Casual Vacancy)
- Joe O'Donnell (Elected Member)
- Doris Smith (Elected Member)
- Cllr Gurpreet Johal (Co-Opted Member)
- John Hillhouse (Elected Member)
- Catherine Boyle (Elected Member)

The report was noted by the Management Committee.

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

The Chief Executive referred to the above reports which were circulated prior to the meeting and confirmed they were for information only. The Chief Executive invited questions at any time regarding any clarification or information required on the reports.

**12. Bad Debt Write Offs – Rents\* (Decision/Approval Required)**

The Chief Executive referred to the above draft policy/report prepared by the Head of Housing Services which was circulated prior to the meeting and noted it was an annual Policy review and report which comes to the Management Committee each year to allow former tenant write offs to be included in the ARC which reports on the period to 31 March.

The Management Committee was directed to table 1 and noted it was proposed that there are £7,752.67 in former tenant credits to be written off, from 69 credits ranging from £0.08 to £580.74.

The Management Committee was directed to table 2 and noted it was proposed that £17,770.55 of former tenant arrears to be written off after all avenues of contact have been exhausted, from 25 cases ranging from £2.48 to £2,680.69, representing 32% of all former tenant arrears (£55,249). The Chief Executive highlighted that the % was comparable with previous years (2023: 33%).

The Chief Executive confirmed it is an accounting requirement to write off debts and credits but that although debt is written off, in accordance with

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the Policy, it will continue to be pursued where possible, such as if another landlord approaches the Association for a reference and debt was outstanding.

The Management Committee unanimously agreed the Policy/report and all write offs as detailed.

**13. New Policy – MC Recruitment and Development Policy\*  
(Decision/Approval Required)**

The Chief Executive referred to the above draft new Policy circulated prior to the meeting and stated that the new Policy replaces and combines 4 former separate Policies, namely the Management Committee Training Policy, and brings everything together in one place regarding Management Committee recruitment and development. The Chief Executive highlighted the following from the new draft:

- Identifies training needs easier
- Pulls together the Model Rule requirements and will be a reference guide for the Management Committee, Chief Executive and Corporate Services section
- Introduces an Annual Learner of the Year Award ceremony
- Details how the Association manages long serving Members
- States when recruitment should be undertaken if committee levels fall below a certain limit

The Management Committee enquired as to the provision of committee training from SHARE following recent meetings. The Chief Executive confirmed that a wide programme of relevant training is provided by SHARE and that a training portal has recently been launched with bitesize sessions for members, some as little as 12 minutes, which provides a flexible and convenient way to learn.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee. The Chief Executive confirmed it would be supplied to the Consultant as part of the independent review.

**14. Policy Review – Code of Conduct for GB Members\*  
(Decision/Approval Required)**

The Chief Executive referred to the above draft Policy circulated prior to the meeting and highlighted that it was timeous to review items 14-16 given the new Management Committee members. The Chief Executive stated she had reviewed any updates to the SFHA Model Policy prior to drafting the changes which were mainly related to language to reflect ownership of the Policy ie. instead of “The Code” it is now “Our Code”. It was noted it would be reviewed again in 2027 unless there is any new legislation or guidance.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee and it was noted that all members would receive a copy.

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**15. Policy Review – Succession Planning Policy\* (Decision/Approval Required)**

The Chief Executive referred to the above draft Policy circulated prior to the meeting and confirmed the draft Policy underpins good succession planning for the Association, particularly with some members indicating their wish to step down or retire at the AGM, and that only minor changes were proposed, tracked in red, except for the update of the Equal Opportunities section to the Equality and Human Rights section.

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

**16. Policy Review – Membership Policy\* (Decision/Approval Required)**

The Chief Executive referred to the above draft Policy circulated prior to the meeting and highlighted that that significant changes were proposed, tracked in red, including a new section for Refusal of Membership, Change of Address and removal of the Membership of the Management Committee section to the new Policy agreed at Item 13.

The Chief Executive intimated that she is working with the Customer & Corporate Services Manager and Corporate Services Assistant to strengthen internal processes with a comprehensive checklist for all matters.

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

**17. Policy Review – Complaints Handling Procedure\* (Decision/Approval Required)**

The Customer & Corporate Services Manager referred the Management Committee to the above draft Procedure parts, based on the Model Procedures from the Scottish Public Services Ombudsman (SPSO) and which were circulated prior to the meeting and which were overdue (Parts 1-5)/on schedule (Part 5 – Factoring) for their 3-yearly review and highlighted that overall only minor tracked changes in red were proposed to update an Objective, job title and another Policy title. The Management Committee noted the Procedures had been significantly updated in 2020 following review by the SPSO.

**a) Part 1 Overview and structure\***

The Customer & Corporate Services Manager confirmed this was an internal document and providing an opening statement from the Chief Executive and general overview and structure.

**b) Part 2 When to use the procedure\***

The Customer & Corporate Services Manager confirmed this section was an internal document and offered guidance on identifying what is and

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what is not a complaint, details of handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the MCHP does not apply. It was noted an addition is proposed here, at Complaints about contracted services where the Association is not the lead partner in new build developments and where difficulties and challenges have been found generally but was also highlighted in a recent Stage 2 complaint. The Chief Executive stated that while this would be a rare occurrence, complaints in this instance can be complex and resolving them can be drawn out. The Management Committee noted the SPSO has been notified of this issue for consideration in their next Procedure update.

**c) Part 3 Complaints handling process\***

The Customer & Corporate Services Manager confirmed this section was an internal document and provided guidance on handling a complaint through stages 1 and 2, and dealing with post-closure contact.

**d) Part 4 Governance of the procedure\***

The Customer & Corporate Services Manager confirmed this was an internal document and confirmed staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints. It was noted the Management Committee has responsibilities under this Part of the procedures both in its role to ensure compliance with Association Policies and Procedures and in reviewing complaints on a quarterly basis to ensure that information and learning from complaints is used to improve understanding of, and to steer, the Association's Policies and practices.

**e) Part 5 Customer Facing\***

The Customer & Corporate Services Manager confirmed this was an external document that would be available on our website etc. providing information for customers on how we handle complaints.

**f) Part 5 Customer Facing - Factoring\***

The Customer & Corporate Services Manager confirmed this was an external document that would be available on our website etc. providing information for owners on how we handle complaints.

The Customer & Corporate Services Manager invited questions. The Management Committee asked which procedure sharing owners would use and the Customer & Corporate Services Manager confirmed it was the Factoring procedure. The Management Committee unanimously agreed to the draft Procedure parts as presented.

**18. Policy Review – Volunteer Policy\* (Decision/Approval Required)**

The Customer and Corporate Services Manager referred to the above draft Policy circulated prior to the meeting and highlighted that if approved it will be updated with a new Human Rights/Equalities section and an updated other formats statement. The Management Committee noted

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that the Policy was overdue for its 3-yearly review and highlighted that minor changes were tracked in red and purple.

The Customer & Corporate Services Manager invited questions. There were none and the Policy review was unanimously agreed by the Management Committee subject to the above inclusions.

**19. Policy Review – Wider Role Policy\* (Decision/Approval Required)**

The Customer and Corporate Services Manager referred to the above draft Policy circulated prior to the meeting which was overdue for its 3-yearly review and highlighted that minor changes were tracked in red and purple.

The Customer & Corporate Services Manager invited questions. There were none and the Policy review was unanimously agreed by the Management Committee, subject to inclusion of the Human Rights/Equalities section and updated other formats statement.

**20. Staff Expenses – February 2024\* (Decision/Approval Required)**

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.

**21. MC Annual Training Information (Decision/Approval Required)****a) Management Committee Appraisals/Summary Report\***

The Chairperson referred to the above report circulated prior to the meeting and thanked Members for completing their appraisals forms and interviews so promptly and thanked the Vice Chairperson for her assistance in the process. The Chief Executive stated that the report demonstrates that members have a clear grasp of the purpose of the organisation, the role of a Management Committee member, accountability and regulatory compliance.

The Management Committee noted the key challenges and training topics for the year ahead and discussion ensued with the main point of note being the current format for appraisals being onerous/overly complicated and could adversely impact Member retention. It was noted that SHARE have been appointed to assist with streamlining the process for the 2024 reviews.

The Chief Executive highlighted that 3 Members are affected by the 9-Year Rule but that the Chairperson and Vice Chairperson are satisfied that the members remain effective and continue to contribute to the Association through the appraisal process, attendance and participation at meetings and training.

The report was noted by the Management Committee.



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**b) Annual Skills Needs Assessment inc. qualifications\***

The Chief Executive referred to the above report circulated prior to the meeting and confirmed the information contained therein is gathered from the previous year's training plans, information received so far from Management Committee members' completed audit skills assessment and Management Committee application forms and allows the Chief Executive and the Management Committee to identify where there are skills gaps. It was noted that there were 4 topics identified as requiring training in the year and the Chief Executive confirmed that this will be arranged by the Corporate Services team.

The report was noted by the Management Committee.

**c) Succession Plan Review\***

The Chief Executive referred to the above report circulated prior to the meeting and the two current priorities for the Management Committee were noted as follows:

- Identification of replacement for J Hillhouse Treasurer from June 2024
- Chairperson now done 3-year term. Look for succession over 12/18 months

The Chief Executive highlighted the proposed actions so that the Management Committee is organised for any known changes. It was noted that this report will be presented every 6 months.

The report and actions were unanimously agreed by the Management Committee.

**22. Focus on Governance/Risk (Decision/Approval Required)**

**a) Notifiable Events\***

The Chief Executive confirmed that there had been no Notifiable Events since the last meeting and that it remains there are no open cases.

**b) Scottish Housing Regulator and New Regulatory Framework from April 2024 (update)**

The Chief Executive confirmed that the SHR had consulted and have now implemented a new framework, as noted at Item 6. a) Correspondence, and that she will bring a summary of the main changes to the April meeting which include the introduction of a new provision to seek specific assurance on topics.

**c) SHR Engagement Plan (update)**

The Chief Executive referred to the draft Engagement Plan which was circulated prior to the meeting. The Management Committee noted that due to the timing of the publishing of the Engagement Plan, the external review could not be provided to the SHR before then for consideration. The Management Committee expressed disappointment, especially with some of the wording, but confirmed its commitment to meeting and

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working openly with the SHR and to do everything possible to resolve the matter.

The Engagement Plan was noted by the Management Committee.

**d) Draft CHA Governance Improvement Plan\***

The Chief Executive referred to the draft Improvement Plan which was circulated prior to the meeting and highlighted this was a working document and that tasks in green had been completed, with several more to be marked as complete following the meeting. The Chief Executive confirmed the draft Improvement Plan aimed to give assurance to the Management Committee that the work to tighten up on Governance practice is being taken seriously.

The draft Improvement Plan was noted and was confirmed to be highly satisfactory for providing assurance on work done to date.

**e) MC Annual Review – discussion\***

The Management Committee considered the above item but agreed that, as only 6 members were present, it would be moved to the April meeting for further discussion. The Management Committee highlighted that this would provide a good overview for any new Members/Observers and that the exercise would also fit in well with the business plan process.

**23. 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 which is regularly updated.

**24. Signing of Minutes**

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

**25. 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