#### <u>ACTION</u>

Present:

Mrs K. Tennant Chairperson Elected Member
Mr P. Shiach Secretary Elected Member
Mr J. Hillhouse Treasurer Elected Member
Mr J. Calderwood Elected Member
Ms D. Smith Elected Member

Mrs L. Breeze Casual vacancy Member Clr J. Mooney Co-opted Member

Cllr M. McNair Co-opted Member

Mr T. McCormack (part attendance until 5.30pm)

Casual vacancy Member

In Attendance:

Mrs S. Keenan Chief Executive

Mrs S. Farrell Communications Officer

## 1. Apologies

Apologies were received from Miss C. McGarrity and Mr J. O'Donnell. Mrs G. Daly's continuing special leave of absence was noted. 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 Association's first virtual meeting and thanked the committee members for their attendance. It was noted that there were minor issues in hosting the meeting virtually but that this was a learning curve for all involved.

#### 3. Declaration of Interest

Mr Calderwood declared an interest in the Linnvale Church report item within the Development Report (Item 11) and noted he would not take part in discussion.

## 4. Business Carried Over from the Last Meeting

There was no business carried over.

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

There was no feedback to report.

## 6. Secretary's Report (Decision/Approval Required)

The Secretary provided the following report:

## a) Correspondence

No correspondence was received.

## b) Share Membership Applications

No applications were received.

## c) MC Applications

No applications were received.

### **ACTION**

## d) A Sloan Annual Audit Planning Letter - CHA\*

The Chief Executive referred the Management Committee to the above letter circulated prior to the meeting containing the Audit Timetable for the audit of the Association's financial statements for the year ended 31 March 2020. The Management Committee noted the audit would commence 18 May and be carried out remotely. The Management Committee enquired whether there would be any delays in the preparation of the final accounts given the pandemic situation. The Chief Executive confirmed that there should be no delays and the accounts will be presented as planned, a week before the scheduled AGM. The Management Committee approved the audit planning letter for Clydebank HA.

## d) A Sloan Annual Audit Planning Letter - CHA Power\*

The Chief Executive referred the Management Committee to the above letter circulated prior to the meeting containing the Audit Timetable for the audit of CHA Power's financial statements for the year ended 31 March 2020. The Management Committee noted the audit would commence 18 May and be carried out remotely. The Management Committee approved the audit planning letter for CHA Power.

## 7. Approval of Minutes & Actions Notes a) Management Committee – 25 February 20\* (For approval)

There were no errors or omissions noted and the Minute was proposed by Mrs Breeze, seconded by Mr Shiach and unanimously approved by the Management Committee. Progress against action notes from the meeting were also noted.

## b) Housing Services S-C - 10 March 20\* (For approval)

There were no errors or omissions noted and the Minute was proposed by Ms Smith, seconded by Mrs Breeze and unanimously approved by the Management Committee. Progress against action notes from the meeting were also noted.

# c) Management Committee decisions per Rule 55 – Update 27 Mar 2020 – carried 03 Apr-2020\* (For approval)

The Management Committee noted the requirement to have decisions agreed by email recorded at a Management Committee meeting under the above Rule. As such a record of Management Committee decisions contained with email update number 2 sent on 27 March 2020 during the Coronavirus Pandemic was presented for approval. There were no errors or omissions noted and the Minute was proposed by Mr Calderwood, seconded by Mrs Tennant and unanimously approved by the Management Committee.

## 8. Business Arising From Minutes

The Chief Executive wished to provide an update on decisions made at the Management Committee meeting of 25 February as follows:

### **ACTION**

- Mrs Daly's leave of absence was extended as agreed
- Work on both the Queens Quay site and office refurbishment had ceased
- The following Staffing issues has been delayed due to the Pandemic situation and other pressing priorities:
  - o the recruitment of a part-time Welfare Rights Officer
  - o the staff appraisals summary report
  - the recruitment of an apprentice to join the Estate Management team
  - potentially the recruitment of a PATH Trainee (due August/September)
  - o Investors in Young People accreditation assessment
  - seeking advice from EVH regarding the process involved in adjusting annual leave during long-term sick leave
- 9. Ratification of all Minutes (Decision/Approval Required)
  Ratification of the Management Committee Minute was proposed by Mrs
  Breeze, seconded by Mr Hillhouse and unanimously approved by the
  Management Committee.
- 10. Emergency decisions since last meeting\* (For information)
  The Chief Executive referred to the above report circulated prior to the meeting, for information only. The Management Committee noted the details of the 3 operational decisions made under Section 1.24 of our Standing Orders, Sub-Committee Remits and Delegated Authorities and the Management Committee members who ratified the decisions.
- 11. Development Report\* (Decision/Approval Required)
  The Chief Executive referred to the above report circulated prior to the

meeting and reiterated the purpose of the report.

a) General
Memorandum of Understanding – 
(Update)



The Management Committee noted the update contained with the report.

b) Queens's Quay Development (37 units) (Decision Required)
General – The Management Committee noted the information contained within the report in relation to the conclusion of legal documentation in relation to this development and noting the 9 Management Committee members who had confirmed their agreement to progress.



**Site mobilisation** – the Management Committee noted that despite a site mobilisation on 02 March, the site closed on 23 March and remains closed due to the pandemic.

<u>ACTION</u>	Private Finance –
SK	
SK	
	The Management Committee noted non-utilisation fees would be incurred as soon as the first funds are drawn until full loan drawdown.
	<b>Contracts Register</b> – The Management Committee noted the update provided within Appendix 1 of the report.
	c) Dumbarton Road, Dalmuir –  The Management Committee noted there was no update from the previous month.
	d) Former St Cuthbert's Church – Linnvale (25 units+) (Update) Mr Calderwood declared an interest in this item and did not take part in discussions.
	The Management Committee noted the thorough update on all matters and the following was highlighted:
	Draft Programme – The latest programme in Appendix 2 was noted.
	Funding – The Chief Executive confirmed that almost all of the Housing Grant awarded had been drawn down to 31 March 2020, c. £379k as detailed in Appendix 3. The Management Committee noted the tender submissions, spanning 2 financial years, were uploaded on 02 April and a technical review is ongoing. The outcome/formal approval which would allow the development to commence, is awaited.
	<b>Acquisition</b> – the Management Committee noted the update within the report.
i l	

### **ACTION**

**Design for Planning** – the Management Committee noted the update within the report.

**Contractor Selection** – the Chief Executive commented that the contractor assisted with the tender application.



**Insurance** – the Management Committee noted that there has been no further incidences of vandalism or water ingress.

**Community Consultation** – the Management Committee noted the concerns expressed by the Linnvale and Drumry Community Council regarding the positioning of the entrance to the carpark due to the fact that Attlee Avenue is quite narrow and there is generally parking on the road. They indicated that there would be greater visibility if the entrance was at the Dalton Avenue side.

The Chief Executive read aloud information from the Association's architect which set out why access from Attlee Avenue was the optimum position for this small site. The Management Committee noted that the Chief Executive compiled a detailed response to the Community Council and their feedback is awaited. The Association's commitment to work together with tenants, the community, Community Council and future tenants to make the site work was reiterated.

#### e) Other Sites

It was noted no other sites are being explored at present.

#### f) Development Risk

The Management Committee noted the risk register detailed in Appendix 4 and the addition due to the pandemic situation. The Chief Executive stated this would no doubt be built on in the coming months.

The Chief Executive welcomed questions on the report. There were none and the content of the report was noted.

## 12. Tenders - Update a) Internal Audit\*

The Chief Executive referred the Management Committee to the above invitation to tender which had been circulated prior to the meeting. The Management Committee agreed a price/quality scoring for the proposal would be 40% price/60% quality. The Management Committee agreed that interviews would not be carried out in the current pandemic, however, a clause would be added that virtual interviews may be called dependent on the tender submissions received.

The Management Committee unanimously approved the Internal Audit invitation to tender.

### **ACTION**

## b) External Audit\*

The Chief Executive referred the Management Committee to the above invitation to tender which had been circulated prior to the meeting.

The Chief Executive referred the Management Committee to the above invitation to tender which had been circulated prior to the meeting. The Management Committee agreed a 40% price/60% quality scoring and inclusion of a clause regarding virtual interviews per 12a).

KT/LB

The Chief Executive asked if any member would like to participate in the scoring exercises. Mrs Tennant and Mrs Breeze expressed an interest. The Chief Executive confirmed the closing date is 27 May.

## 13. Complaints and Compliments\* (Decision/Approval Required) a) Complaints for quarter to 31 March 2020\*

The Communications Officer referred to the report which was issued prior to the meeting detailing the outcome of the 16 complaints received in the quarter and the service improvements put in place following 14 (87.5%) upheld complaints.

The Management Committee was then referred to the Year to Date statistics for 2019/2020 and noted 62 complaints were completed in the year, 37 (59.7%) of which were upheld. A comparison with the previous year was provided for reference: 2018/2019 - 103 complaints were received in the year, 76 (73.8%) of which were upheld.

The Communications Officer confirmed a dip in complaint numbers has been seen as it was reported last year that complaints had risen from the previous year due to major repairs issues.

The Communications Officer confirmed the report will be brought back to the May meeting to include benchmarking with others, the previous year, categories of service and complaints handling satisfaction for the year not available until then.

The Communications Officer added that staff continue to be pro-active at identifying and logging complaints particularly from conversations with customers.

The Management Committee noted the breakdown in categories detailed at the end of the report. The Communications Officer assured the Management Committee that all upheld complaints are circulated and discussed by the relevant departments and also referred to at full staff meetings to make sure improvements noted are put in place.

## b) Compliments for quarter to 31 March 2020\*

The Communications Officer referred to the above report which was circulated prior to the meeting detailing 17 compliments received in the quarter. The Communications Officer confirmed that all compliments are passed on to the relevant staff/contractor.

SF

### **ACTION**

#### c) Complaints for the year to 31 March 2020 - ARC Return\*

The Communications Officer referred to the report which had been circulated prior to the meeting and informed the Management Committee that this report formed the basis of the information required for the Annual Report on the Charter to 31 March 2020 and the following was noted:

- 62 complaints were responded to in full in the year (including 1 brought forward from 2018/19)
- No complaint were related to Equalities issues
- 2 complaints were carried forward to 2020/2021
- 55 complaints were dealt with at the first stage (1 c/o to 20/21)
- 7 complaints were dealt with at the second stage (1 c/o to 20/21)
- 37 of 62 in the year were upheld (59.7%)
- None were referred to the Ombudsman
- 100% of complaints responded to in full were within SPSO timescales
- The categories of complaints in the year, as defined by the Scottish Housing Network for comparison purposes, was noted

The Communications Officer asked if the Management Committee had any questions or comments. There were none. The Management Committee noted the report.

Mr McCormack left the meeting at this point.

# 14. Business Plan 2020-2025 - verbal update (Decision/Approval Required)

The Chief Executive confirmed that normally at this stage of the year, there would have been numerous engagement activities regarding the business plan including Registered Tenants Organisation (RTO), staff and Committee.

The Chief Executive proposed that given the current pandemic, that she review the Business Plan text through tracked changes to present to the Management Committee for approval and it could be presented to the RTO and staff for discussion at a later date.

The Management Committee unanimously agreed the proposal, particularly to avoid a bottleneck of work when the pandemic lockdown eases. The Chief Executive aimed to have a draft for review by 02 June.

15. Covid-19 Update 6 and Costs to Date\* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting. The Chief Executive hoped the Management Committee was getting some benefit from the weekly updates which include staffing and details from external bodies including SFHA, SHR, and GWSF and to reassure the Committee how well the Association is doing in the circumstances.

The Chief Executive referred to point 2a) where a decision was required on a deviation to Policy to allow the Association to let houses which are

SK

### **ACTION**

unable to be let through the Allocations process as short term emergency accommodation to West Dunbartonshire Council. The Management Committee discussed the proposal and enquired as to the definition of short term. Whilst it was thought this could be until the Council had suitable accommodation, as this was not clear, the Management Committee was happy to agree to the Policy deviation in principal but required further clarification on the detail of the lets.

The Chief Executive read over the remainder report, highlighting key points as follows:

- The current service provision and emerging risks of each department.
   The increase in rent arrears was discussed and it was noted this could present a future risk in the Association's ability to deliver services and its planned investment programme. The Chief Executive confirmed the situation will be factored into financial scenarios for the Business Plan and will need carefully managed whilst taking cognisance of tenants' situations
- The staffing position and full staff meeting arranged virtually for 29 April. It was noted13% of staff were unable to work due the pandemic
- We are in the process of forming a plan on what returning to the office would look like to allow customer local access once the lockdown restrictions are relaxed, whilst following Government guidance and ensuring social distancing (Policy to be developed)
- Monthly Coronavirus information return to the Scottish Housing Regulator is expected to be submitted by 07 May and would be included in next update for MC perusal
- Coronavirus additional costs to date were noted. The Communications Officer confirmed that the cost of the Coronavirus edition newsletter would be included when invoices are received
- The progress of the check-in calls to vulnerable tenants
- Activity at Centre81 including providing a base for foodbank services and that Association staff are supporting the delivery of food parcels.
   The application has been completed and submitted to the Wellbeing Fund to build on the services being delivered from the Centre

The Management Committee noted the Advisory Guidance 'Coronavirus – advice for governing bodies' from the Scottish Housing Regulator, appended to the report, which was for information. No concerns were raised in regards to the content.

## 16. FOI – Quarter 4 Return\*

The Chief Executive referred to the Head of Housing Services' report on the above, circulated prior to the meeting.

The Management Committee noted the content of the report and that no FOI requests were received in the Quarter to 31.03.20. It was noted the Quarter 4 report had been submitted to the Scottish Information

SK

### **ACTION**

Commissioner as required. The Management Committee noted the report.

# 17. Proposed Mortgage to Rent Purchase – \_\_\_\_\_, Clydebank\* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the Head of Finance and Corporate Services' report on the above circulated prior to the meeting. The Management Committee noted it was regarding the proposed purchase of a semi-detached 4 apartment, 5 person property via the Mortgage to Rent Scheme.

LL

The Management Committee, taking into account the capital expenditure, cost of repairs identified and available budget, unanimously agreed to progress with the purchase on the basis detailed.

## 18. Health and Safety Report including Risk\* (Decision/Approval Required)

The Chief Executive referred to the Housing Services Manager's detailed report circulated prior to the meeting covering all elements of Landlord Health and Safety including updates to the manual and updates on all 6 keys areas of risk and compliance - fire safety, asbestos management, water systems management, electrical safety, gas safety and lift safety. The Management Committee noted the report was to reassure members that the Association is meeting all of its Health & Safety obligations.

Audit of Health & Safety Management Systems – the Management Committee noted the proposal of a joint procurement exercise, as detailed, for a more in-depth health and safety audit covering the six main areas of safety as detailed above. The Chief Executive confirmed that whilst this had not been budgeted for, the Association would not be bound by the exercise if the cost was not too high.

SK/AMac

After discussion, the Management Committee felt that given the recent focus of the Scottish Housing Regulator on tenant safety and recent experience regarding asbestos management, it would be prudent to engage in this procurement exercise with a view to improving our health and safety management systems.

SK

The Management Committee enquired when the Health and Safety Declarations need signed and the Chief Executive confirmed she would clarify this with the Housing Services Manager.

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

19. Customer Consultation/Communications Update\* (For information)

The Communications Officer referred to the above report circulated prior to the meeting and welcomed questions or improvements.

The Management Committee noted the updates provided within the report including customer consultations which help us meet the

### **ACTION**

Customer/Landlord Relationship outcomes of the Scottish Social Housing Charter and Tenant Participation legislation.

In particular, the Communications Officer highlighted the following:

- The ideas for consultation for 2020/21 discussed at a successful communications meeting between Senior Staff and the Data Protection and Compliance Officer
- CHA attendance at the RPMTRA Blitz Memorial and the successful partnership clear out day
- The unfortunate postponement of further Tenant Panel meetings and residents group activity due to the pandemic
- Positive owner satisfaction survey results 90.3% very/fairly satisfied with the factoring service provided. A 2-page special report to owners on the outcomes and actions to be taken to improve our factoring service is planned for the June ChitChat
- The 8-page coronavirus newsletter delivered to residents by email were held and by post were no email to ensure no resident is disadvantaged by not having online access to the advice and signposting provided
- Highlights from the very robust Coronavirus communications plans

The Management Committee asked that the recommencement of the West Dunbartonshire Council recycling/waste uplift services be promoted as soon as information is available. The Communications Officer confirmed this would be done and as widely as possible.

The Management Committee noted the remainder of the report.

#### 20. Centre81 Report\* (For information)

The Chief Executive referred to the Centre81 Co-ordinator's report which was circulated prior to the meeting and the Management Committee noted the updates provided.

The Chief Executive highlighted the Centre81 Steering Group activities including activity packs delivered to young people in the area, supporting the food bank and engaging with their users online.

The Management Committee noted the update regarding the Coronavirus impact on the Sustrans access ramp project and ICF and CCF projects.

The Management Committee noted the remainder of the report.

# 21. Focus on Governance/Risk – Self-Assurance (For information) a) Self-Assurance Action Plan update 2019\*

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the updates on the improvements action plan identified during the Association's self-assurance process 2019. The Chief Executive confirmed that progress

SF

### **ACTION**

continues to be made and that when a few areas covering benchmarking are achieved, a number of areas will be completed. All agreed that they wished the update to be complete prior to commencing process for 2020.

### b) Self-Assurance Process 2020

SK/SS

The Chief Executive referred to the pandemic situation and overdue meetings to progress the process. The Chief Executive proposed that she and the Senior Staff would start to bring together the evidence worksheets and indicator statements. The Chief Executive will then issue these to the working group so that the group can choose areas to look at. This proposal was unanimously agreed by the Management Committee.

## c) Future MC Meetings – review of current schedule and starting times\*

The Chief Executive referred to the above draft schedule circulated prior to the meeting and discussion ensued on the most appropriate meeting start time for virtual meetings. It was agreed 4.30pm was the consensus for now but that the Chief Executive to check with members who were not in attendance at the meeting.

## d) Notifiable Events Register\*

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the addition regarding the Coronavirus Impact and that the Association will keep the Regulator fully up to date on any emerging concerns.

The Chief Executive confirmed that providing security over Association properties for Queens Quay was not required to be reported until the financial close.

The Management Committee enquired whether an update would require to be provided for no. 5, temporary office closure, given the timescale provided has now passed. The Chief Executive would comment on this in her next update to the SHR.

SK

#### e) Management Committee Appraisals - update

SK/KT

The Chairperson confirmed that appraisal forms would be sent out to all in both paper and online formats with a return date of the end of May noted. Thereafter, the Chairperson would conduct interviews via Zoom.

## 22. Intranet (For Info)

The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers, updated Policies and Procedures and a new Covid-19 tab to allow important information to be accessible from one central point.

SK

ACTION	23.	Signing of Minutes  The Management Committee acknowledged that minutes were unable to be signed at present and noted that minutes will be distributed to applicable members for signing after the Coronavirus lockdown has ceased.
	24.	Date and Time of Next Meeting/Training Session As per the new schedule. It was noted that this would be a brief, essential meeting on 12 May 2020 in order to review Policies.
		Meeting closed.
		Checked by:
		Date:
		APPROVED
		PROPOSED
		SECONDED
		SK/SF
	* Indi	cates report issued with agenda