

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 APRIL 2024 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. Hillhouse</td> <td>Treasurer</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr P. Shiach</td> <td>Secretary</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>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. Hillhouse | Treasurer | In person | Elected Member    | Mr P. Shiach | Secretary | In person | Elected Member        | Mr J. O'Donnell |  | In person | Elected Member | Cllr G. Johal  |  | Online    | Co-opted Member |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mrs C Boyle     | Chairperson   | In person | Elected Member        |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Ms D. Smith     | Vice Chairperson  | In person | Elected Member        |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr J. Hillhouse | Treasurer   | In person | Elected Member        |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr P. Shiach    | Secretary   | In person | Elected Member        |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr J. O'Donnell |   | In person | Elected Member        |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| 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 A. Smith</td> <td></td> <td>In person</td> <td>Housing Assistant</td> </tr> <tr> <td>Mrs L. Ewart</td> <td></td> <td>Online</td> <td>Governance Consultant</td> </tr> <tr> <td>Mr C. Johnson</td> <td></td> <td>In person</td> <td>Observer</td> </tr> <tr> <td>Mr C. McKinley</td> <td></td> <td>In person</td> <td>Observer</td> </tr> <tr> <td>Mr A. Blake</td> <td></td> <td>In person</td> <td>Observer</td> </tr> <tr> <td>Ms L. Ramsay</td> <td></td> <td>In person</td> <td>Observer</td> </tr> <tr> <td>Ms M. Richford</td> <td></td> <td>In person</td> <td>Observer</td> </tr> <tr> <td>Ms L. Dickie</td> <td></td> <td>In person</td> <td>Observer</td> </tr> <tr> <td>Mr D. Adeoye</td> <td></td> <td>In person</td> <td>Observer</td> </tr> </table>  |           |                       | Mrs L. Lees |             | In person | Chief Executive | Mrs S. Farrell |                  | In person | Customer & CS Manager | Mrs A. Smith    |           | In person | Housing Assistant | Mrs L. Ewart |           | Online    | Governance Consultant | Mr C. Johnson   |  | In person | Observer       | Mr C. McKinley |  | In person | Observer        | Mr A. Blake |  | In person | Observer | Ms L. Ramsay |  | In person | Observer | Ms M. Richford |  | In person | Observer | Ms L. Dickie |  | In person | Observer | Mr D. Adeoye |  | In person | Observer |
| Mrs L. Lees     |   | In person | Chief Executive       |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mrs S. Farrell  |   | In person | Customer & CS Manager |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mrs A. Smith    |   | In person | Housing Assistant     |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mrs L. Ewart    |   | Online    | Governance Consultant |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr C. Johnson   |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr C. McKinley  |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr A. Blake     |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Ms L. Ramsay    |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Ms M. Richford  |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Ms L. Dickie    |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
| Mr D. Adeoye    |   | In person | Observer              |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
|                 | <p><b>1. Apologies</b><br/>Apologies were received from Mrs G. Daly, Mr J. Mooney and Mrs K. Tennant.</p>   |           |                       |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |
|                 | <p><b>2. Chairperson's Remarks</b><br/>The Chairperson welcomed everyone to the meeting and provided the following remarks:</p> <ul style="list-style-type: none"> <li>a) A warm welcome was expressed to all of the observers at the meeting and that the Committee was delighted that they could make it. Any questions were welcomed during or after the meeting and it was confirmed that Mr Johnson, Mr Adeoye and Ms Ramsay were to be appointed to the committee from 1<sup>st</sup> May and that a full induction process would be carried out along with the issuing of all the equipment and arranging any training required. The new members and the other observers were invited to stand for nomination at the upcoming AGM in June.</li> <li>b) A joint Business Planning Day is being arranged for Committee members and the staff team. This will likely be a Friday in June at a local external venue and potential dates will be circulated to all members in due course. It was requested that members let the Chief Executive or Customer &amp; Corporate Services Manager if any dates did not suit from the outset.</li> <li>c) The Chairperson, Vice Chairperson and Chief Executive had met with the organisation SHARE on 17 April to discuss the streamlining of the 2024 committee appraisals. A proposed digital survey form was</li> </ul> |           |                       |             |             |           |                 |                |                  |           |                       |                 |           |           |                   |              |           |           |                       |                 |  |           |                |                |  |           |                 |             |  |           |          |              |  |           |          |                |  |           |          |              |  |           |          |              |  |           |          |

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reviewed which is hoped to be more user friendly and will be submitted using iPads. This survey form will be done before the 1-2-1 meetings which would be more of a discussion and SHARE was happy to facilitate these alongside the Chairperson and Vice Chairperson this year. The process will start in August after the Summer break.

- d) It was noted that item 6 on the Agenda should be noted as “Yes” for decision required as the Committee is required to approve the report presented by Mrs Ewart and take on board the recommendations for the improvement plan to be discussed at item 26c.

**3. Declaration of Interest**

Per a previous recommendation, the Chief Executive, Customer & Corporate Services Manager and Housing Assistant declared an interest in Item 17. Policy Review – Entitlements, Payments and Benefits.

**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 Mrs Tennant had missed 2 meetings, and, per the new procedures, a communication would be sent.

The Management Committee noted that the next training session would be 14 May in the Board Room with an online trainer covering equalities.

**6. Review of Constitutional Compliance (Linda Ewart in attendance)\***

The Chief Executive welcomed Mrs Ewart to the meeting and introduced the Committee members, staff and observers and handed over to the Chairperson.

The Chief Executive, Customer & Corporate Services Manager, Housing Assistant and observers left the meeting at this point.

Following a full discussion on the report’s findings, the Committee agreed to review the report with the Chief Executive and incorporate the recommendations into the Improvement Plan. The report was unanimously agreed by the Management Committee.

The Chairperson thanked Mrs Ewart for her attendance, and she left the meeting at this point. The Chief Executive re-entered the room and following discussion, it was noted that all recommendations had now been incorporated into the Improvement Plan.

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The Customer & Corporate Services Manager, Housing Assistant and observers returned to the meeting at this point.

7. **Secretary's Report**

The Secretary provided the following report:

**a) Correspondence (For information)**

A conference brochure had been received from EVH for their annual event to be held 17-19 May in the Dunblane Hydro. The Secretary asked members to express their interest to the Chief Executive if they wished to attend.

The correspondence was noted by the Management Committee.

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

The Secretary read aloud applications from Ms L. Dickie and Mr C. McKinley. The Management Committee unanimously approved the share membership applications.

**c) MC Membership Applications**

There were no MC Membership applications received.

**d) Annual Declarations Forms**

The Chief Executive confirmed that all but one Member had now completed the above forms and that this would be re-issued for completion.

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

**a) Management Committee – 26 Mar-24\***

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

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

There was no business arising from the minutes.

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

Ratification of all Minutes was proposed by Mrs C. Boyle, seconded by Ms D. Smith and unanimously approved by the Management Committee.

11. **Emergency decisions since last meeting (Decision/Approval Required)**

There were no emergency decisions required since the last meeting.

The Customer & Corporate Services Manager and Housing Assistant left the meeting at this point.

12. **a) Staffing Report (updates from committee staffing panels) (For information)**

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The Management Committee was provided with 2 updates from the Chairperson of the Finance, Audit & Risk Sub-Committee staffing panels.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



**b) EVH monthly report\* (For information)**

The Chief Executive referred to the above report 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 report.

The Customer & Corporate Services Manager and Housing Assistant returned to the meeting at this point.

**13. Development Report – verbal update (For information)**

The Chief Executive provided a brief verbal update confirming there is no further movement at the moment but that the Association’s development consultant continues to explore any opportunities.

The Management Committee was pleased to note that the Pavillion Court development has been shortlisted at the Scottish Home Awards in the Affordable Housing Development (Social Rent under 100 units) category noted the Chief Executive will keep them up to date on the result.

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The Chief Executive shared the evening’s reports on the presentation screens for the benefit of the observers.

**14. Housing Services Eviction Report\* (Decision/Approval Required)**

The Chief Executive referred to the Head of Housing Services report circulated prior to the meeting and confirmed that approval was sought from the Committee to proceed with recovery of possession for rent arrears for 2 cases as detailed.

The Chief Executive confirmed that all processes had been followed, all possible tenancy support had been provided including food and fuel vouchers, rent arrears arrangements were offered/agreed, as was shown in the case details, however, this very last option was now required, as it is unlikely monies will be recovered.

The Management Committee reviewed the Case 1 information and unanimously agreed that the Association use the decree to recover the tenancy and the debt.

The Management Committee reviewed the Case 2 information and unanimously agreed that the Association use the decree to recover the tenancy and the debt.

It was noted that the Housing Services Sub-Committee will receive a full update at their next meeting. The report was noted and approved by the Management Committee.

**15. Housing Services Maintenance Report\* (Decision/Approval Required)**

The Chief Executive referred to the above report from the Housing Services Manager circulated prior to the meeting which was proposing an upgrade to the engine at the CHA Power Ltd combined heat and power station.

The Management Committee noted that currently the system is operating at 50% efficiency and that the proposed works, identified through the repairs programme, would ensure performance would meet the current demands whilst protecting against further deterioration.

The Chief Executive confirmed that these works have been accounted for within the CHA Power accounts for 2024/25.



The Management Committee/Board of CHA Power Ltd unanimously agreed to accept [REDACTED]

[REDACTED].

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16. **NEW Policy - Shared Parental Leave\* (Decision/Approval Required)**  
The Chief Executive referred to the above draft new Policy circulated prior to the meeting and stated that the new Policy was based on a model Policy from EVH and confirmed it was to reflect the additions recently applied to the EVH Terms and Conditions.
- The Chief Executive explained the role of EVH for the benefit of the observers.
- The Chief Executive invited questions. There were none and the new Policy review was unanimously agreed as presented by the Management Committee.
17. **Policy Review – Entitlements, Payments and Benefits\* (Decision/Approval Required)**  
The Chief Executive referred to the above existing Policy which was due for review and highlighted that proposed changes were tracked in blue with no material changes being noted.
- The Management Committee noted that this is an important governance Policy which outlines the Association’s interests and how staff and committee members conduct themselves, based on the model Policy by the Scottish Federation of Housing Associations (SFHA) which sits alongside the Code of Conduct Policies. The Chief Executive confirmed staff training on the Association’s governance policies is taking place on 1<sup>st</sup> May for all staff members.
- The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.
18. **Policy Review – Flexible Working\* (Decision/Approval Required)**  
The Chief Executive referred to the above Policy circulated prior to the meeting which was due for its 3-yearly review and highlighted that proposed changes were tracked in red. The Management Committee noted most changes were to reflect the additions recently applied to the EVH Terms and Conditions following a change in law surrounding flexible working from 01 April 2024, for example, that employees can apply immediately for flexible working and can apply twice in a 12 month period.
- The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.
19. **Review of Governing Body Member’s Guide (2024)\* (Decision/Approval Required)**  
The Chief Executive referred to the above guide circulated prior to the meeting and confirmed it was based on an updated SFHA model guide with relevant Association information added.




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The Management Committee noted it would be a handy guidebook for any new members, outlining the Association's background, aims and objectives.

The Chief Executive invited questions. There were none and the guide review was unanimously agreed as presented by the Management Committee. The Chief Executive will arrange to print off/email to any new members.

**20. Purchase of IT Equipment\* (Decision/Approval Required)**

The Chief Executive referred to the above report from the ICT & Compliance Officer, circulated prior to the meeting and highlighted that many office PCs and large number of PC monitors are now many years old and experiencing issues with performance and security. 

The Management Committee noted the costs received were from the  confirmed that procurement frameworks had also been explored. The Chief Executive confirmed that the total cost of  was for 19 PCs, 31 monitors and installation and that this was within 2024/25 budget parameters .

The report and recommendation were unanimously agreed 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 and support to Radnor Park Multis Tenants and Residents Association including attendance at the public meeting on 28 March and event support. The success of the Heritage Project funding was also noted
- At 4., the wide range of event activity, particularly the possibility of a Scottish Government visit to the Dumbarton Road heating installation, the 40<sup>th</sup> anniversary celebrations which the Management Committee is welcome to pass ideas on for and that the second recent owners' event was a success. At the Volunteering/Community Benefits section, the significant and continuing community benefits including a large donation from City Technical related to the heating installations at Dumbarton Road and the Queens Quay You Choose Challenge which went live earlier in the day
- At 9., a new way for customers to contact us, via WhatsApp, so that we make it as easy as possible for customers to get the information they need

The Customer & Corporate Services Manager invited questions. There were none and the report was noted by the Management Committee.



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**22. Complaints and Compliments**

**a) Complaints for quarter (including ARC statistics) to 31 March 2024\* (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 2024**

The Customer & Corporate Services Manager confirmed that all 16 complaints received from 01 January – 31 March 2024 had been responded to in full, with 2 carried out to the next quarter as they were not concluded at the year end. The Management Committee noted the service improvements put in place following 11 (68.8%) upheld complaints and that 2.6 was the average number of days to resolve at Stage 1 and 11 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:

On reviewing complaints for the quarter three themes were identified:

- i) where the complaints are not always being closed off correctly, by signposting to Stage 2 and staff will be further supported
- ii) 1 contractor had 2 upheld complaints regarding the same issue (44 & 46) and this will be raised with the contractor at the next contractor meeting
- iii) 2 factoring email enquiries were not responded to. Staff will be reminded of customer care promises

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 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 55 complaints responded to in the year 2023/24:

- 50 complaints were responded to in full in the year at first stage (2022/2023: 60) with 5 being responded to at stage 2 (2022/23: 0)
- 100% of complaints were responded to in full



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- Time taken in working days to provide a full response at stage 1 was 127 days and at stage 2 was 73 days
- The average time in working days for a full response at stage 1 was 2.54 (2022/2023: 2.63) and at stage 2 was 14.6 (2022/23: 8.75)

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. The Management Committee requested more information on complaint no. 40 and the information was provided. The report, including ARC statistics to be submitted, was agreed by the Management Committee.

**b) Compliments for quarter to 31 March 2024\* (For information)**

The Customer & Corporate Services Manager referred to the above report which was circulated at the meeting in paper format, due to a technical issue with the file, detailing 22 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 to 31<sup>st</sup> March, 60 compliments had been received.

The report was noted by the Management Committee.

**23. FOI Quarterly 4 Return to 31.03.24\* (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 2024 for the Association or CHA Power Ltd.

The report was noted by the Management Committee.

**24. GDPR Action Plan update April 2024\* (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 Chief Executive highlighted that she has responsibility for some ongoing actions such as the clearing of former and current staff files so the process is constantly ongoing. The Management Committee noted that most actions are complete and other items were progressing well on a rolling basis.

The report was noted by the Management Committee.

**25. Staff Expenses – March 2024\* (Decision/Approval Required)**

The Chief Executive referred to the report which was issued prior to the meeting and confirmed all entries were in line with the relevant Policies and Procedures. Following review, the Management Committee unanimously approved the expenses as submitted and the Chairperson

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agreed for her electronic signature to be used. It was noted that the Chief Executive would add this to the Association's signature register.

**26. Focus on Governance/Risk (Decision/Approval Required)**  
**a) Notifiable Events\* (For information)**

The Chief Executive referred to the above report circulated prior to the meeting and provided some context on Notifiable Events for the benefit of the observers. The Chief Executive confirmed that there had been no Notifiable Events since the last meeting and that it remains there are no open cases. The Management Committee noted that the Regulator is currently updating their guidance on the above and any changes will be included within the report when received.

The report was noted by the Management Committee.

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

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that whilst the regulatory framework is largely unchanged, there is an enhanced focus on Health and Safety aspects and seeking specific and strengthened assurance.

The Chief Executive read over each report topic in turn, as follows:

- Background
- Main Changes
- Regulatory, Legal and Constitutional Issues
- Financial Implications
- Key Risks
- Equality and Diversity and Human Rights Issues
- Conclusion

The Management Committee noted that the revised SHR Regulatory Framework presents opportunities for the Association and that overall, the Association can use this enhanced framework to improve tenant outcomes and strengthen governance.

The report was noted by the Management Committee.

**c) CHA Governance Improvement Plan\* (Decision/Approval Required)**

The Chief Executive referred to the Improvement Plan which was circulated prior to the meeting and highlighted that further tasks, now marked in green, had been completed. The Chief Executive discussed some of the good practice within the report such as highlighting where a member has missed 2 meetings, rather than wait to nearer 4. The Chief Executive welcomed ideas for improvement at any time and noted that all recommendations from Mrs Ewart's report had been incorporated and that the Independent Report and the Improvement Plan had been passed onto SHR for review.

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 APRIL 2024 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK**

**ACTION**

The Improvement Plan was noted and approved by the Management Committee.

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

The Chairperson approved this item to move to another meeting given that Item 6. had taken longer than planned for and that the time was shortly approaching the requirement to suspend Standing Orders.

**27. 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.

**28. Signing of Minutes**

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

**29. 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