MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2024 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION	
	Present:

Present:

Ms D. Smith	Vice Chairperson	In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Mr C. Johnson		In person	Elected Member
Mr W. McGoldrick		In person	Elected Member
Mr D. Adeoye		Online	Elected Member
Ms M. Richford		Online	Elected Member
Cllr. G. Johal		Online	Co-opted Member
Mrs L. Ramsay		In person	Elected Member

In Attendance:

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

1. Apologies

Apologies were received from Mrs Boyle, Mr Shiach, Mrs Dickie, and Councillor Traynor.

2. Chairperson's Remarks

The Vice Chairperson confirmed that the Chairperson was unable to attend and 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 (Decision/Approval Required)

The Chief Executive stated that Financial Procedures recently agreed by the Finance, Audit and Risk Sub-Committee still referred to the role of Tenancy Sustainment Officer and should be changed to Community Support Officer. This was agreed and the CE confirmed that the Procedures will be updated.

Secondly, The Management Committee noted that the Chief Executive confirmed the Clydebank population figure in the Equality, Diversity & Inclusion Strategy is based on wards and as Clydebank at c. 28k includes Old Kilpatrick, c. 26k for Clydebank will remain.

5. Management Committee Attendance update (if applicable)

It was noted that no members had missed 2 meetings. However, the Chief Executive highlighted that the member the Management Committee had approved Special Leave of Absence for, expired at that evening's meeting. ██ ██ ██ ██

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	6. Management Committee External Training/Conference Feedback (if applicable)
	There was no training or conferences attended in the month.
	7. Secretary's Report (For information)
	In the Secretary's absence, the Chief Executive provided the report.
	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.
	d) Annual Declarations including H&S
	The Chief Executive encouraged any members yet to complete to above to complete and submit them. It was also noted that if the updated Code of Conduct was agreed later in the meeting, new declaration forms would be issued.
	8. Approval of Minutes & Actions Notes (Decision/Approval Required)
	a) Management Committee – 29 Oct-2024*
	There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mr O'Donnell and unanimously approved by the Management Committee.
	b) Finance, Audit and Risk S-C 12 Nov-2024* (Decision/Approval Required)
	There were no errors or omissions noted and the Minute was proposed by ███████, seconded by Councillor Johal and unanimously approved by the Management Committee.
	c) Housing Services SC – 19 Nov-24* (Decision/Approval Required)
	There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mr Johnstone 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 O'Donnell, seconded by Ms Smith and unanimously approved by the Management Committee.
	11. Emergency decisions since last meeting (For information)
	There were no emergency decisions required since the previous meeting.

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	12. Staffing Report* (Decision/Approval Required) The Chief Executive referred to the above report circulated prior to the meeting. **12.1 Proposed PATH Trainee (Decision/Approval Required)** The Chief Executive referred the Management Committee to the above proposal and highlighted the background of PATH, the Association's relationship with PATH and the previous BME trainee, for the benefit of the newer members. The Chief Executive highlighted that a proposed Apprentice Caretaker post, per the August 2024 report, was unable to be filled by Working4U. It was suggested that, in line with the new Equality, Diversity and Inclusion Strategy, it could instead be filled by a PATH trainee on a 3-year traineeship with 4 days working per week and 1 day for academic qualification/study. The Management Committee noted the costs involved as detailed. It was noted the 2024/2025 budget, long-term plans and future budgets would be able to facilitate this appointment. The proposal was unanimously approved by the Management Committee. **12.2 Christmas Closure (Decision/Approval Required)** The Chief Executive referred to the proposals to close the office and Centre81 for the festive break and the usual arrangements for staff using TOIL/flexi for the earlier closure on Christmas Eve. The Management Committee also noted the request to move the December staff training session to Friday 06 December ███████████████████ ███████████ The proposals were unanimously approved by the Management Committee. **13. Development Updates* (For information)** **a) Queens Quay development** ████████████████████████████ ██████████████████████ ████████████████████████████ █████████████████████████████ █████████████████████████████ ████████████████████ ██████████████████████████ ██████████████████████████████ ███████████████████████████████ ████████████████████████ ██████████████████████████████ ███████████████████

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	Commercial Units � ██ ██ ██████████████████████████████████ ██████████████████████████████████ **Scottish Government potential HAG repayment** ██ ██ ██ ██ ██ ██ ████████████████████████████████ ██████████████████████████████████████ ██████████████████████████████████████ ████████████████████████████████████ ████████ ██ ██ ██ ████████ The Development Risk Register will be updated to include this scenario for any future joint developments where CHA is not the lead partner. The Chief Executive invited questions. There were none and the report was noted.
14.	██ ████████████████████ ██ ██████████████████████████████████████ ██ ██ ██████████████████████████████████ ██████████████████████████████████████ ██ ██████████████████████████
15.	**Rent Policy Review 2025/26* (Decision/Approval Required)** The Head of Housing Services referred to the report that had been circulated prior to the meeting and highlighted that this would provide the basis for consultation with tenants, sharing owners and Registered Tenants Organisation with the final Policy coming back for consideration in January.

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	The Head of Housing Services summarised the key points required by a Rent Policy on page 3 including:

- Affordability (to the tenant)
- Comparability (to other social landlords)
- Viability (a realistic assessment to ensure the viability of the business)

At 1. Affordability, page 5, the Management Committee noted that 11 properties had been input into the SFHA rent affordability tool and there were no fails even with the Association's highest rent for a single person (a 2 apartment at Queens Quay) which passed with a 5% simulated rent increase at 25.2%, comfortably under the 30% of income threshold. It was noted that the measure only looked at full rent payers as anyone on reliant on any benefit would automatically fail the affordability test. The Head of Housing Services stated this exercise demonstrates the rents can be considered affordable.

The Head of Housing Services stated that an independent desktop affordability study had also been commissioned from Scotland's Housing Network (SHN). Again, this showed positive results and the Association has outscored peers, a tighter 25% threshold. It was noted that details will be included in full for the rent policy.

The Head of Housing Services highlighted that 99% (89%: 2019) of those surveyed in 2022 in the large-scale tenant satisfaction survey stated they felt their rent offered good value for money and that the next survey was due in 2025.

At 2. Comparability, page 7, the Management Committee noted that only 2023/24 figures were available and that, based on that, the Association had the lowest average rent in the district at £347.71 and this sat comfortably below the Scottish average of £424.67, with Cordale HA being the highest locally at £419.77.

The Head of Housing Services stated this table demonstrates the rents can be considered favourable compared with local and national providers.

At 3. Viability, page 8, the Head of Housing Services highlighted that the minimum rent increase required to make a comfortable surplus and provide extra services is 4.5% (£36,776). The Head of Housing Services discussed the costs that the rents covered such as voids and bad debts (4%). The Chief Executive confirmed that although voids were down, there had been a considerable increase in maintenance costs and that firmed up figures for the 9 months to 31 December would be included in January's policy.

The Management Committee acknowledged costs were increasing and asked if the Association benchmarks against peers regarding maintenance costs per property. The Chief Executive stated that this was

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	done and it had been noticed that the Association's emergency repair costs were higher.
	It was proposed that 4.5% would be Option 1, Option 2 would be 5.0% (£62,270) and Option 3 would be 5.5% (£87,763) with Options 2 and 3 offering over and above services to the normal service delivery as per previous years' consultation and will be centred on tenancy sustainment support. The Head of Housing Services commented that as support has been provided to so many tenants it may be a case of help having already been received so Option 1 could be a strong preference.
	The Head of Housing Services stated this table demonstrates the rents can be considered viable.
	The Management Committee noted that for context, the current average increase being considered by the Glasgow West of Scotland Forum (GWSF) benchmarking group is around 3.8% (19 RSLs) and the Scottish Housing Network (SHN) currently has an average of 4.49% (26 RSLs).
	The Management Committee, reflecting on these figures, enquired whether we could trim the proposed figures anymore? The Chief Executive stated that there is just not a comfortable enough margin below 4.5% and that CPI at 2.3% was not achievable. The Management Committee noted that the proposal does include £1m running through for Major Repairs but that this might need to be increased once the updated stock condition data is incorporated into the 30-year plans to make sure the rents are covering costs.
	General discussion ensued and the following was noted: • the Association has had consistently low rents and have been below CPI for a number of years • whilst fortunate to have had £100k for purchases for a number of years, it might not be achievable in 2025/2026 • the Chief Executive, the Head of Housing Services and Housing Services Manager are looking at all routine costs and drilling down into the costs to explore potential cost savings. Some reasons are known, for example, drainage issues and blocked toilets at the multi storey flats due to the condition of soil stacks • some tenancy engagement issues have resulted in higher value repairs due to not allowing access in the properties • mould and damp repairs are a growing cost
	Given the information provided in the draft Policy, the Management Committee could be satisfied that the proposed rent increase consultation figures of between 4.5% and 5.5% demonstrated affordability, comparability and viability.
	The Management Committee unanimously agreed the Policy and options as agreed above for consultation.

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	16. **Service Charge Policy Review – verbal update (For information)**
	The Head of Housing Services stated that whilst normally a draft Policy would be presented, not enough invoices had been received to bring a meaningful Policy together at this time. The Head of Housing Services would carry out a detailed review of costs and would hope to again mitigate any rent increase by endeavouring to ensure that there is no overall increase in service charges for 2025/2026. The draft policy, taking account of updated invoices, will be presented at the January 2025 meeting.
	17. **Policy Review – Code of Conduct for Staff* (Decision/Approval Required)**
	The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight it was last reviewed in 2023 but updated guidance had been issued in October by EVH and the SFHA and relevant tracked changes were indicated in red and minor in nature. The Management Committee noted that if approved, annual declarations will be issued to accept the new Policy and that it would be reviewed again in 3 years, or sooner as required.
	The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented.
	18. **Policy Review – Code of Conduct for MC* (Decision/Approval Required)**
	The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight it was last reviewed earlier in 2024 but similar to the above item 17, updated guidance had been issued in October 2024 by EVH and the SFHA and relevant tracked changes were indicated in red and mainly minor and non-material in nature but with references to conduct online/on social media, an onus on attending meetings regularly and the addition of a Flowchart Summarising Protocol Process. The Management Committee noted that if approved, annual declarations will be issued to accept the new Policy and that it would be reviewed again in 3 years, or sooner as required.
	The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented.
	19. **Policy Review – Personal Relationships at Work* (Decision/Approval Required)**
	The Chief Executive referred to the above draft Policy circulated prior to the meeting and wished to highlight it was due its 3-yearly review, it was based on a model EVH policy and that tracked changes were indicated in red and minor in nature, with the main addition of an Equality and Human Rights section. The Management Committee noted that if approved, as it is a Human Resources Policy, staff training would be undertaken to ensure an opportunity to ask questions.

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	The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented. **20.** **IT Strategy 2021-26 Annual Review*** **(Decision/Approval Required)** The Chief Executive referred to the above report, circulated prior to the meeting by the ICT & Compliance Officer, which was for information only and to provide assurance that staff are working through and actioning tasks to ensure all systems are fit for purpose. The Management Committee noted the update as presented. **21.** **Digital Inclusion Strategy 2021-26 Annual Review*** **(Decision/Approval Required)** The Chief Executive referred to the above report, circulated prior to the meeting by the ICT & Compliance Officer, which was for information only and to provide assurance that staff are working through and actioning tasks to ensure that the Association moves forward with digital inclusion. The Management Committee noted the update as presented. **22.** **Annual Review of Standing Orders & Delegated Authorities*** **(Decision/Approval Required)** The Chief Executive referred to the above document circulated prior to the meeting which was due for its annual review and highlighted that tracked changes were in red and were minor in nature, mainly to note there will be no meeting in December, that an attendance update will be provided at each Management Committee meeting and that the Finance Sub-Committee meetings will discuss Wellbeing, alongside Health and Safety. The Chief Executive invited questions. There were none and the document was unanimously approved as presented by the Management Committee. **23.** **Focus on Governance/Risk*** **a) Notifiable Events Register*** **(For information)** The Chief Executive referred to the above report circulated prior to the meeting and confirmed there were no new Notifiable Events recorded on the portal since the last meeting and that none are outstanding. The Management Committee noted, however, that an item was to be raised which may become a Notifiable Event ████████████████ and further information will be provided if so. ████████████████████████████ ████████████████████████████ ████████████████████████████ ████████████████████████ ████████████████████

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	c) CHA Governance Improvement Plan* **(Decision/Approval Required)** The Chief Executive referred to the Improvement Plan which was circulated prior to the meeting and confirmed that since the report was issued, she had been in touch with Freya Lees from North Star Consultancy, who would be carrying out the full review of the CHA Governance Framework, and had provided a host of relevant information in advance of her meeting office bearers in January. The Improvement Plan was noted by the Management Committee. **d) Staff & MC training and appraisals update** **(For information)** The Chief Executive thanked the members that have completed the appraisal form and noted just a few remain outstanding. The Chief Executive will send out emails to schedule in the remaining appointments for the 1-2-1 appraisal interviews. It was noted the staff appraisals should also be complete by February 2025.
24.	**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.
25.	**Signing of Minutes** The Chief Executive had noted that the use of electronic signatures is ongoing.
26.	**Date and Time of Next Meeting/Training Session** Per the schedule. Discussion ensued on Sub-Committee membership and the Chief Executive asked that all members put their choices forward to her as soon as possible. Councillor Johal stated he would be happy to be on both if not enough members on either. Meeting closed. Checked by: _____ Date: _____ APPROVED ……………………………………………………. PROPOSED ………………………………………………………… SECONDED ………………………………………………………… **LL/SF**
	* Indicates report issued with agenda