

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

<u>ACTION</u>																													
	<p>Present:</p> <table border="0"> <tr> <td>Mrs C. Boyle</td> <td>Vice Chairperson</td> <td>In person</td> <td>Filled casual vacancy</td> </tr> <tr> <td>Mr J. Hillhouse</td> <td>Treasurer</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr P. Shiach</td> <td>Secretary</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. O'Donnell</td> <td></td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mrs L. Breeze</td> <td></td> <td>Online</td> <td>Elected Member</td> </tr> </table> <p>In Attendance:</p> <table border="0"> <tr> <td>Mrs L. Lees</td> <td></td> <td>In person</td> <td>Chief Executive</td> </tr> <tr> <td>Mrs S. Farrell</td> <td></td> <td>Online</td> <td>Communications Officer</td> </tr> </table>	Mrs C. Boyle	Vice Chairperson	In person	Filled casual vacancy	Mr J. Hillhouse	Treasurer	In person	Elected Member	Mr P. Shiach	Secretary	In person	Elected Member	Mr J. O'Donnell		In person	Elected Member	Mrs L. Breeze		Online	Elected Member	Mrs L. Lees		In person	Chief Executive	Mrs S. Farrell		Online	Communications Officer
Mrs C. Boyle	Vice Chairperson	In person	Filled casual vacancy																										
Mr J. Hillhouse	Treasurer	In person	Elected Member																										
Mr P. Shiach	Secretary	In person	Elected Member																										
Mr J. O'Donnell		In person	Elected Member																										
Mrs L. Breeze		Online	Elected Member																										
Mrs L. Lees		In person	Chief Executive																										
Mrs S. Farrell		Online	Communications Officer																										
1.	<p>Apologies Apologies were received from Councillor Mooney and Ms D. Smith. It was noted that a quorum was present to enable the meeting to go ahead.</p>																												
2.	<p>Chairperson's Remarks In the Chairperson's absence, the Vice Chairperson welcomed everyone to the Association's first hybrid meeting taking place in both person and online. The Vice Chairperson thanked members for their attendance</p>																												
3.	<p>Declaration of Interest There were no declarations of interest.</p>																												
4.	<p>Business Carried Over from Last Meeting There was no business carried over from the previous meeting.</p>																												
5.	<p>Management Committee External Training/Conference Feedback (if applicable) There were no feedback reports from members.</p>																												
6.	<p>Secretary's Report (Decision/Approval Required) The Secretary provided the following report:</p> <p>a) Correspondence No correspondence had been received.</p> <p>b) Share Membership Applications No Share Membership applications had been received.</p> <p>c) MC Membership Applications No Management Committee applications had been received.</p> <p>d) Closure of Share Register The Management Committee noted a change to the model rules adopted in 2020 means the share register no longer needs to formally close, however, the Association cannot accept any new share membership applications within 14 days of the Annual General Meeting.</p> <p>e) Compliance with Rules 62-67-Letter from Secretary* The Chairperson referred to the above letter from the Secretary to the</p>																												

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Management Committee circulated prior to the meeting which advised that obligations within Rules 62-67 had been complied with. The letter was duly noted by the Management Committee.

f) AGM update and Election Report 2021*

The Chief Executive referred to the above report circulated prior to the meeting regarding the AGM to be held on 23 September. The Management Committee noted the election position where 1/3 of the Management Committee members require to stand for re-election, not including the co-optees or casual members, which totalled 3 (rounded from 2.33).

The Management Committee noted that Mr O'Donnell required to stand for election as last elected in 2018 in addition to 2 of 3 members last elected in 2019, as follows:

- Mrs K. Tennant
- Mr J. Hillhouse
- Mr P. Shiach

The Chief Executive asked Mr Hillhouse and Mr Shiach, both present at the meeting, if they would consider standing down at the AGM and both agreed.

The Chief Executive confirmed all paperwork will be completed for both the casual vacancies and for those to stand for election. It was noted one election form was submitted for a new Management Committee member and that opportunity for membership is open until 01 September.

The updated election report was agreed and approved by the Management Committee.

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

a) Management Committee – 29 June 2021* (Decision/Approval Required)

The Management Committee noted that only 1 member present (the Secretary) had attended the meeting and therefore the meeting could not be seconded or unanimously approved. The Chief Executive will therefore bring the Minute to a future meeting for approval.

b) Actions from MC Meeting – 29 June 2021* (Decision/Approval Required)

The Chief Executive will return the actions note to a future meeting alongside the above Minute.

c) Housing Services S-C – 24 August 2021* (Decision/Approval Required)

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

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

Business Arising From Minutes

There was no business arising from the minutes.

8. Ratification of all Minutes (Decision/Approval Required)

Ratification of the Housing Services Sub Committee Minute was proposed by Mr Shiach, seconded by Mr Hillhouse and unanimously approved by the Management Committee.

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

The Chief Executive referred to the above report circulated prior to the meeting which detailed 4 decisions which had been approved by members since the last meeting, a summary of which is as follows:

- Decision 1 – the Finance & Corporate Services Manager sought approval for the budget level to be increased for a temporary Officer upgrade – 5 members approved
- Decision 2 – the Head of Housing Service sought approval for a staffing decision regarding a temporary member of staff – 6 members approved
- Decision 3 – the Acting Housing Services Manager sought approval to accept a cyclical painterwork tender – 4 members approved. The Chief Executive confirmed it has since been awarded
- Decision 4 – the Finance Assistant sought approval for 2 Assistant grades to be added as budget holders – 4 members approved

The contents of the report were noted by the Management Committee. The Chief Executive thanked members for responding promptly through the summer break and it was noted all decisions will now be put into the decision register.

The Communications Officer left the meeting at this point.

10. Staffing Report (Decision/Approval Required)

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

- Current Housing Officer to be seconded to post of Tenancy Sustainment Officer until 31 March 2023 to fill vacant post.
- Current existing Housing Assistant is seconded to the hybrid post to allow for experience of Officer duties and that a 2 year fixed term Housing Assistant post be advertised.
- Temp member of staff covering Housing Assistant duties continues until member of staff member's period of absence ends.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

- CCF Project Officer post currently being filled by a seconded staff member from Inverclyde Association for Mental Health every week on Mondays through Wednesdays to ensure continuation of the post until 31 March 2022.
- Approval of upgrade of Centre81 Clerical Officer from 25 hours to 35 hours commencing on 1st October 2021.
- Approval of upgrade of Centre81 Assistant from 20 hours to 25 hours commencing on 6th September 2021.
- Approval for CEO to review staffing structure over coming months to take into account new developments coming off-site and recent staff changes.

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, some of which were highlighted by the Chief Executive. The Chief Executive provided additions/updates within the following items:

b) Queens's Quay Development (37 units) – Site mobilisation. The Chief Executive confirmed that the development consultant, [REDACTED] is present at the monthly online meetings with all development partners and that slight material delays have not changed the handover planned for March 2022. The Management Committee noted it was hoped a site visit could be arranged for them in the coming weeks.

The Management Committee enquired as to the number of shop units below the Association's properties. The Chief Executive will clarify this.

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

Draft Programme – the Management Committee noted that whilst there are roadworks in Attlee Avenue delaying deliveries, the programme is still on schedule.

Private Finance – the Management Committee noted that the private finance for the site has now been arranged.

Community Consultation – the Chief Executive updated the Management Committee on discussions regarding Community Benefits with Linnvale Community Group and Linnvale and Drumry Community Council with suggestions including additional bins at c. £2k.

Clerk of Works Reports – the Management Committee noted that the Clerk of Works has flagged up local children trying to get onto the site. The Chief Executive visited the site and confirmed there is adequate fencing, signage and security, however, it was being taken seriously given the potential risks of injury or death and the builder has been provided local schools details to discuss the issue with them and it will

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

also be mentioned in the forthcoming newsletter. The Chief Executive intimated there is a network of residents around the site who timeously report anything they see also.

d) Proposed [REDACTED] development – Design and Build – Legal – the Management Committee noted the first trigger date for the buy back clause had been reached, however, the Chief Executive was satisfied that the development is progressing well and there is no requirement to invoke the clause. The Management Committee noted finalised pricing is awaited from the contractor in order to provide to the Scottish Government and gauge whether the development is financially viable.

e) Other Development Opportunities – the Management Committee noted all of the developments as detailed which had been provided for inclusion in the Council’s Strategic Housing Investment Plan (SHIP) and noted the Council had not returned with any additional questions following the submission.

f) Development Risk – the Chief Executive confirmed there were no concerns with the contracts register, no overspends to propose and no changes to the risk register.

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

- 12. [REDACTED]

- 13. **Quarterly Reports – 01 April to 30 June 2021 (For information)**
 - a) Quarter 1 Complaints***

The Communications Officer referred to the report which was issued prior to the meeting and confirmed that 27 complaints had been received from 01 April – 30 June 2021 and all had been responded to at first stage. It was noted that again, none required to be dealt with at stage 2, demonstrating the staff eagerness to resolve quickly for all involved. The Management Committee noted that service improvements had been put in place following 23 (85%) upheld complaints and 1 not upheld complaint. The Management Committee noted 2.7 was average number of days to resolve the complaints.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

It was noted that 'Time taken in working days to provide a full response' at stage 1 and stage 2 was now included in the report to fully reflect and track the information required for the ARC.

The Communications Officer highlighted the breakdown of relevant service areas detailed in the report and then referred to the trends and themes section where it was noted the contractor who received 7 complaints regarding 3 issues [REDACTED]. It was noted the Acting Housing Services Manager was satisfied with the remedial works and that the matter was addressed but will be monitored going forward via contractor performance reports to the Housing Services Sub Committee.

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

b) Quarter 1 Compliments*

The Communications Officer referred to the above report which was circulated prior to the meeting detailing 28 compliments received in the quarter. The Communications Officer confirmed that all compliments are passed on to the relevant staff/contractor.

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

14. Audited Financial Statements (AFS) Return to SHR - 2020/21* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all information is derived from the audited, approved Statutory Financial Statements to 31 March 2021 and it is presented in the way requested by the SHR to compare and analyse information between RSLs.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the SHR prior to the deadline of the end of September.

15. SHR Loan Portfolio Annual Return 2020/21* (Decision/Approval Required)

The Chief Executive referred to the report and Return circulated prior to the meeting, which sets out details of loan obligations as at 31 March 2021 and tie up with the Association's annual accounts for the same period.

The Management Committee noted that the former St Cuthbert's Church loan was not financially closed as at 31 March so does not require to be included in this return. At page 2, the Chief Executive confirmed that no

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

covenants are being breached and at page 3, highlighted the balance of outstanding loans was £3.62m.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the SHR that evening as the deadline was 31 August.

16. OSCR Annual Return to 31 March 2021* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all registered charities are required to provide a summary of their accounts in an online annual return and include copies of their audited annual accounts.

The Chief Executive highlighted a sharp increase in Gross Income at £9.2m (2020: £5.9m) due to £2.8m of funding from Allia being treated as income along with significant grant funding being received for Queens Quay and referred the Management Committee to the workings on page 5 which showed the level of HAG/Capital Grants received.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the OSCR prior to the deadline of the end of December.

17. Radnor Park Homes Dormant Accounts – 2020/21* (Decision/Approval Required)

The Chief Executive referred to the above accounts circulated prior to the meeting and confirmed whilst the company is an active registered company, dormant accounts are required to be submitted to Companies House. The Management Committee noted the accounts require to be signed by Mr Hillhouse and Mr Shiach and this was agreed.

The Chief Executive invited questions. There were none and the Management Committee approved the Accounts for submission to Companies House.

18. Financial Conduct Authority (FCA) Annual Return 2020/21* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all mutual societies under the Co-operative and Community Benefit Societies Act 2014 are required to submit an annual return and copies of their audited annual accounts to the Financial Conduct Authority. The Chief Executive highlighted the submission does include month and year of birth of Committee members as taken from the annual financial accounts but that only turnover and assets are displayed online.

The Chief Executive confirmed that the figures were taken from the audited annual financial statements and highlighted that the workings for the return were attached.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the FCA prior to the deadline of the end of October.

19. Expense Claims (Decision/approval required)

a) July 2021*

The Chief Executive referred to the report, which had been circulated prior to the meeting. Following review, the Management Committee unanimously approved the expenses as submitted and the Vice Chairperson agreed that her digital signature should be utilised and recorded in the signature register.

b) August 2021*

The Chief Executive referred to the report, which had been circulated prior to the meeting. Following review, the Management Committee unanimously approved the expenses as submitted and the Vice Chairperson agreed that her digital signature should be utilised and recorded in the signature register.

20. SHR Quarterly Covid Returns – to 30 June 2021*

The Chief Executive referred to the above report circulated prior to the meeting and confirmed it was now submitted quarterly, changing from the monthly returns provided in 2020/21. The Management Committee noted that this information was put into the Association's own template and compared to performance at the end of March, with areas highlighted in red performing less favourably.

The Chief Executive highlighted several key points within the report as follows:

- Number of staff absent was now showing as 3.5, which was up from 1 at the year end and as detailed in the staffing report
- In turn, the % of staff absent was showing as 9.9%, which was up from 2.7% at the year end. It was noted the Finance & Corporate Services Sub Committee will continue to monitor the position alongside the Management Committee receiving these returns
- Gross rent arrears were showing as 3.91%, which was down from 4.44% at the year end. It was noted the Housing Services Sub Committee will continue to monitor the position alongside the Management Committee receiving these returns
- The number of properties re-let in the quarter was high at 30 in comparison to the total for the year 2020/21 of 67. It was noted this in turn has had a slight impact on rent lost on empty properties, showing at 0.62%, which was up from 0.58% at the year end. It was noted the Housing Services Sub Committee will continue to monitor the position alongside the Management Committee receiving these returns

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

The Chief Executive confirmed she had no concerns but will ensure all areas continue to be monitored every quarter. The Chief Executive invited questions. There were none and the report was noted.

21. 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 highlighted some areas and the following was noted:

- £4.5k in the Community Pot
- The Centre81 Steering Group continue to do a great deal at the Centre and that the Association has been working alongside them over the past few months. The group now has a base at the Centre for 2.5 years following a successful funding application
- Gym81 has been open since April but now looking towards extending the hours per the Staffing Report
- The forthcoming community celebration day on 4 September and summary of activities including bike and garden workshops to celebrate the canal path access opening. The Chief Executive reiterated the invite to all members

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

22. Customer Engagement/Consultation Report* (For information)

The Communications Officer referred to the above report circulated prior to the meeting and the Communications Strategy Action Plan Update provided just 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 1. the Tenant Portal consultation – that the 3 residents taking part in the trial have been notified that are currently being set up on the system and the Tenant Panel catch up meeting of 01 September
- At 2. Radnor Park Multis Tenants and Residents Association (RPMTRA) meetings recommencing in-person and senior staff attendance from CHA
- At 5. the Annual General Meeting being held on 23 September and associated arrangements
- At 6. Publications/Design, the significant activity as noted in order to ensure a high level of useful information is available to our tenants and other customers including the review of the housing applicant newsletter, signage (now complete at Centre81 and looking great), press releases and associated activity on social media and more

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

- At 14. Tenant Participation Strategy Review, the very successful desktop review carried out by TPAS where of the 18 points reviewed to gauge compliance with the recent Scottish Government guidance, the current Strategy meets 16.5 points already (first external validation outwith internal audit since inception in 2002). The good practice points and improvements identified by the audit were referred to
- At 15. NEW Trainee Support being provided to the Communications and Participation role by the PATH Trainee which is of great assistance
- The Communications Strategy Action Plan update provided, in order to demonstrate action towards meeting the Strategy

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

23. Freedom of Information Return - Quarter 1 of 2021/22 (Apr to June 2021)* (For information)

The Chief Executive referred the Management Committee to the above report from the Data Protection and Compliance Officer circulated prior to the meeting and noted that 1 FOI request was received in the quarter to 30.06.21 and while the target response was 20 working days, this information was provided within 1 working day. The Management Committee noted the Return was provided on schedule to the Information Commissioner's Office.

24. Health & Safety/Compliance Reporting including health and safety declarations – August 2021 (verbal update) (For information)

The Chief Executive provided a verbal update as provided by the Acting Housing Service Manager, confirming that the Association is compliant in all 6 key areas of Landlord Health and Safety.

It was noted, however, that the health and safety declarations could not be located but will be provided shortly or when training could be arranged on Health and Safety with ACS.

25. MC Annual Training Information

The Chief Executive confirmed she had planned to distribute this information at the meeting but asked if it could be provided by the end of the week to accommodate several training opportunities in the pipeline but not yet confirmed. The Management Committee was agreeable to this.

26. Focus on Governance/Risk (For information)

a) Self-Assurance Action Plan update 2020

The Chief Executive confirmed that an update will follow at the next meeting.

b) Self-Assurance timetable 2021

The Chief Executive confirmed that she will meet with the Chairperson on 02 September and a further update will be provided thereafter.

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 31 AUGUST 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

c) Notifiable Events Register*

The Chief Executive referred to the report circulated prior to the meeting noted there were no new events and one (no. 6) had been closed off following the reopening of the office to the public on 9 August.

The Management Committee noted the progress of the Health & Safety Issue (no. 12), that all works were complete and sign off following photographs of the work was awaited from [REDACTED] in order to notify SHR.

d) Management Committee Appraisals – update

The Chief Executive confirmed that due to the nature of the current appraisal process, it was very laborious for both the Committee Member and Chairperson. As such, the Chief Executive will source some external support to assist or complete it for the Chairperson and a further update will be provided thereafter.

27. 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.

28. Signing of Minutes

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

29. Date and Time of Next Meeting/Training Session

The Chief Executive stated some future meeting and training dates were currently being confirmed and the draft schedule will be issued by the end of the week. In the meantime, the Chief Executive did confirm the next 2 meetings as the Finance and Corporate Services Sub-Committee meeting on 14 September and Annual General Meeting on 23 September.

Meeting closed.

Checked by: LL 01.10.2021

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda