

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 27 APRIL 2021 AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.

ACTION

Present:

Mrs K. Tennant	Chairperson	Elected Member
Ms C. McGarrity	Vice Chairperson	Filled casual vacancy
Mr J. Hillhouse	Treasurer	Elected Member
Mr J. Calderwood		Elected Member
Ms D. Smith		Elected Member
Mrs K. Brown		Elected Member
Cllr J. Mooney		Co-opted Member

In Attendance:

Mrs L. Lees	Chief Executive
Mrs S. Farrell	Communications Officer

1. Apologies

Apologies were received from Mr P. Shiach, Mr J. O'Donnell, Mrs L. Breeze and Cllr M. McNair. 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 particularly extended a warm welcome to Mrs Lees, her first as Chief Executive. The Chairperson thanked members for their attendance.

The Chairperson confirmed an email had been received from the Scottish Housing Regulator thanking the Management Committee for their permission and support in allowing [REDACTED] to participate in a statutory appointment on their behalf. The Chairperson indicated she would circulate the email following the meeting.

3. Declaration of Interest

There were no declarations of interest.

4. Business Carried Over from Last Meeting

There was no business carried over from the previous meeting. However, the Chief Executive had circulated an email regarding a business matter and it was agreed by the Chairperson that this be discussed under item 14. Business Plan Update.

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

There were no feedback reports from members.

6. Secretary's Report

The Chairperson provided the following report in the Secretary's absence:

a) Correspondence

No correspondence had been received.

b) Share Membership Applications

No Share Membership applications had been received.

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No Management Committee applications had been received.

d) A Sloan Annual Audit Planning Letter – CHA*

The Chief Executive referred the Management Committee to the above letter, circulated prior to the meeting and referred to the Audit and Reporting Timetable on page 12, highlighting that it was the same as previous years. The Chief Executive explained that there is reference within the Staffing Report to her also continuing with the Head of Finance and Corporate Services role in the interim and therefore the May deadlines can still be met as usual.

Mrs K. Brown joined the meeting at this point.

The Chief Executive directed the Management Committee to the Proposed Fees on page 15 and highlighted the increase in auditing costs required due to Going Concern legislation as detailed, widening the scope of the audit, and also a one-off fee of [REDACTED] due to the migration to the new financial reporting system as detailed. The Management Committee noted both these fees added [REDACTED] in auditing fees and enquired whether they would be one-off fees. The Chief Executive stated that it was hoped the fee for migration to the new system would be a one-off and highlighted that value for money was still being achieved as she prepares the accounts and therefore just an audit is required and the external audit services had just been tendered for last year.

The Management Committee was satisfied with the information presented and associated costs.

e) A Sloan Annual Audit Planning Letter – CHA Power Limited*

The Chief Executive referred the Management Committee to the above letter, circulated prior to the meeting and referred to the Audit and Reporting Timetable on page 10, highlighting that it was also the same as previous years.

The Chief Executive directed the Management Committee to the Proposed Fees on page 13 and highlighted the increase in auditing costs required due to Going Concern legislation also impacting the CHA accounts audit.

The Management Committee was satisfied with the information presented and associated costs.

7. [Approval of Minutes & Actions Notes](#)**a) Management Committee – 30 Mar-21* ([For approval](#))**

There were no errors or omissions noted and the Minute was proposed by Mrs K. Tennant, seconded by Miss C. McGarrity and unanimously approved by the Management Committee. The Chief Executive highlighted the actions addressed/ongoing within the actions notes and

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the Chairperson invited questions on progress. There were none and the actions note was noted.

b) Housing Services S-C – 20 Apr-21* (For approval)

There were no errors or omissions noted and the Minute was proposed by Mrs K. Tennant, seconded by Ms D. Smith and unanimously approved by the Management Committee. A member had noted quite a number of decisions/approval had been required but was unable to attend the meeting and enquired whether all had been agreed. The Chairperson confirmed that all decisions/approvals had been agreed and the Chief Executive confirmed that the decisions register had been updated as appropriate and all relevant documents had been uploaded to the Intranet/website.

8. Business Arising From Minutes

There was no business arising from the minutes.

9. Ratification of all Minutes (Approval Required)

Ratification of all Minutes was proposed by Mrs K. Tennant, seconded by Mr J. Hillhouse and unanimously approved by the Management Committee.

10. Staff Report including EVHEVH info and finalised pay award- Confidential* (For information)

The Communications Officer left the meeting at this point.

The Chief Executive referred to the report which was circulated prior to the meeting.

The Chief Executive provided an update on the Chief Executive Recruitment process on behalf of the Recruitment ad-hoc sub-committee and confirmed that she had started the post on 19th April. It was noted that the recruitment process to fill the vacant Head of Finance & Corporate Services post, left by the new Chief Executive, will be advertised in the coming weeks after the busy year-end period.


The Management Committee agreed to the extension of the temporary Housing Assistant contract to 30th June [REDACTED].

The Communications Officer returned to the meeting at this point.

11. Development Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the detailed updates provided in relation to current and proposed developments. The Chief Executive provided additions/updates within the following items:

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<u>ACTION</u>	<p style="text-align: right;"></p> <p>a) General Memorandum of Understanding The Chief Executive confirmed that she had attended her first development update meeting with [REDACTED] and the Scottish Government on 19th April and that she was made to feel very welcome and all parties are keen to continue the good working relationship, with the hope of formalising the partnership with [REDACTED] soon.</p>
LL	<p>b) Queens’s Quay Development (37 units) Private Finance – the Management Committee noted that the Association is incurring non-utilisation fees regarding the private finance, as detailed within the Contracts Register in Appendix 1, but that the Association is working closely with consultant Gregor Cameron on spend and there is no cause for concern at present.</p> <p>d) Former St. Cuthbert’s Church – Linnvale (24 units) Contractor Selection – the Chief Executive provided an update on a February meeting action and confirmed that the development consultant will this week formally announce that CBRL was successful in procuring this contract.</p> <p>Funding – the Chief Executive commented that since the Allia funds had been received in full before being required, interest was being received on the deposit.</p>
LL/SF	<p>Community Consultation – the Chief Executive added that an article providing details on Scottish Water and WDC Pest Control contact information would be included in the next newsletter. The Management Committee acknowledged the positive impact of the Linnvale Community Group in their work so far such as local litter picks.</p> <p>e) Proposed Clydebank Bowling Green development – Design and Build Scottish Government/West Dunbartonshire Council Liaison - the Chief Executive added that West Dunbartonshire Council and the Scottish Government had been updated on details of the [REDACTED] [REDACTED] previously reported.</p> <p>f) Other Development Opportunities – the Management Committee noted the 3 existing and 1 new update provided regarding other development opportunities. The Chief Executive confirmed that all had been raised and were positively received at the recent West Dunbartonshire Council/Scottish Government programming meeting.</p>
	<p>The Chief Executive invited questions. The Management Committee commented that there will be staffing implications of the increased number of units. The Chief Executive stated she had liaised on this with the Head of Housing Service and can confirm that up to c. 100 units</p>

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(including Graham Avenue) could be absorbed within current staffing levels and thereafter it will be looked at. The Management Committee noted the report.

12. Cart Street - verbal update (For information/Confidential)**13. Complaints and Compliments* (Decision/Approval Required)****a) Complaints for quarter (including ARC statistics) to 31 March 2021***

The Communications Officer referred to the report which was issued prior to the meeting and referred to the new style of reporting adopted from Q1 which now included tracking ARC statistics within the report on a quarterly basis.

Quarter 4 to 31 March 2021

The Communications Officer confirmed that all 24 complaints received from 01 January – 31 March 2021 had been responded to at first stage and highlighted the service improvements put in place following 17 (71%) upheld complaints and 1 not upheld complaint and that 2.38 was the average number of days to resolve.

The Communications Officer highlighted the breakdown of relevant service areas detailed in the report and then referred to the trends and themes section where the following was noted:

- 3 of the 8 complaints upheld regarding the maintenance section were regarding the same contractor and as such the matter is to be raised at the next contractor meeting and outcome reported back in next quarter's report
- the reduced number of second stage complaints (8 the previous year to 3) shows the conscious eagerness of staff to have complaints resolved quickly for all involved
- complaints being up this quarter from c. 14-17 to 24 could be to do with the level of staff training carried out regarding the new procedures, increasing the identification and recording of complaints

Given that this was a Quarter 4 report, it was noted that no stage 2 complaints had been referred to the Ombudsman in the year and that the categories of complaints in the year, as defined by Scotland's Housing Network for benchmarking, was included for annual reporting purposes.

The Communications Officer stated, as mentioned within the Customer Engagement/Communications Update report, the additional KPI guidance of what has to be reported to the Management Committee is still awaited from the SPSO but will be included in the report when received, likely adding a few lines. It was noted that upheld complaints are therefore not being monitored externally for 2020/21 but that the Association continue

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<p><u>ACTION</u></p>	<p>monitor and report on this to the Management Committee and customers via the newsletter.</p>
<p>SF/LL</p>	<p>Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4) The Communications Officer referred to the above and the following was noted regarding the 71 complaints responded to in the year 2020/21:</p> <ul style="list-style-type: none"> • 68 complaints were responded to in full in the year at first stage (including 1 brought forward from 2019/20) • 3 complaints were responded to in full in the year at second stage (including 1 brought forward from 2019/20) • 100% of complaints were responded to in full • The average time in working days for a full response at stage 1 was 2.54 • The average time in working days for a full response at stage 2 was 11.0 <p>The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to make sure service improvements noted are put in place.</p> <p>The Communications Officer invited questions and the Management Committee enquired as to satisfaction with the complaint handling process. The Communications Officer stated that complaints handling satisfaction surveys were issued but the response was poor and requires review. There were no other questions and the report, including ARC statistics to be submitted, was noted by the Management Committee.</p>
<p>SF</p>	<p>b) Compliments for quarter to 31 March 2021* The Communications Officer referred to the above report which was circulated prior to the meeting detailing 21 compliments received in the quarter. The Communications Officer confirmed that all compliments are passed on to the relevant staff/contractor. The Chief Executive mentioned that the Tenancy Sustainment report presented to the Housing Services Sub-Committee demonstrates many of the compliments in a quantifiable way and commended the work of all involved.</p>
<p>14.</p>	<p>Business Plan 2021-2026 – verbal update (Decision Required) The Chief Executive referred to the above item and it was noted that the process for the update of the Business Plan usually begins in May. Given that the financial plans had just been updated in November 2020, it was proposed that the process begins in June and the updated cycle would then start afresh. The Chief Executive envisaged that mainly only a refresh of the development plans would be required, as the financials would not change significantly and most Covid-19 implications were already included. The Management Committee unanimously agreed to</p>


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the new timetable. The Chief Executive stated she was keen to get tenants and residents/residents groups more involved in the process and will continue publishing the Business Plan Summary whilst exploring other ways of encouraging involvement.

The Management Committee enquired as to when in-person meetings will take place again. The Chief Executive stated that she will speak with the Chairperson over the coming weeks to discuss and it might be a blended approach can be taken and this was welcomed by the members. The Chief Executive said an approach will also need agreed for the AGM and reports will come to the May and incorporate any Scottish Government/SFHA guidance available at that time.

At this juncture, the Chief Executive referred to the issue mentioned at point 4. 

LL

15. FOI – Quarter 4 Return* (For information)

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 1 FOI request was received in the quarter to 31.03.21 and that this was reported on schedule to the Information Commissioner's Office. The Chief Executive highlighted that the Association did not hold the information and there is no requirement to create information if there is no legislative requirement.

The report was noted by the Management Committee.

16. SHR – Covid19 Returns – to 31 March 2021* (For information)

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 Covid-19 on key business areas including staffing and arrears and that 12 months of data was now included.

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<u>ACTION</u>	<p>The Chief Executive highlighted several key points within the report as follows:</p>
JF	<ul style="list-style-type: none"> • Number of staff absent was now shown as 1, as indicated at the last meeting • The percentage of staff placed on furlough remained the same from February to March, at 1.95% • Gross rent arrears had increased to c. £193k in March, representing a c. £23k increase in the year. Whilst the Chief Executive acknowledged this figure was relatively manageable given the circumstances, it was noted that whilst some Associations had experienced hard hitting spikes in rent arrears, there were others whose rent arrears had dropped and the Head of Housing Services will be in touch with them in case Association procedures can be improved • Although gross rent arrears of 4.44% were recorded in March, the figure was still below the average of RSLs (4.52%) and RSLs/Local Authorities (6.38%) • Cash balances were noted as > c. £608k at year end (not including the private finance received), mainly due to not being able to progress Major Repairs projects fully in the year. It was noted all projects are now lined up for the coming year and healthy bank balance of c. £11.5m will support the continued development and major repair progress
	<p>The Chief Executive confirmed she had no concerns but will ensure arrears continue to be monitored. The Chief Executive invited questions. There were none and the report was noted.</p>
	<p>17. Wider Role/Centre81 Report* (For information)</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. The Chief Executive particularly highlighted the following:</p> <ul style="list-style-type: none"> • The Centre, Gym and Café welcomed back customers on 26 April with enhanced safety measures such as controlled entry to the building and an appointment system for the Gym. • The Steering Group was able to host in person activities again for school age children • The project updates included in Appendix 1 and that scheduling of activities will now commence • The Tablet Lending Library, funded through the Communities Recovery Fund, will provide 19 tablets and data for CHA and 30 for Centre81 to lend out to the community • A canal path opening event will be held when safe to do so and that it is hoped the canal path opening will encourage customers into the Centre and the Café in the summer evenings

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

18. Customer Engagement/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 which help us meet the Customer/Landlord Relationship outcomes of the Scottish Social Housing Charter and Tenant Participation legislation.

The Communications Officer highlighted the following:

- At 4. The Repairs & Maintenance Survey that will be undertaken to ascertain satisfaction with the service during 2020/21
- At 5. Calendar of Events now in staff/team diaries to vary the input into the promotion of these events
- At 6. The good coverage an interaction on social media of the Chief Executive and Dalton Avenue press releases and Queens Quay drone footage
- At 9. The regular attention and continuous improvements on both the website and social media accounts
- At 10. The Communications Strategy Action Plan Update contained in pages 10-24 to assure the Management Committee that the Association is actively working towards meeting the Strategy
- At 13. That complaints are very much kept at the forefront and the Association is doing all it can to continue to improve

The Management Committee enquired as to the use of the Report a Repair Module on the website. The Communications Officer reflected on data from the last few months which showed c. 7-10 repairs reported through the module each month. The Communications Officer stated the module complements other options available and allows 24/7 reporting but that the forthcoming Customer Portal will provide repairs reporting and a great deal more and will be promoted once launched.


The Communications Officer invited questions. There were none and the report was noted by the Management Committee.

19. Health and Safety/Compliance Report including Risk* (For information)

The Chief Executive referred to the Acting Housing Service Manager's report on the above, circulated prior to the meeting, covering all 6 key areas of Landlord Health and Safety compliance.

The Management Committee noted the detailed updates on each area and particularly the significant training that has taken place through lockdown and beyond, the new online training provider and the current full compliance reported in all areas. It was noted the Acting Housing

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JD	<p>Services Manager will ow, however, add the issue to be discussed at point 20b) Notifiable Events Register. The Chief Executive highlighted the [REDACTED] and that the fire safety risk assessment works identified will be greatly assisted by the major repairs works currently being procured for Radnor Park.</p> <p>The Chief Executive invited questions. There were none and Management Committee noted the report and commented that it was a great report.</p>
LL	<p>20. Focus on Governance/Risk (For information)</p> <p>a) Self-Assurance Action Plan 2021</p> <p>The Chief Executive wished to check if current members of the working group wished to continue in the role. The Chief Executive commended the working group for the seamless process through to submission of the Assurance statement and suggested keeping to the same timetable. It was noted that Ms Smith was happy to continue in the role and Mrs Tennant wished to join the working group. The Chief Executive will clarify with Mr Shiach and Mrs Breeze at a future meeting and in the meantime will issue a revised timetable to all.</p>
LL	<p>b) Notifiable Events Register*</p> <p>The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted that the former Chief Executive’s departure (no. 10) has now been closed off. The Management Committee noted that the office remaining closed to the public remains open (no. 6) and that there was a new entry (no. 12) regarding a health and safety issue as detailed, which was of no immediate danger to residents. The Chief Executive added that the work identified was said to be required every 10 years although the Association was only made aware of this after 12 years. The Chief Executive will keep the Regulator up to date with any developments.</p>
KT/LL	<p>c) MC Appraisals 2021 – update</p> <p>The Chairperson stated she would work with the Chief Executive to co-ordinate appointments, which will be carried out over video conferencing.</p> <p>The Chief Executive confirmed that the Association along with other Housing Associations is currently undergoing a Governance review and indicated that some Associations use an agency to carry out the appraisal process every 3 years, providing external validation. The Management Committee noted that any good practice garnered from the results of the review would be presented for discussion in due course.</p>
LL	<p>The Chief Executive reminded members to return the Equal Opportunities forms so that the data can be included in the ARC submission in May. The Management Committee noted the Chief Executive will circulated another copy of the form for their convenience.</p>

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<u>ACTION</u>	<p>21. Intranet 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.</p> <p>22. Signing of Minutes The Management Committee enquired whether the signing of minutes could take place retrospectively using electronic signatures given the now significant backlog. The Chief Executive will explore alternative options available. It was noted that Office Bearer electronic signatures are already stored and used when requested, with any use being recorded in the signature register.</p> <p>23. Date and Time of Next Meeting/Training Session As per the schedule.</p> <p><u>Meeting closed.</u></p> <p>Checked by: _____</p> <p>Date: _____</p> <p>APPROVED</p> <p>PROPOSED</p> <p>SECONDED</p> <p>LL/SF</p> <p>* Indicates report issued with agenda</p>
LL	