

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 23  
FEBRUARY 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

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Present:

Mrs K. Tennant

Chairperson

Elected Member

Mr J. Hillhouse

Treasurer

Elected Member

Mr P. Shiach

Secretary

Elected Member

Mrs L. Breeze

Elected Member

Mr J. Calderwood

Elected Member

Mr J. O'Donnell

Elected Member

Ms D. Smith

Elected Member

Mrs G. Daly

Filled casual vacancy

Cllr M. McNair

Co-opted Member

In Attendance:

Mrs S. Keenan

Chief Executive

Mrs L. Lees

Head of Finance and Corporate Services

Mrs S. Farrell

Communications Officer

1. Apologies

Apologies were received from Cllr J. Mooney and Miss C. McGarrity. 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 them for their attendance. The Chairperson asked the staff to leave the meeting briefly in order to discuss an ad-hoc item regarding the Chief Executive's departure. At this juncture, the Communications Officer and Head of Finance and Corporate Services left the meeting.

The Chairperson indicated that she had spoken with EVH in relation to [REDACTED]. She added that per our Succession Planning Policy, she would contact CHA's resident's groups to obtain their views on what qualities they would be looking for in a new Chief Executive. Furthermore, it was noted that the Policy sets out that a tenant representative of the Management Committee should be involved in the recruitment process and after discussion, it was agreed that [REDACTED] be involved.

The Management Committee agreed that the Staffing Report (Item 10) should be discussed at this juncture and the following was noted/agreed:

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a) The revised recruitment timetable

b) The revised leaving date for the outgoing Chief Executive of 16 April 2021

c) Article drafted for inclusion in ChitChat regarding Chief Executive's departure

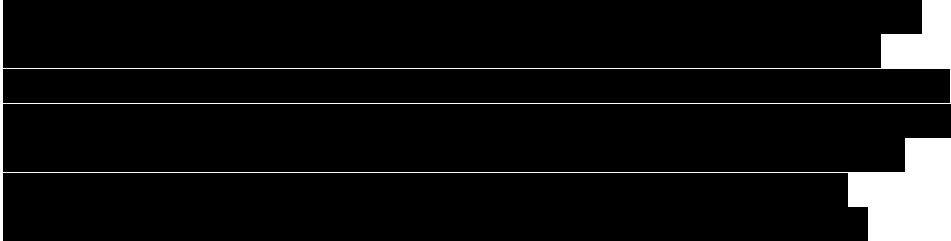




d) [REDACTED]

e) [REDACTED]

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<p><u>ACTION</u></p>	<p>The Communications Officer and Head of Finance and Corporate Services returned to the meeting at this point.</p> <p>3. <b>Declaration of Interest</b> Councillor McNair declared an interest in Item 12e). It was therefore noted that Cllr McNair would not participate in discussions on this item.</p> <p>4. <b>Business Carried Over from Last Meeting</b> There was no business carried over from the previous meeting.</p> <p>5. <b>Management Committee External Training/Conference Feedback (if applicable)</b> There were no feedback reports from members. The Chairperson promoted the Women in Housing Conference to be held by SHARE on 05 March and also the variety of online/evening courses and events being held regularly by housing training providers.</p> <p>6. <b>Secretary's Report</b> The Secretary confirmed the following:</p> <p>a) <b>Correspondence</b> No correspondence had been received.</p> <p>b) <b>Share Membership Applications</b> No Share Membership applications had been received.</p> <p>c) <b>MC Membership Applications</b> No Management Committee applications had been received.</p> <p>7. <b>Approval of Minutes &amp; Actions Notes</b> a) <b>Management Committee – 02 Feb-21* (For approval)</b> There were no errors or omissions noted and the Minute was proposed by Mr O'Donnell, seconded by Mr Hillhouse and unanimously approved by the Management Committee. Progress against action notes from the meeting were also noted. The progress of the contractors' newsletter was noted and the Communications Officer stated it looked on schedule to be published w/b 01 March.</p> <p>b) <b>Finance &amp; Corporate Services – 09 Feb-21* (For approval)</b> There were no errors or omissions noted and the Minute was proposed by Mr Hillhouse, seconded by Mrs Tennant and unanimously approved by the Management Committee.</p> <p>8. <b>Business Arising From Minutes</b> There was no business arising from the minutes.</p> <p>9. <b>Ratification of all Minutes (Approval Required)</b> Ratification of all Minutes was proposed by Mr O'Donnell, seconded by Mr Hillhouse and unanimously approved by the Management Committee.</p>
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<p><u>ACTION</u></p>	<p>10. <b>Staffing Report – Confidential* (For information)</b> Discussed under Chairperson's Remarks (Item 2)</p> <p>11. <b>EVH-Employer's Ballot (Pay Award 2021 &amp; 2022)* (Decision Required)</b> The Communications Officer and Head of Finance &amp; Corporate Services left the meeting at this point.</p> <p></p> <p>The Communications Officer and the Head of Finance &amp; Corporate Services returned to the meeting at this point.</p> <p>12. <b>Development Report* (For information)</b> Councillor McNair declared an interest in Item 12e) and did not participate in discussions regarding the matter.</p> <p>The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the detailed updates provided in relation to our current and proposed developments. The Chief Executive confirmed there was nothing additional to add to progress detailed in the report under General, Queens Quay or  and moved to updates within the following item:</p> <p><b>d) Former St. Cuthbert's Church – Linnvale (24 units)</b> <b>Site Start</b> – the Management Committee noted the demolition is now due to commence at the end of February with a site start towards the end of March.</p> <p><b>Community Consultation</b> – the Management Committee noted the recently issued newsletter within Appendix 4. It was noted that 2 negative comments were received but that the Chief Executive had responded and the residents had been satisfied with the responses.</p> <p>The Chief Executive invited questions. There were none and the item was noted.</p> <p><b>e) Proposed Clydebank Bowling Green development – Design and Build</b> <b>Legal</b> – the Management Committee noted that the  valuation report had been received since the report was issued and placed a value of  on the land. The Chief Executive confirmed that this valuation was expected and takes into account .</p>
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The Chief Executive informed the Management Committee that the Scottish Government, while satisfied with the development proposal including the acquisition [REDACTED]

[REDACTED]

[REDACTED]

The Management Committee noted an application for acquisition costs was due to be submitted and may include planning permission and building warrant costs which can be passed to the developer as these had been front funded.

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

**f) Other Development Opportunities** – the Management Committee noted the 2 updates provide regarding other development opportunities including [REDACTED] and [REDACTED] and noted further information as detailed will be provided to a future meeting.

The Chief Executive highlighted the content of all Appendices for information, including the Dalton Avenue development newsletter and risk register at Appendix 6.

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

**13. Cart Street - verbal update (For information/Confidential)**

[REDACTED]

**14. Standing Orders, S-C Remits & Delegated Authorities Review\* (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 an existing Policy not yet due for review but which required minor changes, mainly to reflect the recent change of Association Rules, and that tracked changes were highlighted in red.

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<u>ACTION</u>	<p>The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p><b>15. Policy Review – Sustainability &amp; Action Plan* (Decision/Approval Required)</b> The Chief Executive referred the Management Committee to the above draft Policy/Action Plan which was circulated prior to the meeting and highlighted that it was first approved in January 2020 and as with all new Policies is brought back for review after one year and that minor tracked changes were shown in red. The Chief Executive highlighted the importance of the Action Plan in demonstrating to the Management Committee progress is being made against the agreed actions. The Management Committee noted the importance of this Policy as it affects all aspects of the Association's business.</p> <p>The Management Committee unanimously approved the Policy/Action Plan as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p><b>16. Policy Review - Environmental* (Decision/Approval Required)</b> The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy due for its 3-yearly review and that no changes were proposed.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that it would be signed and posted on the Intranet/displayed in the office.</p> <p><b>17. Policy Review – Succession (Senior Staff)* (Decision/Approval Required)</b> The Management Committee noted the Policy was first approved in January 2020 based on the EVH Model but as with all new Policies is usually brought back for review after one year. The Chief Executive referred to the Policy, circulated prior to the meeting, and highlighted that significant tracked changes were shown in red, mainly to reflect new guidance issued by the SFHA. The Chief Executive confirmed the draft reflected best practice and provided more detail and clarity on the process.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p><b>18. Policy Review – Governing Board Annual Appraisals* (Decision/Approval Required)</b> The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy not yet due for review but which required</p>
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<p><u>ACTION</u></p>	<p>changes to reflect the SFHA's Governing Body Member Annual Review Guidance (updated February 2021), and that tracked changes were highlighted in red.</p> <p>The Chairperson commented that an addition is a 360 degree appraisal of the Chairperson every 3 years and that this was welcomed.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p><b>19. Policy Review – Disciplinary* (Decision/Approval Required)</b> The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that this was an existing Policy which required 3-yearly review and that minor tracked changes, mainly in line with the updated EVH Model, were highlighted in red.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p><b>20. New Policy – Grievance* (Decision/Approval Required)</b> The Chief Executive referred the Management Committee to the above new draft Policy which was circulated prior to the meeting and highlighted that currently grievance issues were dealt with through the Conditions of Service but that it was good practice to have it detailed in a standalone Policy. The Management Committee noted the draft Policy was based on the EVH Model.</p> <p>The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.</p> <p><b>21. Governing Body Role Descriptors Review* (Decision/Approval Required)</b> The Chief Executive referred to the above document, circulated prior to the meeting and highlighted that it was an existing document which required review in line with the SFHA Model (Feb 2021) and tracked changes were highlighted in red. The Chief Executive confirmed the draft adds more clarity to the roles, especially for new members.</p> <p>The Management Committee unanimously approved the Review as presented.</p> <p><b>22. SHR – Covid19 Returns – to 31 January 2021* (For information)</b> The Chief Executive referred to the above report circulated prior to the meeting and confirmed it is a useful indicator for both the Scottish Housing Regulator and the Association to closely monitor the effects of</p>
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<p><u><b>ACTION</b></u></p>	<p>Covid-19 on key business areas including staffing and arrears and that 9/10 months data was now included.</p> <p>The Chief Executive highlighted several key points within the report as follows:</p> <ul style="list-style-type: none"> <li>• Number of staff employed had increased by 3.17 to 36.1</li> <li>• Number of staff absent – difference from month 1 to 9/10 is a positive change, -1.35 from 5.35 in month 1</li> <li>• Percentage of staff absence is also -5.1% from 16.2% in month 1</li> <li>• Number of staff on furlough has decreased 3.88% from 5.65% (currently 0.71 FTE)</li> <li>• Gross rent arrears at month end remain were noted as showing a somewhat static trend, currently £25.6k. It was noted the Head of Housing Services would go into in more detail at the next Housing Services Sub-Committee meeting</li> <li>• Total rent due had increased by nearly £37k since month 1</li> <li>• Gross rent arrears as % of rent collected &gt;0.55% from month 1 to 4.5%</li> <li>• Continued movement in lets was noted with 16 in months 9/10</li> <li>• Cash balances were noted &gt;£0.5m from month 1 due to lack of spend on major and cyclical repairs due to restrictions, but that it was confirmed that figures were included in the financial projections going forward</li> <li>• 18 Notice of Proceedings had been served since month 1, where tenants would not engage regarding rent arrears but they cannot be enforced at this time</li> </ul> <p>The Chief Executive invited questions. There were none and the report was noted.</p> <p><b>23. Freedom of Information Return - Oct-Dec 2020* (For information)</b> The Chief Executive referred the Management Committee to the above report from the Head of Housing Services circulated prior to the meeting and noted that two FOI requests were received in the Quarter to 31.12.20 and that this was reported on schedule to the Information Commissioner's Office.</p> <p>The report was noted by the Management Committee.</p> <p><b>24. Bad Debt Write Offs – Rents* (Decision Required)</b> The Chief Executive referred to the above draft Policy/report prepared by the Head of Housing Services which was circulated prior to the meeting and noted it was an annual Policy review and report which comes to the Management Committee each February.</p> <p>The Chief Executive confirmed it is an accounting requirement to write off debts and credits but that although debt is written off, in accordance with the Policy, it will continue to be pursued where possible.</p>
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<p><u>ACTION</u></p>	<p>The Management Committee was directed to table 1 and noted it was proposed that £28,624.94 (50%) of 29 former tenant arrears be written off and then to table 2 where it was proposed that £336.37 of 15 former tenant credits be written off.</p> <p>The Management Committee unanimously agreed the Policy and all write offs as detailed.</p> <p><b>25. GDPR Action Plan Update* (For information)</b> The Chief Executive referred to the Data Protection and Compliance Officer's (DPCO) report on the above circulated prior to the meeting. The Chief Executive confirmed the report was for information only, to track monthly progress against required actions following internal audit recommendations. The Chief Executive added that on a recent audit to ensure staff/Management Committee were following up on recommendations, they were very satisfied with the progress of the DPCO.</p> <p>The Management Committee noted the update.</p> <p><b>26. SHR Landlord Report 2019/20 Review* (For information)</b> The Communications Officer referred to this expanded report prepared by herself and the Senior Staff Team, circulated prior to the meeting and highlighted the purpose of the report is to review the Landlord Report from the Scottish Housing Regulator for Clydebank Housing Association to 31 March 2020 and identify where improvements to performance and/or the ongoing relationship with tenants can be achieved. The Communications Officer confirmed that even were performance was good, is it prudent to reflect on how things can be improved to bolster the next ARC and Tenant Satisfaction Survey statistics.</p> <p>The Management Committee noted that on reflection of the reach of the report, further relevant Scottish Social Housing Charter outcomes will be added to the report's opening page going forward.</p> <p>The Communications Officer welcomed any further ideas for improvements and the following was highlighted:</p> <ul style="list-style-type: none"> <li>• Throughout, whilst green areas suggest improved/good performance, there is still room for improvement and actions on each area have been identified</li> <li>• At page 6, 4.0 Opportunities to participate in (amber for performance dropped from previous year but still above national average), 17 improvements/actions had been identified including introducing and promoting a Calendar of Events for involvement and noticeboards in all closes to promote participation in aspects including estate management</li> <li>• At page 10, 8.0 Reactive repairs 'right first time' (red for poorer performance on previous year and below national average), 12 improvements/actions had been identified including utilising</li> </ul>
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<p><u><b>ACTION</b></u></p>	<p>HomeMaster's increased communication capabilities and promotion of what is Right First Time with all tenants, staff and contractors</p> <ul style="list-style-type: none"> <li>At page 13, 11.0 Value for money - Total rent collected (amber), 4 improvements/actions had been identified including increased "How to/the importance of paying your rent" articles in ChitChat and to maximise the use of the Welfare Rights Officer to ensure financial support accessible to all tenants</li> </ul> <p>The Communications Officer invited questions. The Management Committee commented that it was a good report and could see the approach was about continuous improvement in all areas. The report was noted by the Management Committee.</p> <p><b>27. Centre81 Report*</b></p> <p>The Chief Executive referred to the Centre81 Co-ordinator's report on the above circulated prior to the meeting and confirmed it is for information only and the Centre remains closed until further notice. The Chief Executive particularly highlighted the following:</p> <ul style="list-style-type: none"> <li>The good work of the Steering Group in continuing services online such as their daily Virtual Youth Group</li> <li>The progress of the access ramp from the Centre to the Canal Path and enclosed progress photos were referred to. The Management Committee specifically commented on the lovely lightboxes and the Chief Executive confirmed a local school had a competition where pupils depicted items important to Clydebank and these were replicated. The Chief Executive intimated a time capsule would also be incorporated.</li> </ul> <p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee.</p> <p><b>28. Health and Safety/Compliance Report including Risk* (For information)</b></p> <p>The Chief Executive referred to the Acting Housing Service Manager's report, circulated prior to the on the above covering all 6 key areas of Landlord Health and Safety compliance and that it now included the summary Compliance Report at 4.0, normally presented separately.</p> <p>At 3.2 Fire Safety, the Chief Executive confirmed that 6 other areas/properties had now had fire risk assessments carried out and the Fire Action Plans were included for each. The Chief Executive stated that at all times the Association is looking at landlord responsibilities and how action on these can be enhanced.</p> <p>The Management Committee noted the progress of the smoke, heat and carbon monoxide alarms installations, with 855 of 1126 complete (76.5%).</p>
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<p><u>ACTION</u></p> <p>SK</p>	<p>At 4.0 Landlord Compliance Update, the Chief Executive highlighted at point 2-Gas, that although there is current compliance for annual gas safety services, a breakdown in administration had meant that a further failure had occurred as a forced entry had been missed by 2 days but that the service was now completed. The Management Committee noted the actions put into place to ensure no further failures in this respect.</p> <p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee.</p> <p><b>29. Focus on Governance/Risk (For information)</b></p> <p><b>a) Self-Assurance Action Plan 2020 - Feb Update*</b></p> <p>The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted a significant amount of items had already been completed (grey) and that of the outstanding items (white) including some training, there was no difficulties foreseen for their timely completion. The Management Committee noted the updated report.</p> <p><b>b) Notifiable Events Register*</b></p> <p>The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted that no new Notifiable Events had been added and that no. 10, regarding the Chief Executive's resignation, had been closed off. The Chief Executive confirmed she would ascertain what further information is outstanding in order to close off numbers 7 and 8.</p> <p>The Chief Executive invited questions. There were none and the report was noted.</p> <p><b>c) Management Committee Appraisals 2021 – Schedule*</b></p> <p>The Chairperson referred to the above report circulated prior to the meeting and highlighted the schedule for the above, detailed on page 3. The Chairperson stated that it was important to have all the information gathered and presented to the Management Committee prior to the AGM.</p> <p><b>30. Intranet</b></p> <p>The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers, updated Policies and Procedures and Covid-19 tab to allow important information to be accessible from one central point. The Chairperson urged members to contact the office for any problems with access.</p> <p><b>31. Signing of Minutes</b></p> <p>The Management Committee acknowledged that the signing of minutes would take place when safe to do so.</p>
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ACTION**32. Date and Time of Next Meeting/Training Session**

As per the schedule.

Meeting closed.

Checked by: \_\_\_\_\_

Date: \_\_\_\_\_

APPROVED .....

PROPOSED .....

SECONDED .....

**SK/SF**

\* Indicates report issued with agenda