

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 MAY 2021  
AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.**

**ACTION**

**Present:**

Mr P. Shiach	Secretary	Elected Member
Ms D. Smith		Elected Member
Mrs K. Brown		Elected Member
Mrs G. Daly		Filled casual vacancy
Mrs L. Breeze		Elected Member
Cllr J. Mooney		Co-opted Member

**In Attendance:**

Mrs L. Lees	Chief Executive
Mrs S. Farrell	Communications Officer
██████████	Wylie Bisset

**1. Apologies**

Apologies were received from Ms C. McGarrity and Mr J. O'Donnell. It was noted that a quorum was present to enable the meeting to go ahead.

**2. Chairperson's Remarks**

In the absence of the Chairperson and Vice Chairperson, the Secretary was happy to Chair the meeting. The Secretary welcomed everyone to the meeting and thanked members for their attendance.

**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.

**5. Internal Audit Annual Report 2020-21 (Decision/Approval Required)**

The Secretary welcomed ██████████ to the meeting. ██████████ referred to the Wylie Bisset internal audit annual report 2020/21 which had been circulated prior to the meeting and directed the Management Committee to each section in turn; Introduction, Executive Summary, Audit Findings, Benchmarking and KPIs.

At the Executive Summary (page 5), ██████████ confirmed that in the opinion of Wylie Bisset, it could be satisfied through the scope of audit work undertaken that the Association's risk management, control and governance processes have no major weaknesses.

At Audit Findings (page 6) the summaries of the Audit processes carried out in the year and their grading was noted.

At Benchmarking (page 7) it was noted that overall there was a lower number of recommendations for the Association (2 low grade) than that of organisations benchmarked against (2 medium grade/4 low grade). ██████████ highlighted at Key Performance Indicators (page 8) that 100% for all had been achieved in the year.

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There were no questions and the Management Committee accepted the Annual Report 2020/21 as presented. [REDACTED] welcomed changes or comments which could be emailed to him. [REDACTED] was thanked for his presentation and left the meeting at this point.

The Chief Executive confirmed she had been in touch with Wylie Bisset and confirmed the plan for the next 3 years' audit programme.

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

There were no feedback reports from members. The Chief Executive indicated a revised training schedule will be circulated as a few sessions had been postponed lately.

**7. Secretary's Report (Decision/Approval Required)**

The Secretary provided the following report:

**a) Correspondence**

No correspondence had been received.

**b) Share Membership Applications**

No Share Membership applications had been received.

**c) MC Membership Applications**

No Management Committee applications had been received.

**d) AGM update and Election 2021\***

The Chief Executive apologised that the report had not been prepared and explained that although the report usually comes to the May meeting, it is not looking likely that the AGM will be held in a face-to-face capacity in June. The Management Committee noted that guidance is awaited and it may be that an event at the end of August could be considered, at which time the AGM update and Election report will be provided and can take account of membership etc. at that time. It was, however, noted that the AGM could require to be held virtually again in 2021.

**8. Approval of Minutes & Actions Notes**

**a) Management Committee – 27 April 2021\* (Decision/Approval Required)**

The Chief Executive highlighted an omission within 10. Staff Report [REDACTED]  
[REDACTED]. Subject to the inclusion of the above, the Minute was proposed by Ms Smith, seconded by Mrs Brown and unanimously approved by the Management Committee.

**b) Actions from MC Meeting – 27 April 2021\* (Decision/Approval Required)**

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The Chief Executive highlighted the actions addressed/ongoing within the actions notes and the Secretary invited questions on progress. There were none and the actions note was noted.

**c) Finance & Corporate Services S-C-11 May 2021\***

**(Decision/Approval Required)**

There were no errors or omissions noted and the Minute was proposed by Mr Shiach, seconded by Mrs Brown and unanimously approved by the Management Committee.

**9. Business Arising From Minutes (Decision/Approval Required)**

There was no business arising from the minutes.

**10. Ratification of all Minutes (Decision/Approval Required)**

Ratification of all Minutes was proposed by Mr Shiach, seconded by Mrs Brown and unanimously approved by the Management Committee.

**11. Emergency decisions since last meeting\* (Decision/Approval Required)**

It was noted that no report was attached to the papers as no emergency decisions were required since the last meeting.

**12. Staffing Report\* (Decision/Approval Required)**

The Communications Officer left the meeting at this point.

The Chief Executive referred to the report which was circulated prior to the meeting. The committee were updated on the recommendations in the report and the following was confirmed.

- The Head of Finance & Corporate Services post will be advertised within the next few weeks. The Management Committee agreed to using the services of EVH to fill this post.
- The Management Committee agreed that a temporary Housing Assistant be appointed, through EVH, for a period of 3 months
- The proposed timeline for recruiting the required part-time Maintenance Assistant was noted.

The Communications Officer returned to the meeting at this point.

**13. Development Report\* (Decision/Approval Required)**

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:

**b) Queens's Quay Development (37 units)**

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**Contracts Register** – the Chief Executive confirmed that the development contracts have just been audited and the auditors are happy with the spend and progress to date.

**d) Former St. Cuthbert's Church – Linnvale (24 units)**

**Draft Programme** – the Chief Executive highlighted that March-May will be a busy time with receiving/allocating new homes.

**Private Finance** – the Management Committee noted the results of the approach made to 6 approved lenders from the Treasury Management Policy for the private finance element of this development. The Chief Executive referred the Management Committee to Appendix 5 where the summary of key details from the Outline Indicative Terms and Conditions, the two preferred lenders and the proposed recommendation were noted.

The Management Committee considered the information provided by the two preferred lenders, [REDACTED] and [REDACTED], in detail, including:

- Terms to review
- Interest only option
- Margin
- Outlays
- Arrangement fee
- Non-utilisation fees
- Covenants
- Information requirements
- Security release
- Prepayment
- Mergers and Subs



During discussions, the reasons for not shortlisting [REDACTED] were noted including higher margin, higher loan fee and wishing to review the arrangement in Year 10. It was noted that both [REDACTED] provided competitive arrangement fees and covenants were not too restrictive. The Chief Executive, [REDACTED]  
[REDACTED]  
[REDACTED]. The Management Committee enquired about an option to fix the rate and the Chief Executive confirmed that this could be achieved with [REDACTED] and could be a good move to stabilise the loan portfolio in 3-5 years, including the [REDACTED] which has a higher margin.

Given all that was discussed, [REDACTED]  
[REDACTED], the Management Committee unanimously agreed make [REDACTED]  
[REDACTED] their "preferred lender" and start negotiations to secure formal credit approval.

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## ACTION

### e) Proposed Clydebank Bowling Green development – Design and Build

**Planning Department** - the Chief Executive informed the Management Committee that WDC Planning Department are holding a hearing on 02 June regarding the development. The Management Committee noted that whilst it is quite unusual for a development of this size to go to a hearing it is likely because of the change of use from land from recreational to housing. The Chief Executive confirmed herself and the development consultant will be in attendance to answer any questions regarding housing need etc. but cannot make a statement. The Chief Executive will report back any feedback received.



**f) Other Development Opportunities** – the Management Committee noted there was no progress to report since the last report, however, discussed the previous use of the [REDACTED]

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14. [REDACTED] (verbal) (Decision/Approval Required)

The Chief Executive provided an overview of discussions at the previous Management Committee meeting and indicated [REDACTED].

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[illegible]

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

[illegible]

**16. Annual Return on the Charter 2021 including 2020 comparison\*  
(Decision/Approval Required)**

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that a comparison version will be now be compiled and put on the Intranet.

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The Management Committee noted that most performance gathered from the report is provided in Sub-Committee reports and that the maintenance element of the submission had again undergone an external audit and the auditor was satisfied with the information and evidence provided and had no real concerns. It was noted, for the first year, the maintenance staff were complimented regarding their awareness, action plans, sharing of information etc.

The Chief Executive highlighted the key elements that had changed from the previous year as follows:

- Reduced voids and lets and an increase in rent arrears. All relating to Covid19 and additional commentary had been provided. The HSSC had been kept updated through quarterly reports. The Chief Executive confirmed the Head of Housing Services will contact those Associations which managed to report reduced arrears in the year, in case current procedures can be enhanced
- Reduced satisfaction with the repairs service. This had already begun to be actioned with surveys sent more timeously so as not to have to wait on a year-end survey

The Management Committee noted that the submission had been reviewed by the Senior Staff and there was nothing causing any significant concerns.

The Chief Executive invited questions. There were none and the report was accepted. The Chief Executive will submit in the next few days. The Management Committee noted the Senior Staff welcome questions on performance at any time.

**17. [REDACTED] Leases/HMO licences update\* (Decision/Approval Required)**

The Chief Executive referred to the above report from the Head of Housing Services circulated prior to the meeting which referred to the 6 leases [REDACTED].

The Management Committee noted the information provided and the current situation whereby [REDACTED]

[REDACTED]. As such, the Chief Executive confirmed that an 18 month lease had been negotiated.

The Management Committee unanimously approved the recommendation to continue the leases [REDACTED] for a period of 18 months and commence an options appraisal for the future of the properties [REDACTED]. The

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<u><b>ACTION</b></u>	<p>Management Committee noted the Regulator would be updated regarding the new lease.</p> <p><b>18. GDPR Action Plan* (For information)</b> The Chief Executive referred to the Data Protection and Compliance Officer's 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. It was noted that all completed areas are highlighted in grey and in white are areas still in progress.</p> <p>The Chief Executive invited questions. There were none and the report was noted by the Management Committee.</p> <p><b>19. ICT Strategy 2021-26 &amp; Action Plan* (Decision/Approval Required)</b> The Chief Executive referred to the above Strategy and Action Plan circulated prior to the meeting and confirmed it was an existing Strategy which had been refreshed by the Data Protection and Compliance Officer, Chief Executive and Head of Housing Services for the next 5 years and that minor tracked changes were shown in red. The Management Committee noted changes included more focus on digital engagement and agile working and that for each point in the Strategy there is a corresponding action plan which will be presented to the Committee each November and May.</p> <p>The Management Committee unanimously agreed to the Strategy and Action Plan as presented and noted a clean/non-tracked version will be posted on the Intranet.</p> <p><b>20. Digital Inclusion Strategy 2021-26 &amp; Action Plan* (Decision/Approval Required)</b> The Chief Executive referred to the above Strategy and Action Plan circulated prior to the meeting and confirmed it was an existing Strategy which had been refreshed by the Data Protection and Compliance Officer, Chief Executive and Head of Housing Services for the next 5 years and that significant tracked changes were shown in red. The Management Committee noted changes included the introduction of a lending library and exploring options for Wi-Fi across the stock which will complement the Business Plan and the digital agenda. It was noted that for each point in the Strategy there is a corresponding action plan which will be presented to the Committee each November and May.</p> <p>The Management Committee unanimously agreed to the Strategy and Action Plan as presented and noted a clean/non-tracked version will be posted on the Intranet.</p> <p><b>21. Complaints Annual Benchmarking Report* (Decision/ Approval Required)</b> The Communications Officer referred to the above report circulated prior to the meeting and confirmed the purpose of the report is to reflect on the</p>
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Association's complaints handling performance, to benchmark against peers and to make improvements where possible. The Management Committee noted it was a new report introduced last year so now there is more data available to make it more meaningful. The Communications Officer highlighted where variances from the previous year can be seen and the potential reasons for the variances. The Communications Officer confirmed that the report demonstrates a commitment to continuous improvement and keeping our performance on the radar to strive for the customer experience to be as good as it can be.

The Communications Officer invited questions or suggestions for improvement to the report. There were none and the Management Committee noted the report. The Chief Executive added that the report provided a great overview of performance and that the regular complaints training provided to staff and recently the Management Committee helps keep complaints at the forefront.

**22. Communications Strategy - review\* (Decision/ Approval Required)**

The Communications Officer referred to the above strategy and highlighted that it was an existing document, introduced last year, due for its annual review. The Management Committee noted that the Strategy details all the methods of communication the Association uses and to encourage staff and Management Committee, where appropriate, to use the channels effectively and consistently to help the Association get its key and agreed messages across. The Communications Officer went through the minor changes highlighted in red and intimated an annual review ensures that it remains current, reflecting objectives and commitments that are appropriate and relate clearly to our Business Plan.

The Management Committee unanimously approved the Strategy as presented and noted that a clean/non-tracked version would be posted on the Intranet.

**23. Wider Role/Centre81 Report\* (For information)**

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:

- The Centre and Gym is operating reduced hours as groups and customers tentatively return to normal activities
- The excellent social media following the Centre has
- The project updates included in Appendix 1 and that cooking classes are recommencing but some activities require partners to run courses i.e. college courses will recommence in August, but that nothing is causing concern
- A canal path open day utilising some of the community pot is proposed, at which time the time capsule prepared by children from the Steering Group can be buried, along with promotion of all the Centre has to offer. It was noted a retaining wall, new signage,



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additional plants and new lighting were being installed before the fencing will come down

A member enquired whether Centre81 had been in contact with the Save Linnvale Green Space project regarding the vacant land at Strauss Avenue. Discussion ensued and it was remarked that it was a large space which could be utilised in an imaginative way.

As an aside, the Chief Executive also mentioned that she was having an introductory meeting with the head of the Linnvale Community Group on 27 May with a view to support the group and their activities and signpost to funding and so on, such as funding which is being explored for the Centre81 MUGA but could also be of use to the Group.

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

**24. 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 Chief Executive confirmed there was no change from last month's report. However, the Chief Executive had since received notice [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

The Chief Executive stated there was nothing of concern and invited questions. There were none and Management Committee noted the report.

**25. Focus on Governance/Risk (For information)**

**a) Self-Assurance Action Plan 2021**

The Chief Executive asked whether Mrs Breeze and Mr Shiach wished to continue on the working group, alongside Ms Smith and Mrs Tennant who had confirmed their interest. It was noted both wished to continue.

**b) Notifiable Events Register\***

The Chief Executive referred to the report circulated prior to the meeting which unfortunately was the May 2020 report not May 2021. The Chief Executive confirmed, however, that there was no movement from the previous month but that the next update should include progress on no. 12 relating to [REDACTED] as works will be fully complete within 3 weeks and the Regulator will have been updated.

**c) MC Appraisals 2021 – update**

In the absence of the Chairperson, there was no update to provide.

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**d) Joint Governance Review update**

The Chief Executive reiterated that the Association was undertaking a Governance review which was progressing well with all information requested from the Association has been provided. The Chief Executive confirmed the Associations taking part were a mix of rural and urban, large and small. The Management Committee await feedback and look forward to discussing any good practice identified.

**e) GB Review 2021**

It was noted that this is ongoing and will be completed in the forthcoming months.

**26. Intranet**

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

**27. Signing of Minutes**

The Management Committee noted information was awaited on whether the signing of minutes could take place retrospectively using electronic signatures.

**28. Date and Time of Next Meeting/Training Session**

As per the schedule.

Meeting closed.

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

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

APPROVED .....

PROPOSED .....

SECONDED .....

**LL/SF**

\* Indicates report issued with agenda