



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 28th of July 2022 at 18:30 hrs in the Association's offices.

AGENDA

\*\*\* for approval / decision

- 1.0 MANAGEMENT COMMITTEE
  - 1.1 MEMBERSHIP
    - 1.1.1 Appointment of Chair
    - 1.1.2 Appointment of Secretary
    - 1.1.3 Apologies
  - 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
  - 1.3 TRAINING
  - 1.4 REGULATORY & STATUTORY RETURNS 2022 / 23
  - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2022 / 23
  - 1.6 HEALTH & SAFETY MATTERS
- 02.0 MEMBERSHIP
  - 2.1 OPENING OF SHARE REGISTER \*\*\*
  - 2.2 NEW MEMBERSHIP APPLICATIONS
  - 2.3 MEMBERSHIP SHARE CANCELLATION REPORT \*\*\*
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 4.0 CORRESPONDENCE
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 26.05.22
  - 5.1 APPROVAL OF MINUTES \*\*\*
  - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
  - 6.1 QUARTERLY KEY PERFORMANCE INDICATOR 2022 / 23 REPORT
  - 6.2 ANNUAL RETURN ON THE CHARTER PERFORMANCE REPORT 2022 \*\*\*
- 7.0 FINANCE REPORTS
  - 7.1 QUARTERLY CASH FLOW TO 30.06.22 REPORT
  - 7.2 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.22 REPORT
  - 7.3 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.22 REPORT
  - 7.4 TREASURY MANAGEMENT TO 30.06.22 REPORT
- 8.0 DEVELOPMENT REPORTS
  - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
  - 9.1 POLICY REVIEW REPORT
    - 9.1.1 Electrical Safety Policy \*\*\*
  - 9.2 MAINTENANCE SCHEME REPORT
  - 9.3 QUARTERLY COMPLAINTS HANDLING REPORT
  - 9.4 TENANT PARTICIPATION STRATEGY REPORT
  - 9.5 TENANCY TERMINATION 2021/22 SURVEY REPORT
  - 9.6 SETTLING-IN VISIT SATISFACTION SURVEY TO 31.03.22 REPORT
- 10.0 DATE OF NEXT MEETING 25.08.22
- 11.0 A.O.C.B.

Distribution

1. Shields, Graeme (Chairman)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	6. Jarvis, Anna-Maria	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	11. Thompson, Margaret	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2. Ballantyne, Mary	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7. McKendrick, Mick	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	11. Walker, Catriona	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
3. Busby, Elaine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	8. Parker, Morag	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	12. Wronowska, Agnieszka	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
4. Donnelly, Lisa-Marie	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	9. Porter, Josephine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	13. Vandermotten, Roderick	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
5. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Ryan, Isobel	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		



## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

### Present

Shields, G (Chairman)  
Ballantyne, M  
Busby, E  
Donnelly, L  
Fleming, A  
McKendrick, M  
Parker, M  
Thompson, M

### In Attendance

Forrest, C J (Director)  
Freeman, K (Secretary / Housing Services Manager)  
McKay, K (Senior Finance Services Officer)

---

At this point the Director took the Chair and welcomed M Thompson to the meeting following her election at the Annual General Meeting.

## 1.0 MANAGEMENT COMMITTEE

### 1.1 MEMBERSHIP

#### 1.1.1 Appointment of Chair

The Director invited nominations for the office of Chair of the Association and G Shields was nominated by A Fleming. E Busby seconded the nomination and in the absence of any other nominations, G Shields was duly appointed Chair of the Association.

At this point G Shields took the Chair.

#### 1.1.2 Appointment of Secretary

G Shields invited nominations for the office of Secretary and K Freeman was proposed by E Busby. M Parker seconded the nomination and in the absence of any other nominations, K Freeman was duly appointed Secretary of the Association.

#### 1.1.3 Apologies

Apologies for absence were received from J Porter, I Ryan and A Wronowska.

### 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

G Shields noted that all those present had completed their registration details and signed up to the Code of Conduct.

The Director confirmed that with the exception of J Porter, all other members of the Committee had also completed their registration details and signed up to the Code of Conduct. He confirmed that arrangements were in hand to have J Porter's registration details and Code of Conduct signed as she had been unable to attend the meeting as planned.

### 1.3 TRAINING

The Director explained that he would be carrying out induction training for M Thompson at some point over the next few weeks. He confirmed that he would copy other members of the Management Committee in on the details so that those interested might have the opportunity to do some refresher training and increase their training hours.

The report was then noted by those present.



**MINUTES**

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

**1.0 MANAGEMENT COMMITTEE (Continued)**

1.4 REGULATORY & STATUTORY RETURNS 2022 / 23

G Shields referred to the report and those present noted that there remained just three regulatory returns to be completed. It was noted that all returns to date had been completed within the required timescales.

The report was then noted by those present.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2022 / 23

G Shields referred to the report and all those present or in attendance confirmed that they were not aware of any new whistleblowing, fraud or notifiable events having been raised since the last meeting.

The report was then noted by those present.

1.6 HEALTH & SAFETY MATTERS

G Shields asked if there were any health and safety matters to be raised and the Director confirmed that there were no matters to report under health and safety.

**2.0 MEMBERSHIP**

2.1 OPENING OF SHARE REGISTER

The Housing Services Manager, in his capacity as Secretary, declared the Share Register formally open following the conclusion of the business of the Annual General Meeting.

2.2 NEW MEMBERSHIP APPLICATIONS

There were three new membership applications from bona fide applicants as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1292	[REDACTED]	[REDACTED]
1293	[REDACTED]	[REDACTED]
1294	[REDACTED]	[REDACTED]
1295	[REDACTED]	[REDACTED]
1296	[REDACTED]	[REDACTED]
1297	[REDACTED]	[REDACTED]
1298	[REDACTED]	[REDACTED]
1299	[REDACTED]	[REDACTED]
1300	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by L Donnelly, seconded by M Parker, and unanimously agreed by those present

2.3 MEMBERSHIP SHARE CANCELLATION REPORT

G Shields referred to the report and noted that ten share certificates were being recommended for write-off for a variety of reasons. However he noted that one reason included the write-off of one duplicate share and queried how this had arisen.

The Senior Finance Services Officer confirmed that this had arisen when a former tenant who had been a shareholder returned to the Association as a new tenant after a period of time away. G Shields asked if appropriate procedures were in place to prevent this from re-occurring in the future. The Housing Services Manager confirmed that procedures had now been introduced to ensure that this did not re-occur in the future.

The recommended write-off of the ten shares was then proposed by E Busby, seconded by A Fleming and unanimously approved by those present.



## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

### 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

Other than the aforementioned share certificates, there were no other documents for signing and use of the Seal.

### 4.0 CORRESPONDENCE

#### C Wynd

G Shields noted that C Wynd had decided to resign his position as a trainee with the Association following a job opportunity with another employer. Those present expressed some disappointment that he had left after such a short period of time but wished him the best in his new career path.

The Director confirmed this post would be filled quickly as the recruitment process for the current year's intake of trainees was already well under way.

There were no other items of correspondence.

### 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 26.05.22

#### 5.1 APPROVAL OF MINUTES

The Minutes were proposed by M McKendrick, seconded by M Ballantyne, and unanimously approved by those present.

#### 5.2 MATTERS ARISING

There were no matters arising.

### 6.0 CORPORATE GOVERNANCE REPORTS

#### 6.1 QUARTERLY KEY PERFORMANCE INDICATOR 2022 / 23 REPORT

G Shields referred to the report and the Director provided a brief overview of the performance for the first quarter of the current financial year.

M McKendrick noted that the Association had failed to complete the gas service for one property by the due date. In response to a query from M Ballantyne, it was explained that access had been arranged by the tenant, but the tenant had died suddenly thereafter, and the police had prevented access to the property as they were investigating the sudden death. The gas service was subsequently carried out when the police had completed their investigation.

M McKendrick expressed concern that this may be classified as a Notifiable Event and the staff present agreed to check the relevant guidance and record this with the Scottish Housing Regulator if necessary.

In the absence of any other questions the report was noted by those present.

#### 6.2 ANNUAL RETURN ON THE CHARTER PERFORMANCE REPORT 2022 \*\*\*

The Director explained that this report was currently incomplete as it awaited the inclusion of comparative data from the publication of the 2022 Annual Return on the Charter. He confirmed that once this data was published, it would be incorporated into the report and submitted for approval by the Management Committee before publication by the due date of 31 October 2022.

**MINUTES**

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

**7.0 FINANCE REPORTS****7.1 QUARTERLY CASH FLOW TO 30.06.22 REPORT**

G Shields referred to the report and the Senior Finance Services Officer provided an overview of the performance of the Association for the first quarter of the current financial year.

G Shields noted that rent receipts were lower than anticipated for the first quarter and asked if more detail could be provided. The Senior Finance Services Officer explained that this was a combination of an increase in rent arrears levels over the quarter and a slight timing delay relating to the scheduled payments of Housing Benefit.

In response to a question from M Ballantyne, the Senior Finance Services Officer confirmed that the increase in office insurance costs reflected an uplift following the procurement process. She explained that this was due to be re-tendered in 2023.

M McKendrick noted that a vehicle disposal had generated a different figure in this report from that in the subsequent report and the Senior Finance Services Officer provided an explanation of the variation in the reporting of the disposal.

The report was then noted by those present.

**7.2 QUARTERLY MANAGEMENT ACCOUNTS TO 30.06.22 REPORT**

G Shields referred to the report noting that the Association had performed better than budgeted for the first quarter of the current financial year.

The Senior Finance Services Officer then highlighted the changes in the Statement of Financial Position explaining that the Association's cash position had improved significantly from the position reported at the previous year end.

G Shields expressed some concern over the level of increase in reactive repairs and it was confirmed that this was primarily down to an increase in the number of repairs as well as an element of inflation.

The report was then noted by those present.

**7.3 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.22 REPORT**

G Shields invited the Senior Finance Services Officer to provide an overview of the report and those present noted the increase in property management arrears over the quarter.

The Senior Property Services Officer confirmed that the outstanding former owner arrears had subsequently been recovered in full. She also confirmed that the arrears at the end of June 2022 included bills issued on that date including the annual insurance premium.

The report was then noted by those present.

**7.4 TREASURY MANAGEMENT TO 30.06.22 REPORT**

G Shields referred to the report and the Senior Finance Services Officer confirmed that there had been no change to the ratings for the financial institutions on the Association's approved list since the last report.

There then followed discussion on the Association's investment strategy for deposits which were due to mature in the next few months. It was unanimously agreed by those present that £4.5m be re-invested in long-term deposits of up to one year subject to cash flow requirements.

The report was then noted by those present.



## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

### 8.0 DEVELOPMENT REPORTS

#### 8.1 DEVELOPMENT SCHEME REPORT

##### Blawarthill Hospital New Build Scheme

G Shields noted the content of the report, and the Director provided an update in terms of the progress on site and the progress in maintaining Passivhaus accreditation.

He went on to explain that the Passivhaus certifiers had queried the use of the window system being proposed for the project. Following the submission of technical information by the window manufacturer, it had been confirmed that these windows did not meet the Passivhaus standard and as such a different window system had to be specified.

The Director confirmed that a different window system had now been adopted for the project which had Passivhaus certification. He confirmed that aluminium clad timber windows were being replaced by PVC windows and that this should be a cost-neutral change to the specification.

The report was then noted by those present.

### 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

#### 9.1 POLICY REVIEW REPORT

##### 9.1.1 Electrical Safety Policy \*\*\*

G Shields referred to the policy noting that it was a new policy being introduced to formalise the processes adopted by the Association in meeting its obligations in relation to electrical safety.

In response to a question raised by M McKendrick, the Housing Services Manager explained that PAT testing was dealt with in the Association's Health and Safety policy as this policy was primarily aimed at residential electrical safety.

M Ballantyne noted that a physical copy of each certificate was retained. The Housing Services Manager confirmed that both a physical and an electronic copy were kept on file. The Director confirmed that a physical copy with the contractor's original certificate was kept as this was considered the legal document that supported the certification. It was acknowledged that this represented a significant volume of paperwork for storage.

The policy was then proposed by A Fleming, seconded by M parker and unanimously approved by those present.

#### 9.2 MAINTENANCE SCHEME REPORT

##### Rear Screens 1951/1959/1965 Dumbarton Road

The outcome of the non-competitive action was presented by the Housing Services Manager confirming that the quotations received for this work were consistent with the tender for previous phases of similar work.

##### Bathroom Replacement Contract

As previously reported, the Housing Services Manager confirmed that this contract to replace sixty-six bathrooms had been procured through Public Contracts Scotland (PCS) and that City Building had been the successful contractor.

However City Building had subsequently withdrawn their acceptance of this contract as they had under-priced this work and were unable to fulfil the contract at the price originally tendered. CCG (Scotland) Ltd had subsequently been awarded this contract as they provided the best tender return after City Building had revised their tender submission.





## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

### 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

#### 9.2 MAINTENANCE SCHEME REPORT (Continued)

##### Gas Servicing, Boiler Replacement and Quality Control Check 2022 / 2023 Contracts

The Housing Services Manager confirmed that these contracts had now been tendered and awarded to the relevant contractors under the Public Contracts Scotland (PCS) procurement route.

##### 1945 Dumbarton Road

G Shields noted that only one tender had been received for this work and that the tender was significantly over budget. The Housing Services Manager confirmed that the Association was pursuing other tenders in an effort to obtain a more competitive price and was also pursuing grant funding for the refurbishment with Glasgow City Council.

The report was then noted by those present.

#### 9.3 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields noted that three complaints had been received and the Housing Services Manager confirmed that these had been processed in accordance with required timescales. No trends or training requirements had been identified in relation to the complaints received.

The report was then noted by those present.

#### 9.4 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the inclusion of open Management Committee meetings as part of the "Next Steps" programme of tenant participation events and questioned how this might best be facilitated.

Following lengthy discussion it was agreed that the open meetings be promoted as part of the business planning consultation and that tenants also be invited to consider the next planned maintenance project as part of a tenant scrutiny group.

The report was then noted by those present.

#### 9.5 TENANCY TERMINATION 2021/22 SURVEY REPORT

G Shields asked the Housing Services Manager to provide an overview of the results of the survey.

Those present noted the relatively high levels of satisfaction with the Association from those tenants who had chosen to terminate their tenancy. The Housing Services Manager did however highlight that one respondent considered that the maintenance service had been poor. The respondent had failed to expand upon this in the questionnaire and had been unresponsive to attempts to obtain an explanation for this view.

No further action was considered necessary in response to the outcomes in the report and it was then noted by those present.

#### 9.6 SETTLING-IN VISIT SATISFACTION SURVEY TO 31.03.22 REPORT

G Shields referred to the report noting the high response rate and the high levels of tenant satisfaction with all aspects of the service provided from the quality of staff and information, the sign-up process and the quality of their homes.

As with the previous survey report, no further action was considered necessary in response to the outcomes and the report was noted by those present.



**MINUTES**

Minutes of the Full Management Committee Meeting held on Thursday the 28th of July 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

---

**10.0 DATE OF NEXT MEETING 25.08.22**

G Shields confirmed that the next meeting would be held on the 25th of August 2022 and that this would again be held within the Association's offices.

**11.0 A.O.C.B.**

Staff Recruitment

The Director confirmed that the intake of trainee housing services officers was now under way with the recruitment process expected to be completed by the end of the following week.

In response to a question from M Ballantyne, the Director confirmed that job descriptions for these positions had recently been reviewed and had been included within the application package issued to applicants.

There being no other competent business the meeting closed at 19:45 hrs.

Proposed By \_\_\_\_\_

Seconded By \_\_\_\_\_