

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 28 MAY 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
Mr J. O'Donnell		In person	Elected Member
Mr C. Johnson		In person	Casual Vacancy
Ms L. Ramsay		In person	Co-opted Member
Mr D. Adeoye		In person	Co-opted Member
Mrs K. Tennant		Online	Elected Member
Cllr G. Johal		Online	Co-opted Member

**In Attendance:**

Mrs L. Lees	In person	Chief Executive
Mr J. Farrell	Online	Head of Housing Services
Mrs S. Farrell	In person	Customer & CS Manager
██████████	In person	Observer

**1. Apologies**

Apologies were received from Mr J. Hillhouse and Mrs G. Daly. It was noted that Mr J. Mooney had requested a special leave of absence for the next 2 Management Committee meetings and this was unanimously approved.

**2. Chairperson's Remarks**

The Chairperson welcomed everyone to the meeting. It was noted that a quorum was present to enable the meeting to go ahead.

**3. Declaration of Interest**

There were no declarations of interest.

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

There was no business carried over from the last meeting.

**5. Management Committee Attendance update (if applicable)**

The Chief Executive confirmed that Mrs G. Daly had now missed 2 consecutive meetings and that Councillor Traynor had missed 3, so they will be contacted per the new procedures.

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

There was nothing to report.

**7. Secretary's Report**

The Secretary provided the following report:

**a) Correspondence (For information)**

No correspondence had been received.



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

The Secretary read aloud applications [REDACTED]  
[REDACTED] The Management Committee unanimously approved the share membership applications.

**c) MC Membership Applications**

There were no MC Membership applications received.

The Chief Executive provided all documents on the presentation screens for the benefit of the Observer/new members not yet signed into their iPads.

**d) AGM 2024 update\***

The Secretary referred to the above report, circulated prior to the meeting and it was noted that the AGM would take place on 27 June 2024 at 7pm in Centre81. The Management Committee noted that whilst the share register no longer required to officially close, no share memberships could be accepted within 14 days of the AGM.

The Chief Executive confirmed the report provides a good summary of the process. The Management Committee noted that all relevant election and nomination forms had been printed off and were available to complete or would be sent on to those who were not present.

**e) Compliance with Rules 62-67-Letter from Secretary\***

The Chairperson referred to the above letter from the Secretary to the Management Committee circulated prior to the meeting which advised that obligations within Rules 62-67 had been complied with. The letter was noted by the Management Committee and the electronic signature register will be updated for the Secretary.

**f) AGM Election Report 2024\***


The Chief Executive referred to the above report circulated prior to the meeting regarding the AGM. The Management Committee noted the election position where 1/3 of the Management Committee members require to stand for re-election, not including the co-optees or casual members.

The Management Committee noted that Mrs K. Tennant and Ms D. Smith require to stand for re-election (last in 2022) and that of the members elected last in 2023, not including Mrs G. Daly and Mr J. Hillhouse who have intimated their intention to resign/retire, Mr J. O'Donnell was picked at random.

The Chief Executive confirmed all paperwork will be issued for those required to stand for election. The election report was agreed and approved by the Management Committee.

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8. **Approval of Minutes & Actions Notes (Decision/Approval Required)**  
**a) Management Committee – 30 April 2024\***  
 The Chief Executive wished to add Councillor Traynor’s apologies to the Minute. The Management Committee noted that Councillor Traynor had been in the online waiting area but could not be admitted as staff had been required to leave the meeting whilst a consultant spoke with the Management Committee.
- Subject to the above amendment, the Minute was proposed by Mrs C. Boyle, seconded by Mr J. O’Donnell and unanimously approved by the Management Committee.
- b) Finance, Audit & Risk Sub-committee – 10 May 2024\***  
 There were no errors or omissions noted and the Minute was proposed by Mr P. Shiach, seconded by Mrs C. Boyle 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 Mr J. O’Donnell, seconded by Mrs C. Boyle and unanimously approved by the Management Committee.
11. **Emergency decisions since last meeting\* (Decision/Approval Required)**  
 The Chief Executive referred to the above report circulated prior to the meeting and it was noted that the Chief Executive sought approval for a staffing matter on 21 May 2024, as detailed. The Management Committee noted that 7 members responded and agreed to the request, namely Mr P. Shiach, Mrs L. Ramsay, Mr J. O’Donnell, Ms D. Smith, Mr J. Hillhouse, Mrs K. Tennant and Mrs C. Boyle.
- The Customer & Corporate Services Manager left the meeting at this point.
12. **Staffing Report (For information)**   
**a) Staffing update**  
 The Management Committee was provided with updates from the Chief Executive and members of the Finance, Audit & Risk Sub-Committee staffing panel regarding the ongoing matters [REDACTED]  
 [REDACTED]  
 [REDACTED]
- b) EVH monthly update\***  
 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.

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**c) GWSF monthly update\***

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 returned to the meeting at this point. The Head of Housing Services joined the meeting at this point.

**13. Annual Return on the Charter 2023/24 to SHR\* (Decision/Approval Required)**

The Chief Executive provided background to the Annual Return on the Charter (ARC) for the benefit of the newer members/Observer, confirming that the Association undertakes external validation, which drills down into several indicators, with a main focus being on maintenance, and provides assurance to the Management Committee on data integrity.

The Management Committee noted that the SHR do look in depth at the returns and may come back and request clarification or undertake spot checks on the data provided.

The Chief Executive welcomed the Head of Housing Services to the meeting. The Head of Housing Services referred to the draft 2023/2024 ARC, circulated prior to the meeting, and wished to highlight the following key areas:

- C6 Housing quality and maintenance contextual information (page 23) – the detailed information on electrical inspections with 25 properties without an EICR being recorded as a pass, 11 properties which fail for more than one criteria and 5 properties which fail for more than one criteria where abeyances have been applied
- Indicator 22 Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (page 29) – after a couple of years of no evictions, one unavoidable eviction had taken place where despite all efforts, the tenant failed to address the rent arrears or work with the Association to resolve matters
- Indicator 23 Homelessness – the percentage of referrals under Section 5 (page 35) – 109 had been received with 49 resulting in an offer and 39 being accepted. The Head of Housing Services highlighted the very high level of referrals and further the 10 refusals and stated that discussions are ongoing with the Council and local RSLs to resolve these issues which are largely outwith the Association's control. The Management Committee noted that referrals are issued to numerous landlords at the same time, which is contributing to the problem.
- Indicator 16 contextual information on Access to housing and support (page 38) – the three-year tenancy sustainment project has assisted in helping more tenants to work through difficulties and remain in

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their tenancy, in particular newer tenants and continues to have a positive impact

- Indicator 27 Gross rent arrears (page 40) – arrears fell during the year to 3.24% and although some were written off, they have still reduced through staff impact, particularly with the patch based Assistants/Officers approach from June 2023 which has contributed to positive performance in arrears management

The Head of Housing Services confirmed that all Housing Services performance was improved on the previous year, except refusals of housing as mentioned, and overall made for very positive reading. The Management Committee noted the positive validation audit, carried out by CD Consultancy, with 12 indicators tested, and all either validated or online for validation, and the auditor being satisfied with all supplemental information requested. The Head of Housing Services invited questions. There were none at this point.

The Chief Executive confirmed that additional benchmarking will be undertaken when all data is available and will allow the Association to take up any good practice identified. The Management Committee enquired who the Association benchmarks against and it was confirmed a mix of Scotland wide, peer group and West Dunbartonshire Council landlords.

Mrs Tennant commended the staff team on such a strong ARC and stated she would email in further comments.

No further questions were asked, and the return was unanimously approved for submission to the Scottish Housing Regulator. The Chief Executive stated that the return would be submitted prior to the deadline of 31 May.

The Head of Housing Services left the meeting at this point.

**14. SHR Five Year Financial Projections (FYFP) 2023/24\* (Decision/Approval Required)**

The Chief Executive apologised that the financial projections had been omitted from the meeting papers as they had yet to be finalised. The Management Committee noted they were delayed due to competing priorities in the week but would be with members by Friday for approval. The Management Committee noted that they will be based on the budget, rent projections and major repairs planned outlay. Once approved, the Chief Executive confirmed the completed return would be submitted to the SHR.

**15. SHR Loan Portfolio Return 2023/24\* (Decision/Approval Required)**

The Chief Executive referred to the report and Return circulated prior to the meeting, which sets out details of loan obligations as at 31 March 2024 and agrees to the balances within the Association's annual accounts for the same period.

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The Chief Executive read over the report in full and highlighted that all of the variable rate loans for the new Developments, awarded to CAF Bank, and the new Interest free loan to purchase the electric van have been included in this return.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission before the deadline of 01 July 2024.

**16. Policy Review - Communications Strategy\* (Decision/Approval Required)**

The Customer & Corporate Services Manager referred to the above draft Policy circulated prior to the meeting and highlighted that it was an existing Policy due for its 3-yearly review and that minor changes were proposed in tracked changes.

The Management Committee noted the Strategy details all the methods of communication the Association uses and to encourage staff and Management Committee, where appropriate, to use the channels effectively and consistently to help the Association get its key and agreed messages across.

The Customer & Corporate Services Manager invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee. The Management Committee noted that all staff will be informed of the update.

Mrs Tennant left the meeting at this point due to technical difficulties.

**17. Policy Review – Policy Review – Disciplinary Policy\* (Decision/Approval Required)**

The Chief Executive referred to the above existing Policy, based on the EVH model policy, which was due for review and highlighted that proposed changes were tracked in red, mainly the inclusion of a new Equality and Human Rights section, with no material changes being noted. The Chief Executive stated the Policy had recently been utilised and had flowed well.

The Management Committee noted that the Association's HR consultants, Transforming HR, had reviewed the Policy and did not have anything to add.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee. It was noted that staff training will be undertaken on the Policy.



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**18. Policy Review – Grievance Policy & Procedure\* (Decision/Approval Required)**

The Chief Executive referred to the above existing Policy, based on the EVH model policy, which was due for review and highlighted that proposed changes were tracked in red, mainly the inclusion of a new Equality and Human Rights section and a new Appendix, an Informal Action Template. The Chief Executive confirmed this is to encourage an informal process before the formal process and ensure a consistent approach for Managers. The Management Committee asked whether a Manager could take it to formal if serious and the Chief Executive confirmed that they would escalate to formal immediately if required and when appropriate, would seek external HR/legal advice.

The Management Committee noted that the Association's HR consultants, Transforming HR, had reviewed the Policy and did not have anything to add.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee. It was noted that staff training will be undertaken on the Policy.

**19. Focus on Governance/Risk\* (For information)**



**a) Notifiable Events Register\***

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that there had been 1 Notifiable Event since the last meeting which has since been closed off. The Management Committee noted case no. 20 [REDACTED]

[REDACTED] but that sufficient information was provided to the SHR and the case was closed quickly.

The Chief Executive reiterated that new guidance was awaited and would be incorporated into the report and procedures when received. The report was noted by the Management Committee.

**b) CHA Governance Improvement Plan\***

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, with a couple of outstanding items including the Business Planning Day.

The Improvement Plan was noted by the Management Committee.

The Chief Executive confirmed she was meeting with the Regulatory Managers on Thursday 30 May and would provide any updates received to the members as soon as possible.

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

The Chief Executive confirmed that this item had been moved a couple of times due to time pressures. For the benefit of the newer

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members/Observer, the Chief Executive explained that the annual review is good practice and supports assurance processes.

The Management Committee undertook a discussion answering all questions within the annual review paper and details of this will be recorded separately for Management Committee reference.

**20. 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.

**21. Signing of Minutes**

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

**22. 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