

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 24 SEPTEMBER 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	Online	Elected Member
Mr A. Blake		In person	Elected Member
Mr C. Johnson		In person	Elected Member
Mr W. McGoldrick		In person	Elected Member
Mrs L. Ramsay		In person	Elected Member
Mr D. Adeoye		In person	Elected Member
Ms L. Dickie		Online	Elected Member
Ms M. Richford		Online	Elected Member
Cllr G. Johal		Online	Co-opted Member
Cllr S. Traynor		In person	Co-opted Member

**In Attendance:**

Mrs L. Lees	In person	Chief Executive
Mrs S. Farrell	In person	Customer & CS Manager
██████████	In person	SHARE
██████████	Online	Scotland's Housing Network

**1. Apologies**

Apologies were received from Mr O'Donnell. It was noted ██████████ had a special leave of absence.

**2. Chairperson's Remarks**

The Chairperson was delighted to welcome everyone to the first meeting of the year. The Chairperson hoped all new members were settling in well and reassured them that the Chief Executive, Customer & Corporate Services Manager or herself were available to answer questions at any time. 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 (Decision/Approval Required)**

The Chief Executive confirmed that advice had been sought from the Scottish Fire & Rescue Service regarding the mention at the previous meeting that voluntary fire teams of staff could be utilised to assist if the fire alarm goes off and the advice had concluded that this was a 'gold standard' and not a requirement. The Committee were satisfied that the fire alarm upgrades, current fire warden practices and forthcoming fire warden training meet our requirements.

The Chief Executive asked members of the Finance, Audit and Risk Sub-Committee if they would be available for a short meeting in the week as the previous date had been postponed. The members unanimously agreed to Thursday 26 September, 1.00pm-2.00pm.

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

It was noted that no members had missed 2 meetings. For the record the Chief Executive wished to mention that Councillor Traynor had not seen notification of the postponed Finance Sub-Committee meeting and had unfortunately turned up at the office and the Chief Executive apologised for this.

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

The Chief Executive reminded the members to notify staff for any training or conferences they would like to attend.

**7. Scottish Housing Network (SHN) CHA Performance Report 2023-24 (For information)**

The Chief Executive introduced ██████████ to the meeting. ██████████ provided an on-screen presentation, previously delivered to staff, on the Association's Performance Analysis for 2023/2024 compared to its peer group. The presentation was extremely thorough and the following performance areas in particular were highlighted:

- Emergency repairs, non-emergency repairs and repairs satisfaction better than peer group and RSL and SHN averages
- Right first time repairs at 83% was better than peer group and RSL and SHN averages but not yet back to 2019/20 performance
- Turnover of 6% was quite low although is reducing across the sector and leading to more stable communities
- Overs refused at 32% is an increase but it relates directly to current issues with Section 5 referrals

Mr Shiach joined the meeting online at this point.

- Lets to homeless households at 51% was well above peer group and RSL and SHN averages
- Tenancy sustainment was strong at 96% and within homeless lets at 97%, an increase on 2021/22 performance, and both were above peer group and RSL and SHN averages
- Low number of evictions as percentage of lettable stock at 0.08 and better than peer group and RSL and SHN averages
- Medical adaptations were completed in c. 44 days which was slightly better than peer group and RSL and SHN averages but with only 67% of requests completed. The Chief Executive confirmed this is directly linked to Scottish Government funding and it may be the Management Committee considers self-funding in future financial plans as it is likely there will be more funding cuts
- Average weekly rent at c. £80 and rent increase of 4.6% were under the peer group and RSL and SHN averages
- Rent consultation response of 9.8% was below the RSL (17.3%) and SHN (14.9%) averages so further work could be done in this regard to increase responses

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- Rent collection at 102.5% was strong and slightly above peer group and RSL and SHN averages
- Arrears at 2.06% were lower than peer group and RSL and SHN averages and it was noted for the Association's downward trend is commendable
- Whilst trending down overall, there was a slight increase in the year in former tenant arrears at 1.18% but was still lower than peer group and RSL and SHN averages
- Tenants terminating the tenancy with arrears were quite high at 31.51% but this was high across the sector and is presenting a lot of challenges for landlords
- Re-let time of 12.6 days was noted as excellent performance and well below peer group and RSL and SHN averages by at least 2/3rds
- Standard of home when moving in at 98.9% was noted as really positive. Discussion ensued on sharing this result and other good practice and the Chief Executive confirmed the Association is happy to attend any SHN events for this purpose
- Void rent loss at 0.20% was much better than peer group and RSL and SHN averages

██████████ referred to the Landlord Report slide where all key reporting areas were green, indicating great performance and in terms of service versus value of money, the Association was in a strong position.

██████████ concluded by highlighting 12 particular areas of strength and one area to monitor (offers refused). The Chief Executive and Management Committee thanked ██████████ for such a thorough and positive presentation and ██████████ the meeting at this point.

**8. Secretary's Report (For information)**

**a) Correspondence**

There was no correspondence received.

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

There were no share membership applications received.

**c) MC Membership Applications (Decision/Approval Required)**

There were no MC Membership applications received.

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

**a) Management Committee – 27 August 2024\***

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

**b) Housing Services S-C 17 Sept 2024\* (Decision/Approval Required)**

There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mr Johnson and unanimously approved by the Management Committee.

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**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 Boyle, seconded by Mr Johnson and unanimously approved by the Management Committee.

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

There were no emergency decisions required since the previous meeting.

**12. Staffing Issues (For information)**

There were no staffing issues to report.

**13. Development Updates\* (For information)**



**a) Queens Quay development**

[REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED] The Housing Services Sub-Committee wished the issue to be reported to each Management Committee meeting until resolved.

[REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

[REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

[REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

It remains that there is no further update on the commercial units.

The Chief Executive highlighted an issue that had been flagged up by the Association’s development consultants, McDonald & Cameron, where the Scottish Government have contacted the lead developer, Wheatley Group/Loretto, regarding a potential overpayment of HAG funding due to

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duplication of acquisition fee paperwork. The Chief Executive will keep the Management Committee updated as she receives more information.

The Chief Executive invited questions. There were none and the report was noted.

14. **Proposed Shared Ownership Buy Backs\* (Decision/Approval Required)**

For the benefit of new members, the Chief Executive provided some background information on shared ownership properties, explaining the Association has went from owning 65 to 34 as most have been sold or bought back. The Management Committee noted a budget of £100k per annum runs through the financial plans and the Buy Back Policy is utilised where the property is no longer suitable or if the owner is in financial hardship.



a) [REDACTED] \* (Decision/Approval Required)

The Chief Executive referred to the above and a request from a sharing owner for the Association to buy back their 25% share due to [REDACTED]. The Management Committee noted the share value of [REDACTED] from the District Valuer's report but that on inspection by a Maintenance Officer a [REDACTED].

The Chief Executive highlighted the following:

- The one-bedroom property will begin to contribute to the income stream after year 14, well within the 30-year period outlined in the Policy
- The 1-bedroom purchase will be with vacant possession
- There are currently no rent or factoring arrears, no adverse housing management issues envisaged, and no factoring or maintenance concerns have arisen
- The block already has a mix of CHA tenants and sharing owners
- The full capital purchases budget remains available (£100k)
- That [REDACTED] is a fair and reasonable offer given the condition of the property
- Although the kitchen is dated, it will be added into an appropriate Major Repairs programme

The Chief Executive recommended the buy-back given that it meets with all the Policy requirements and invited questions. The Management Committee enquired whether 100% of all costs are run through the income stream. The Chief Executive confirmed that full rental income, management and maintenance and 100% of major repairs are all included. The Management Committee unanimously agreed to offer [REDACTED] to purchase the 25% share of the property.



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b) [REDACTED]\* (Decision/Approval Required)

The Chief Executive referred to the above and a request from a sharing owner for the Association to buy back their 25% share due to [REDACTED]. The Management Committee noted the share value of [REDACTED] from the District Valuer's report but that on inspection by a Maintenance Officer a small number of immediate repairs were identified totalling c. [REDACTED] to bring it up to lettable standard.

The Chief Executive highlighted the following:

- The one-bedroom property will begin to contribute to the income stream after year 17, well within the 30-year period
- The 1-bedroom property will come with a sitting tenant who will sign a SST
- There are currently no arrears for rent, no adverse housing management issues envisaged, and no factoring or maintenance concerns have arisen
- The full capital purchases budget remains available (£100k) less [REDACTED] agreed at point a)
- There is an existing CHA tenant within the block
- That [REDACTED] is a fair and reasonable offer given the condition of the property

The Chief Executive recommended the purchase given that it meets with all the Policy requirements and invited questions. The Management Committee enquired whether there was a factor or if CHA was the factor. The Chief Executive confirmed that following consultation, the block chose to self-factor. The Management Committee noted that the Association will pay the required share of all communal works carried out. The Management Committee unanimously agreed to offer £[REDACTED] to purchase the 25% share of the property.

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

The Chief Executive referred to the Housing Services Manager's report circulated prior to the meeting and the following was discussed:

a) a) **Professional Services – Electrical Contract Procurement (Decision/Approval Required)**

The Management Committee noted that the information had not been received in time for the recent Housing Services Sub-Committee. The Chief Executive explained that an electrical inspections, rewires and smoke alarms contract requires to be procured from 01 April 2025 and it was likely this 5 year contract would be in the region of c. [REDACTED]. To allow the Association to progress with the procurement, quotations had been requested from NBM Consultants Ltd for the required services as follows:

- Contract Administrator Services - [REDACTED] (Inclusive of VAT)
- Principal Designer Services - [REDACTED] (Inclusive of VAT)
- Additional Costs - [REDACTED] (Inclusive of VAT)

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It was noted that total costs of £ [REDACTED] represented approximately [REDACTED] of the anticipated contract value. The Management Committee unanimously agreed to the costs as presented.

**b) Window Refurbishment Contract (Decision/Approval Required)**

The Management Committee noted that bids had been received from four contractors via quick quote on Public Contracts Scotland's website for the replacement of windows at 145 properties. It was noted that these works had been brought forward following stock condition survey results from between 2018 and 2024.

The Chief Executive confirmed that following arithmetic checks and a scoring based on 70% cost and 30% quality [REDACTED]

[REDACTED] The Chief Executive asked for the Management Committee's agreement to accept the quotation which was over the budget figure of [REDACTED].

The Management Committee enquired whether the scheme of delegation allowed the Management Committee to approve budget overspends. The Chief Executive confirmed that it did regarding Major Repairs and that the impact of the overspend will be demonstrated in the November rent consultation paperwork. The Management Committee unanimously agreed to the acceptance of the quotation.

**16. Policy Review – Prevention of Fraud & Bribery\* (Decision/Approval Required)**

The Chief Executive referred the Management Committee to the above draft Model Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was due for 3-yearly review and proposed changes were highlighted in red, mainly to include a Policy statement and section on accountability. The Management Committee noted that whilst the 2020 review was robust, these additions further strengthen the Policy.

It was noted there was a small mistake in the name of the Association on page 2 and this would be corrected. The Chief Executive invited questions. There were none and subject to the above change, the Management Committee unanimously approved the Policy as presented.

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

The Chief Executive referred the Management Committee to the above draft Model Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was due for 3-yearly review and proposed changes were highlighted in red, mainly to include a Policy introduction and make the short Policy more robust.

The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented.

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

**a) Draft Annual Assurance Statement – Compliant (inc review of AAS database)\* (Decision/Approval Required)**

The Chief Executive shared an on-screen presentation with the members. The Management Committee noted that the [REDACTED] decision to bring the Annual Assurance Statement (AAS) to the September meeting had been made, through our Improvement Plan, to safeguard its timely approval. The Chief Executive explained the annual statement was to provide assurance that the Association meet with all the Regulatory Requirements and the Regulatory Framework.

The Chief Executive explained that the AAS working group, which meets twice per year, had met in March 2024 and reviewed the database and were satisfied with the evidence collated, which included Policies, Procedures, Minutes and Audit Reports. The evidence database was shared on-screen. New members were encouraged to join the working group. It was noted the SFHA's updated 2024 toolkit was used as a guide. The Chairperson noted that the recent strong attendance and strengthened Governance actions had contributed to compliance.

The Management Committee noted that this year the Regulator specifically wants Health and Safety specifically mentioned whereas the previous year it had been focussed on Equal Opportunities data collection. It was highlighted that we had one exception where a property is without a valid EICR certificate due to failure to allow access and inability to complete works [REDACTED].

[REDACTED] It was noted that any outstanding works should be complete within Quarter 3 of the year.

Discussion ensued on RAAC and the Chief Executive confirmed that 70 properties had a visual inspection carried out by a specialist engineering firm and no RAAC was identified. The Management Committee discussed [REDACTED] but agreed that it should not be included [REDACTED].

The Management Committee asked about the journey to compliance as it feels like there is always ongoing actions. The Chief Executive confirmed it had been a journey with many 'red – amber – greens' in improvement plans to all green but that it was an ongoing process and can bring the AAS Improvement Plan to the October meeting for the benefit of new members.

The Annual Assurance Statement as presented was unanimously approved by the Management Committee for submission to the SHR portal by 31<sup>st</sup> October.



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**b) Notifiable Events Register\***

The Chief Executive referred to the above report circulated prior to the meeting and confirmed there were no new Notifiable Events and all previous events were closed off.

**c) CHA Governance Improvement Plan\***

The Chief Executive referred to the Improvement Plan which was circulated prior to the meeting and highlighted the outstanding items. The Chief Executive asked for approval to appoint [REDACTED], used previously for a collaborative Governance review, to start the process of a fuller review of the CHA Governance Framework. The Management Committee unanimously agreed the appointment.

The Improvement Plan was noted by the Management Committee.

**d) Staff & MC training and appraisals**

[REDACTED] SHARE shared an on-screen presentation with the members on the updated Committee appraisals process that SHARE will be supporting the Association with.

The Management Committee noted the background to the appraisal process, including the Regulator's expectations, what is involved in the process and the format being a detailed survey on skills and knowledge.

[REDACTED] confirmed that SHARE would generate a full report on the process and provide individual learning statements and a learning and development plan.

Mr Shiach left the meeting at this point.

The Management Committee reviewed some draft timescales, and it was agreed that the Chief Executive would speak to [REDACTED] regarding firming up the dates and email out the appraisal survey forms to the Management Committee.

[REDACTED] was thanked for [REDACTED] presentation.

**19. 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.

**20. Signing of Minutes**

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

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

Per the schedule.

Meeting closed.

Checked by: LL

Date: 25.10.2024

APPROVED .....

PROPOSED .....

SECONDED .....

**LL/SF**

\* Indicates report issued with agenda