



## Clydebank HA - Notifiable Events Register

Date: 25-June-2021

The Association is clear on its obligations under the current Scottish Housing Regulator's Notifiable Events Register and keeps a register of all Notifiable Events lodged – this can be substantiated via the SHR portal. **There has been 1 new Notifiable event recorded on the portal since the last meeting (see note 13).**

	SHR Reference Number	Date Lodged	Details	Further information, e.g. <ul style="list-style-type: none"><li>• Info requested by SHR</li><li>• MC dates and decision</li></ul>	Status
1	1001976	12/12/2017	Governance and organisational issue – [REDACTED] [REDACTED]	<ul style="list-style-type: none"><li>• Further info supplied to SHR [REDACTED]</li><li>• [REDACTED] [REDACTED]</li><li>• SHR notified and satisfied with the MC's response</li></ul>	Closed
2	1002736	29/06/2018	Governance and organisational issue – [REDACTED] [REDACTED] [REDACTED]	<ul style="list-style-type: none"><li>• [REDACTED]</li><li>• SHR informed and satisfied with response</li></ul>	Closed
3	1002874	19/10/2018	Governance and organisational issue – [REDACTED] [REDACTED] [REDACTED] [REDACTED]	<ul style="list-style-type: none"><li>• CHA provided details of proposal and timescales</li><li>• Involves major organisational change and a material variation to the Association's current business plan</li></ul>	Closed
4	1003399	28/10/2019	Performance and service delivery issues – Health and Safety Asbestos inspections outstanding for 41 common areas	<ul style="list-style-type: none"><li>• The 41 surveys were instructed and completed on 31 October 2019.</li><li>• Advice sought from asbestos management company and we were not required to report this matter to HSE as the Association had identified the breach and took steps to rectify within the above timescale.</li><li>• No adverse reports received which constituted a risk to tenants</li></ul>	Closed

	SHR Reference Number	Date Lodged	Details	Further information, e.g. • Info requested by SHR MC dates and decision	Status
5	1003490	07/01/2020	Constitutional and organisational change – temporary office relocation for 12-16 weeks while office being refurbished. MC notified in Dec-19 of office move planned 10-Jan-2020	<ul style="list-style-type: none"> <li>The SHR does not require further information as there will be little or no disruption for tenants and other customers</li> </ul>	Closed
6	1003606	18/03/2020	Coronavirus Impact – Performance and Service Delivery Issues. Reported closure of office to public and home working	<ul style="list-style-type: none"> <li>Continually updating the SHR as required on the impact of office closure on service delivery and meeting our health and safety landlord obligations</li> <li>2 H&amp;S updates sent to regulator on 24/03/2020 and 08/04/2020</li> <li>An update was posted to the SHR Portal on 08.06.2020 and included notification of the delay to our office refurbishment and an update on landlord health and safety obligations/compliance including gas service failures.</li> <li>Updated [REDACTED] 18 Sept re. current Health and Safety position</li> <li>SHR further updated on 20.10.2020 by phone ([REDACTED]) informed that we have moved back to our office but still closed to public</li> <li>Updated SHR by letter on 11.11.2020 confirming that we had moved back to our refurbished office and that only one gas service remains outstanding.</li> <li>Updated SHR by letter on 07.12.2020 that one final gas service now completed.</li> <li>Only Covid-related service restriction remaining is the office closure to the public</li> </ul> <p><b><u>Update 25.06.21</u></b></p>	Open

				LL emailed SHR to update them of position and advised of provisional re-opening date of Tuesday 19 <sup>th</sup> July. Advised that this would be on an appointment-based system to begin with and that we are re-assessing our opening hours to be adaptable to customer needs.	
	SHR Reference Number	Date Lodged	Details	Further information, e.g. <ul style="list-style-type: none"> <li>• Info requested by SHR</li> <li>• MC dates and decision</li> </ul>	Status
7	1003975	01/07/2020	Performance and Service Delivery issue – Health and Safety. Fire at one of our multi-storey flats contained to one property.	<ul style="list-style-type: none"> <li>• Fire occurred 01/07/2020</li> <li>• MC notified 01/07/2020</li> <li>• SHR notified 01/07/2020</li> <li>• 06/07/2020 The SHR requested more information on the effects of the fire on other properties within the block, in particular in relation to electrical damage. There was none.</li> <li>• The SHR also requested information as to whether other residents were anxious about the fire – the Association received no reports from tenants and no adverse effect on our ability to re-let</li> <li>• Work is now complete and tenant has moved back to her property</li> <li>• SK has requested if this NE can be closed if SHR satisfied with information provided – awaiting closure</li> </ul>	Closed
8	1004058	11/09/2020	Performance and Service Delivery Issue – Health and Safety. Notification of fire at a semi-detached property within one of our estates. The cause of the fire is at this point still unknown as we await reports.	<ul style="list-style-type: none"> <li>• Fire occurred 31/08/2020</li> <li>• MC notified 10/09/2020</li> <li>• SHR Notified 11/09/2020</li> <li>• Police and fire brigade reports have been requested and acknowledgement e-mails received.</li> <li>• SHR informed no risk to other tenants</li> <li>• SHR updated on 18/09/2020 indicating that no remedial work would be carried out until low grade asbestos removed from loft space and that fire reports are still awaited</li> <li>• Asbestos removed and work will now commence 24.09.2020</li> <li>• Fire report received</li> </ul>	Closed

				<ul style="list-style-type: none"> <li>SHR will be further updated once information is reviewed by Housing Services Manager</li> <li>No exact cause of fire determined and work (agreed by insurer) progressing to reinstate property</li> <li>Tenant has been moved to temporary accommodation and no other tenants affected</li> <li>SK has requested if this NE can be closed if SHR satisfied with information provided</li> </ul>	
	<b>SHR Reference Number</b>	<b>Date Lodged</b>	<b>Details</b>	<b>Further information, e.g.</b> <ul style="list-style-type: none"> <li><b>Info requested by SHR</b></li> <li><b>MC dates and decision</b></li> </ul>	<b>Status</b>
9	1004186	17/11/2020	Adoption of new SFHA Model Charitable Rules 2020	<ul style="list-style-type: none"> <li>Constitutional change is a notifiable event and therefore the change to our Model Rules has now been uploaded to the portal. All information relating to the rule change was uploaded to the portal on 20 October 2020</li> </ul>	Closed
10	1004203	25/11/2020	Resignation of Chief Officer	<ul style="list-style-type: none"> <li>SK called the Association's Regulation Manager to verbally discuss</li> <li>NE subsequently submitted and has been acknowledged by SHR</li> <li>Response awaited</li> <li>SHR acknowledged Options Appraisal and that post will now be advertised</li> <li>SHR to be kept updated on recruitment process – Email sent 25.03.21</li> </ul>	Closed
11	1004227	08/12/2020	Granting of Standard Security to CAF Bank for Queens Quay Loan (44 units at Graham Avenue) - Disposal	<ul style="list-style-type: none"> <li>On completion of the Loan documentation on 04 December – NE required to be submitted for the disposal</li> <li>NE submitted on 08.11.2020 and has been acknowledged by SHR</li> <li>Response from SHR confirms that all required information received</li> </ul>	Closed
12	22103	09/04/2021	Health & Safety Issue at [REDACTED]	<ul style="list-style-type: none"> <li>During a recent inspection at [REDACTED] GTC identified certain remedial works relating to the fabric of the building which must be undertaken by Clydebank HA so that GTC's pipework and equipment can be operated safely. This is the first periodic inspection GTC has carried out since the properties were built.</li> </ul>	Open

				<ul style="list-style-type: none"> <li>Acting Housing Services Manager visited the site with contractor and GTC on 20.04.21 and identified works to be completed within each block. All other works identified in the initial report have been completed within [REDACTED] and noted as satisfactory.</li> <li>GTC have confirmed that there is no immediate danger to tenants and the works detailed will ensure that the development complies with relevant legislation.</li> </ul> <p><b><u>Update 24.05.21</u></b></p> <ul style="list-style-type: none"> <li>C Hanlon and GTC met this week [REDACTED] to go over all works carried out to date within the block. It has been confirmed that works carried out within this close now means that the block meets all relevant legislation. Work will now be mirrored within [REDACTED] [REDACTED]. At this time work will take around 3 weeks to conclude (3-4 days per block). Once all works are complete, photographs will be submitted to GTC in order for their records to be updated. Inspections will then take place every 10 years [REDACTED] [REDACTED]</li> </ul> <p><b><u>Update 25.06.21</u></b> Await confirmation from C Hanlon that all works have been completed and that photos have been sent to GTC. LL emailed SHR to keep updated and will await response.</p>	
13	22208	25/06/2021	Disposal of land and assets – renewal of lease to [REDACTED] [REDACTED]	<ul style="list-style-type: none"> <li>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</li> </ul> <p>Agreement on the renewal of the existing lease has now been reached, for a further 18-month period. [REDACTED] [REDACTED] [REDACTED]</p>	Open

				<div style="background-color: black; height: 1.2em; width: 100%;"></div> <div style="background-color: black; height: 1.2em; width: 100%;"></div> <p>4 of the properties are standard 2 apartment flats and 2 are multiple occupation flats (HMO's). Nearer the end of this agreement, CHA will decide whether to return the HMO's to standard social rented properties and a refurbishment programme will be planned and costs budgeted.</p>	
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## **Notifiable Events** (a brief summary and procedure)

The Scottish Housing Regulator's Feb 2019 Guidance sets out the events that we must tell them about. It explains why the SHR has a regulatory interest in these events, what we must notify them about, and what they will do with the information we give them.

The lists below provide examples of the type of Notifiable event we must notify the SHR about. As a general guideline, Notifiable events are those that may:

- seriously affect the interests and safety of tenants, people who are homeless or other service users
- threaten the stability, efficient running or viability of service delivery arrangements or confidence of private lenders
- put at risk the good governance and financial health of the organisation
- Bring the RSL into disrepute, or raise public or stakeholder concern about the RSL or the social housing sector.

### **Examples of Notifiable Events**

#### **a) Governance and organisational issues:**

- Any material change to the assurances and supplementary information contained in the RSL's Annual Assurance Statement
- The membership calls a special general meeting
- Removal of any governing body member by the RSL
- Resignation of governing body members for non-personal reasons
- The membership of the governing body falls, or is going to fall, to seven or below
- Serious complaint, allegation, investigation, or disciplinary action about a governing body member
- A breach of the RSL's code of conduct by governing body members
- Resignation or dismissal of the RSL's senior officer
- Severance payment to and/or settlement agreement with a staff member
- Serious complaint, allegation, investigation, or disciplinary action about the senior officer (see Appendix 3).
- The senior officer is absent (or partially absent) for an extended period of time
- Receipt of intimation that a claim has been submitted to an employment tribunal
- Major change or restructuring within the current RSL or group
- Plans to set up a non-registered subsidiary
- Potentially serious breaches of statutory or common law duties by the RSL, including equalities and human rights duties, whether or not these have resulted in the submission of a claim or a legal challenge
- Any legal proceedings taken against the RSL which may have significant consequences for the RSL in the event of success
- Serious failure of governance within an RSL's subsidiary
- Serious issue regarding a parent, subsidiary or connected organisation
- A dispute with another member of an alliance, consortium or non-constitutional partnership which may have significant consequences for the RSL
- Breaches of charitable obligations or no longer meeting the charity test
- Whistleblowing allegations

**b) Performance and service delivery issues:**

- Any incident involving the Health & Safety Executive or a serious threat to tenant safety; or where a regulatory or statutory authority, or insurance provider, has advised the RSL of concerns for example the Fire Brigade, etc.
- Serious accidental injury to, or the death of a tenant in their home or communal areas:
- where there has been a service failure by the RSL; or
- where there has been a failure, or perceived failure, in how the RSL has assessed and managed risk; or
- which could potentially affect other tenants' confidence in the RSL or the RSL's reputation
- Major failure of key service delivery arrangements (for example, repairs cannot be carried out because a contractor goes into liquidation)
- Breaches of ballot commitment to tenants or of any stock transfer contractual agreement
- Adverse reports by statutory agencies, regulators, inspectorates (or similar) about the RSL (for example a Care Inspectorate report with a 'weak' or 'unsatisfactory' grade or an upheld Care Inspectorate complaint)
- Any significant natural disaster for example, fire, flood or building collapse which affects the RSL's normal business
- Serious or significant adverse media reports or social media interaction, which could potentially affect tenants' confidence in the RSL or that is damaging to the reputation of the RSL

**c) Financial and funding issues:**

- Fraud or the investigation of fraud either internally, by the Police or by an external agency or organisation
- Breach or potential breach of any banking covenants
- Serious financial loss; actual or potential
- Default or financial difficulties of major suppliers or service providers
- Any material reduction in stock or asset values; actual or potential
- Serious concern raised by lenders or auditors
- Serious and imminent potential cash flow issue
- Proposed assignation or transfer of the existing lender's security to another lender
- Notification of the outcome of an adverse financial assessment of the RSL or its parent/subsidiaries/related companies/connected bodies from Pensions Trustees
- A serious or material reduction in the funding for care and support services for example for RSLs with significant care elements in their business, where a local authority withdraws funding
- Change of internal or external auditor

**d) Additional issues that we require systemically important RSLs to notify us about:**

- Any change in senior staff
- Any material variation in the business plan or strategic direction of the organisation
- Any problems in relationships with key stakeholders for example local authorities or funders



**Please note:** This list is illustrative not exhaustive.

## **Notifiable Events Procedure**

**Reporting a new Notifiable event** (including a material change to the Association's annual assurance statement)

1. The Management Committee reviews the Notifiable events register on a monthly basis via its Management Committee meeting
2. It is the responsibility of the Chief Executive to maintain the Notifiable Events Register
3. Any known or potential Notifiable events will be reported via the SHR portal as soon as practically possible.
4. The Chief Executive has been given delegated authority to update the SHR Portal as appropriate
5. New Notifiable events will be updated on the Association's Notifiable Events Register by the Chief Executive/Senior Management Team as and when required and reported to the next available meeting.
6. Regular updates will be given to the Management Committee
7. The Chief Executive will provide the Scottish Housing Regulator with any requested information.
8. The Management Committee will be kept fully informed of progress and when a Notifiable Event has either been escalated and/or deemed as a breach of the Regulatory Standards or has been closed off of the SHR.
9. Should a Notifiable event be deemed as material – the Management Committee and Chief Executive will engage with the SHR to ensure all steps are taken to rectify per the Association's Policy.
10. It is noted that a material breach may result in a change of the Association's Regulatory status and stakeholders will be informed accordingly.