

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

ACTION

Present:

Mrs K. Tennant	Chairperson	Elected Member
Mr J. Hillhouse	Treasurer	Elected Member
Mr J. O'Donnell		Elected Member
Ms D. Smith		Elected Member
Mr J. Calderwood		Elected Member
Mrs L. Breeze		Casual Vacancy
Cllr J. Mooney		Co-opted Member

In Attendance:

Mrs S. Keenan	Chief Executive
Mrs L. Lees	Head of Finance & Corporate Services
Mr J. Farrell	Head of Housing Services
Mrs S. Farrell	Communications Officer

1. Apologies

Apologies were received from Mr P. Shiach, Miss C. McGarrity and Cllr M. McNair. Mrs G. Daly's standing apologies were noted due to leave of absence. It was noted that a quorum was present to enable the meeting to go ahead.

2. Chairperson's Remarks

The Chairperson welcomed everyone to the meeting and thanked the committee members for their attendance.

3. Declaration of Interest

Mr Calderwood declared an interest in the Linnvale Church report item within the Development Report (Item 17) and noted he would not take part in discussion.

4. Business Carried Over from the Last Meeting

The Chief Executive wished to highlight that the Combined Heat and Power plant expansion discussions with West Dunbartonshire Council had been reignited and a meeting had been arranged for 05 December.

Per an email from the Chief Executive on 31 October, the Management Committee was reminded that a compliant Annual Assurance Statement had been submitted to the Scottish Housing Regulator by the due date of 31 October 2019.

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

A Committee Member provided a thorough overview of their recent EVH Annual Conference attendance including:

- It was extremely well organised
- Plenary sessions were excellent
- Over half the workshops had been attended but content for others can be reviewed when uploaded to the EVH website

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<p><u>ACTION</u></p>	<ul style="list-style-type: none"> • Highlights included sessions on ACAS, Brexit and Employment Law, Men’s Shed and Pulteney Centre People’s Project, similar to Association’s Centre81. <p>The Management Committee thanked the member for the feedback and noted that a training evaluation form had been completed by the Member and was submitted to the Chief Executive for inclusion in the member’s file.</p> <p>6. Secretary’s Report In the Secretary’s absence the Chairperson provided the following report:</p> <p>a) Correspondence An email had been received from the Clyde 1 Cash for Kids appeal. The Management Committee considered the request and agreed to provide £100 to the local appeal.</p> <p>b) Share Membership Applications Share membership applications were received from the following:</p> <ul style="list-style-type: none"> • Mr Edward, [REDACTED] • Ms Macphee, [REDACTED] • Ms Biggerstaff, [REDACTED] <p>The applications were unanimously approved by the Management Committee.</p> <p>c) MC Applications No applications were received.</p>
<p>FCW</p>	<p>7. Approval of Minutes & Actions Notes</p> <p>a) Management Committee – 29 Oct 2019* (For approval) There were no errors or omissions noted and the Minute including action notes was proposed by Mr Hillhouse, seconded by Mrs Tennant and unanimously approved by the Management Committee.</p> <p>b) Finance & Corporate Services SC – 05 Nov 2019* (For approval) There were not enough Finance & Corporate Services SC members present who had attended the meeting to propose and second the Minute so approval would be carried over to the December Management Committee meeting.</p> <p>8. Business Arising From Minutes (Decision/Approval Required) The Head of Finance & Corporate Services highlighted Item 10 of the Finance & Corporate Services SC Minute in relation to the proposed change to Finance Procedure 8 regarding the level of authority for processing payments and signing cheques. The Management Committee noted that the Sub-Committee provisionally agreed the</p>
<p>SK/LL</p>	

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26
NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD,
CLYDEBANK.

<u>ACTION</u>	
LL	<p>change but asked for it to be considered and agreed in full at the next Management Committee meeting.</p> <p>After full discussion, the Management Committee unanimously agreed to the change.</p> <p>The Head of Finance & Corporate Services asked the Management Committee to consider adding the Maintenance Officer to the Scheme of Financial Delegation as an approved credit card user as they had been omitted from the papers presented to the Finance & Corporate Services Sub Committee. This was unanimously approved by the Management Committee.</p> <p>9. Ratification of All Minutes (Decision/Approval Required) Ratification of the Management Committee Minute was proposed by Mr Hillhouse, seconded by Mr Calderwood and unanimously approved by the Management Committee.</p> <p>10. Rent Policy 2020/21* (Decision/Approval Required) The Head of Finance & Corporate Services and Head of Housing Services referred to the draft Policy 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 Organisations.</p> <p>The Management Committee also referred to the detailed presentation delivered by the 2 Heads of Service and noted that it had also been presented to tenants at the recent Tenant Conference.</p> <p>The Head of Housing Services summarised the key points required by a Rent Policy including:</p> <ul style="list-style-type: none">• Clearly demonstrates how your landlord calculates its rents• Compares the rents changes with other local landlords• Takes into account tenant views <p>The Management Committee noted how affordability is calculated and the 4 examples provided from the SFHA Rent Affordability Comparison tool and the pass rates of the Association's rents (all <30% as required). The Management Committee noted that rent affordability is a key priority for the Scottish Housing Regulator.</p> <p>The Head of Finance & Corporate Services highlighted the importance of providing value to money to all customers and that it is embedded in the Association's Business Plan. The Management Committee noted that discussions around value for money were held at the Tenant Conference.</p> <p>The Head of Finance & Corporate Services referred to information on tenant satisfaction, where rent money was spent in 2018/2019 and the rent setting process.</p>

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26
NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD,
CLYDEBANK.

ACTION

Given the information provided in both the draft Policy and during the presentation, the Management Committee could be satisfied that the proposed rent increase consultation figures of between 2.5% and 3.5% demonstrated affordability, comparability and viability.

After discussion the Management Committee unanimously approved the following options for consultation and agreed that as much detail as possible on each option should be provided to tenants to allow an informed decision to be made:

Option 1: 2.5% – c. £16k operating surplus to provide current level of service provision

Option 2: 3.0% – c. £35k operating surplus ring-fenced to provide enhanced provision of environmental improvements

Option 3: 3.5% – c. £55k operating surplus ring-fenced to provide premium provision of environmental improvements

The Management Committee noted that the final draft Rent Policy would be brought to the January 2020 Management Committee meeting for approval, along with the consultation results.

LL/JF

11. **Service Charge Policy Review 2020/21* (Decision/Approval Required)**

The Head of Housing Services referred to the draft Policy that had been circulated prior to the meeting and highlighted that the service charges are calculated on a whole stock basis.

It was noted that the statement on page 3 of the report should read, "Overall, these service charges still represent value for money with no tenants paying **more than** between £7.82 and £14.96 per month..."

The Management Committee noted all figures presented were based on actual costs to 30 September and estimated costs to the year-end based on the previous financial year/schedule of rates as submitted by contractors plus any extra information available. The Head of Housing Services was pleased to confirm that value for money could be demonstrated with service charges for 2020/2021 being proposed as a maximum of £14.96 (2019/2020: £14.05).

The Management Committee noted the projected increase for common grounds maintenance. The Management Committee understood that additional estate management was included in the rent increase options. It was confirmed that the increase is not related to additional/enhancement works but related to the forthcoming procurement process which is likely to result in increased costs (when compared to recent rates advertised on frameworks) for the current level of service being received by tenants.

The Management Committee unanimously approved the draft Policy and proposed charges for 2020/2021. The Management Committee noted

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<p><u>ACTION</u></p>	<p>that the final Service Charge Policy would be brought to the January 2020 Management Committee meeting for approval, following tenant consultation.</p>
<p>LL/JF</p>	<p>The Head of Finance & Corporate Services left the meeting at this point.</p>
<p>12.</p>	<p>Review of Housing Management Software – Confidential* (Decision/Approval Required) The Head of Housing Services referred the Management Committee to the above report circulated prior to the meeting.</p>
<p>SS</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<p>13.</p>	<p>Housing Management Legal Issues Report* The Head of Housing Services referred the Management Committee to the above report circulated prior to the meeting and highlighted that an email poll had been carried out on decisions required and as such, it was for information only.</p>
<p>14.</p>	<p>Clydebank HA VAT Deregistration - Update* The Chief Executive referred to the Head of Finance & Corporate Services' report circulated prior to the meeting and highlighted the proposal had been presented at a Committee training session on 12 November but only 3 elected members were present and the recommendation required approval from 4 elected members.</p> <p>The Management Committee unanimously approved the cancellation of the CHA VAT registration from 31 December 2019 and approved the Chairperson to sign the HMRC application form. It was noted that the last return would be submitted at the end of the next financial quarter and any VAT payable would be submitted with this last return.</p>
<p>15.</p>	<p>Staffing Report – Confidential* The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the update provided within the report on the following matters:</p> <ul style="list-style-type: none"> • Data Protection and Compliance Officer recruitment – the recommendation to advertise this post as soon as possible to allow an


MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.



<u>ACTION</u>	
SK	<p>appointment early in the New Year was approved. The Chief Executive and Head of Housing Services will manage duties in the intervening period.</p> <ul style="list-style-type: none"> • Temporary Caretaker – contract extension noted. • Welfare Rights Service/Recruitment of Welfare Rights Officer – it was noted the ICF funding application was unsuccessful and as such the Association would recruit a P/T Welfare Rights Officer as previously agreed by the Management Committee. Discussion ensued and due to the office refurbishment it was agreed to postpone recruitment until after the New Year and continue the Clydebank Independent Resource service until 31/03/20 with the Officer commencing in April 2020. • Temporary staffing requirements – contract extension noted and recommendations agreed by the Management Committee. The Management Committee wished recommendation a) to commence immediately given the significant additional responsibility. <p>General discussion ensued on a potential Estate Management apprenticeship team which could be explored in future.</p>
SK	<p>16. Proposed Office Refurbishment – Update The Management Committee noted the verbal update provided by the Chief Executive confirming that the tender returns are undergoing scrutiny by the Quantity Surveyors at present and that the tender report had not yet been finalised. The Chief Executive confirmed, however, that indicative costs appear to be within budget parameters. The Chief Executive will email members in the coming days for approval in order to line up the contractor to start in January with a pre-start meeting in December.</p> <p>17. Development Report* (Decision/Approval Required) The Chief Executive referred to the above report circulated prior to the meeting.</p> <p>a) General Memorandum of Understanding – WDC Strategic Partnership (Update) The Management Committee noted there was no update from the previous month.</p> <p>b) Queens’s Quay Development (37 units) (Decision required) General – The Management Committee discussed and noted the limited updates provided within the report but acknowledged there was a great deal of work being undertaken behind the scenes to progress matters.</p> <p>District Heating System – The Management Committee noted the update provided within the report regarding the Connection and Customer agreements which remain outstanding at present.</p> <p>Private Finance – The Management Committee noted the update provided within the report regarding CAF Bank and that they will attend</p>

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26
NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD,
CLYDEBANK.

ACTION

December's meeting to meet the Committee and provide a brief presentation.

The Chief Executive intimated there had been an offer  on the finance but after appraisal by the Head of Finance & Corporate Services it was confirmed this would not be of significant benefit.

Legal – The Management Committee noted the update provided  within the report regarding the progress with the legal process and that .

Contracts Register – The Management Committee noted the update provided within Appendix 1 of the report.

c) Dumbarton Road, Dalmuir –  The Management Committee noted there is no progress to report.


d)  (20-25 units) (Approval Required)

Mr Calderwood declared an interest in this item and did not take part in discussions.

The Management Committee noted the updates provided within the report. The Chief Executive referred the Management Committee to the Design section and it was noted that a decision required to be made on progressing plans presented by the design team. The Management Committee noted the revised plans distributed by the Chief Executive had taken on board feedback received from West Dunbartonshire Council (WDC) including curvature of the building and parking provision. The Chief Executive confirmed WDC was happy in principle for the change of site use.

The Chief Executive requested permission to progress plans on the basis presented. This was unanimously agreed by the Management Committee. The Management Committee added that balconies would be acceptable if south facing and maximising units on the site to c. 27 could prove more viable.

The Management Committee referred to the tender report circulated at the meeting in respect of Principal Designer services and agreed the appointment of Coltart & Earley per the recommendation from our development consultant. It was noted that the appointment was solely based on price as both tendering companies had substantial experience on working on projects of this size.

 although it was acknowledged the development will require significant work to get it on site by the end of March.

SK

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<p><u>ACTION</u></p> <p>JF</p>	<p>The Chief Executive confirmed herself and the design team had attended a meeting on 11 November with Linnvale and Drumry Community Council and initial plans had been well received and their concerns regarding parking spaces had been taken on board in the new designs. It was noted that the Association would continue to liaise with the Group. The Management Committee also noted that the Chief Executive met with a local resident that day regarding construction traffic concerns and will keep them up to date on progress.</p> <p>The Chief Executive informed the Management Committee that the Head of Housing Services is investigating the potential for a Community Letting Initiative and will update the Management Committee when more information is available.</p> <p>e) Other Sites The Management Committee noted that there was no update available.</p> <p>g) Development Risk The Management Committee noted the risk register detailed in Appendix 4.</p> <p>18. Business Plan 2019/20 – Performance Review to 30 Sept 2019* The Chief Executive referred to the above report prepared by herself, Senior Staff & Communications Officer and circulated prior to the meeting.</p> <p>The Management Committee noted the very detailed progress report which described the actions to date to meet the various targets and objectives.</p> <p>The Chief Executive highlighted the performance targets progress on pages 3-8 and noted that whilst many targets have been met already or are progressing well, there are some unfavourable variances to 30 September 2019 as follows:</p> <ul style="list-style-type: none"> • %age of tenants satisfied with the quality of their home is 87.56% against a target of 90% • Average re-let time is 15.64 days against a target of <15% • %age tenancies sustained > 1 year is 88.76% against a target of >90% • %age recovery rate in year – Rechargeable Repairs is at 53% against a target of 100% • %age of reactive repairs carried out in last year completed right first time is at 93.63% against a target of 95% • Average time to complete approved applications for medical adaptations is at 108 days against a target of 30 days • CHA Power Customer arrears at 5.4% against a target of <3.5% <p>The Management Committee noted the comments towards progress on each of the above as detailed. The Management Committee enquired</p>
---------------------------------------	---

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<u>ACTION</u>	<p>regarding the Right to Repair carried out within timescale being 96.55% (280 of 290 repairs on target) and asked that a comment on improvement be included going forward. The Chief Executive will provide this information by follow up email.</p>
SK	<p>The Management Committee thereafter reviewed the following:</p> <ul style="list-style-type: none"> • 2019/20 actions against priorities (pages 9–15) • Action Plan position on Delivery of Objectives (pages 16-47) • Strategic and Operational Risk Management update (pages 48-67) <p>The Chief Executive invited questions. There were none and the report was accepted by the Management Committee.</p>
19.	<p>Maintenance Tender Reports* (Decision/Approval Required)</p> <p>The Chief Executive referred the Housing Services Manager’s report on the above and highlighted that the two tender reports presented for acceptance as follows:</p> <ul style="list-style-type: none"> • Major Medical Adaptation – Disabled Access Ramps, Radnor Park • Gutter Cleaning 2019-2021
SK	<p>The Management Committee reviewed the detailed information provided and unanimously approved the recommendations within the report.</p>
SK/AMac	<p>The Management Committee enquired whether a provisional roof anchor repair budget had been provided for given the method of gutter cleaning to be utilised. The Chief Executive will confirm.</p> <p>The Management Committee noted that tender reports for the 3 remaining contracts recently advertised on Public Contracts Scotland would be emailed to the members as soon as received in order that these contracts can be awarded as soon as possible.</p>
20.	<p>Asset Management Strategy Action Plan Review*</p> <p>The Chief Executive referred to the Housing Service Manager’s report circulated prior to the meeting.</p> <p>The Management Committee reviewed the detailed update and noted the information presented demonstrated progress towards delivery of the Asset Management Strategy. The Chief Executive invited questions. There were none and the report was accepted by the Management Committee.</p>
21.	<p>Value for Money Action Plan Review*</p> <p>The Chief Executive referred to the report circulated prior to the meeting.</p> <p>The Management Committee reviewed the detailed update and noted the information presented demonstrated progress towards delivery of the</p>

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<p><u>ACTION</u></p>	<p>Value for Money Strategy. The Chief Executive invited questions. There were none and the report was accepted by the Management Committee.</p>
<p>22.</p>	<p>IT Strategy Action Plan Review* The Chief Executive referred to the report circulated prior to the meeting. The Management Committee reviewed the detailed update at the end of the report and noted the information presented demonstrated progress towards delivery of the IT Strategy. The Chief Executive invited questions. There were none and the report was accepted by the Management Committee.</p>
<p>23.</p>	<p>Digital Inclusion Action Plan Review* The Chief Executive referred to the report circulated prior to the meeting. The Management Committee reviewed the detailed update at the end of the report and noted the information presented demonstrated good progress towards delivery of the Digital Inclusion Strategy. The Chief Executive invited questions. There were none and the report was accepted by the Management Committee.</p>
<p>24.</p>	<p>Policy Review – Standing Orders, Sub-Committee Remits and Delegated Authorities* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was a recently approved Policy which required a minor review mainly relating to the updated Scheme of Financial Delegation referred to at Item 8. and proposed changes were highlighted in red. The Management Committee unanimously approved the Policy as presented.</p>
<p>25.</p>	<p>Health & Safety Report including Compliance & Risk* The Chief Executive reminded the Management Committee that the Health and Safety manual is available for reference on the Intranet also in hard copy in the boardroom. The Chief Executive referred to the Housing Services Manager’s detailed report circulated prior to the meeting. The Management Committee noted the improvement to the standard report format to include Risk Management and Compliance on the 6 main landlord compliance subjects including fire safety and asbestos management. It was agreed that each section would be numbered in future reports. The Chief Executive read over the information contained within the asbestos section and the Management Committee noted the explanations provided and that internal improvements had been put in place to improve record keeping and access to information going forward.</p>
<p>AMac</p>	

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<u>ACTION</u>	
	<p>The Management Committee noted that 2 members of staff would be attending specific asbestos training related to Housing Associations in December.</p> <p>After further general discussion, the remainder of the report was noted by the Management Committee.</p> <p>At this point, the Management Committee agreed to suspend Standing Orders so the meeting could continue as the time had reached 9.00pm.</p> <p>26. Centre81 Monthly Report* (Decision required) The Chief Executive referred to the joint report from herself and the Centre81 Co-ordinator circulated prior to the meeting and the Management Committee noted the wide variety of events held at Centre81 and the progress of funded projects and funding applications.</p> <p>The Chief Executive highlighted the Active Connections project to provide an access ramp at the side of Centre81 to the Canal Path and the update on match funding required to progress the project.</p> <p>The Management Committee discussed the proposal to contribute c. £10k-£30k in match funding to the project via community benefit clauses in procurement contracts and staff time. The Management Committee unanimously agreed to the contribution as required.</p> <p>The Chief Executive sought permission to engage solicitors to progress with a lease from British Waterways, required by some potential funders. It was noted that this could be in the region of £3k and would only be recouped in the event that the match funding was secured. The Chief Executive highlighted that c. £5k had been expended to date which is not yet claimable due to changes in Sustrans funding rules. After consideration, the Management Committee was happy to continue to proceed on this basis.</p> <p>The Chief Executive referred to the update on the Scottish Government Investing in Communities Fund (ICF) project ‘Empowering Clydebank’ and the Management Committee [REDACTED].</p> <p>The remainder of the report was noted by the Management Committee.</p> <p>27. Customer Consultation/Communications Update* (For review) The Communications Officer referred to the above report circulated prior to the meeting and welcomed questions or improvements. The Management Committee noted the first and second page new report layout in line with other Committee reports.</p> <p>The Communications Officer confirmed that the presentation for the Association’s workshop at the TPAS Annual Conference had been submitted and that both she and the Chief Executive were very proud of</p>
SK	
SK	

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 NOVEMBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

ACTION

the Association’s tenant participation journey detailed within the presentation. It was noted the presentation could be included in a future Management Committee training/information session.

The remainder of the report was noted by the Management Committee.

28. Focus on Governance/Risk – Self-Assurance

a) Assurance Improvement Action Plan*

The Chief Executive referred to the above report circulated prior to the meeting and confirmed it details updates on the improvements identified during the Association’s self-assurance process 2019. The update was duly noted.

b) Notifiable Events – 10 minute training slot (if time permits)

Time did not permit for this training on this occasion.

c) Notifiable Events Register*

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted that entry no. 4 had been addressed and closed off now by the Scottish Housing Regulator.

29. Intranet (For Info)

The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers and updated Policies and Procedures.

30. Signing of Minutes

The minutes were distributed to members present and were duly signed at the end of the meeting.

31. Date and Time of Next Meeting/Training Session

As per schedule.

Meeting closed.

Checked by: _____

Date: _____

APPROVED

PROPOSED

SECONDED

SK/SF

* Indicates report issued with agenda