



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 7th of May 2020 at 19:00 hrs through the Association's online virtual meeting portal.

AGENDA

- 1.0 MANAGEMENT COMMITTEE
 - 1.1 APOLOGIES
 - 1.2 DECLARATIONS OF INTEREST
 - 1.3 TRAINING
 - 1.4 REGULATORY & STATUTORY RETURNS 2020 / 21
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21
 - 1.6 HEALTH & SAFETY MATTERS
- 2.0 NEW MEMBERSHIP APPLICATIONS
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 4.0 CORRESPONDENCE
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 28.04.20
 - 5.1 APPROVAL OF MINUTES
 - 5.2 MATTERS ARISING
- 6.0 MAINTENANCE & DEVELOPMENT REPORTS
 - 6.1 MAINTENANCE SCHEME REPORT
 - 6.2 POLICY REVIEW REPORT
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 - 6.2.2 Development Contract Control Policy
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 - 6.2.4 Rechargeable Repairs Policy
 - 6.2.5 Health & Safety Control Manual – Electrical Safety Update
 - 6.2.6 Health & Safety Control Manual – Fire Safety Update
 - 6.2.7 Health & Safety Control Manual – Gas Safety Update
 - 6.2.8 Asbestos Management Policy
 - 6.3 DEVELOPMENT SCHEME REPORT
- 7.0 HOUSING MANAGEMENT REPORTS
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 - 7.2 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2019 / 20 REPORT
 - 7.3 TENANCY MANAGEMENT 2019 / 20 REPORT
 - 7.4 TENANCY SUSTAINMENT 2019 / 20 REPORT
 - 7.5 QUARTERLY COMPLAINTS HANDLING REPORT
 - 7.6 POLICY REVIEW REPORT
 - 7.6.1 Rent Setting Policy
 - 7.6.2 Decoration Allowance Policy
- 8.0 CORPORATE GOVERNANCE REPORTS
 - 8.1 INTERNAL AUDIT REPORT
 - 8.2 FREEDOM OF INFORMATION 2019 / 20 REPORT
 - 8.3 GENERAL DATA PROTECTION REGULATION 2019 / 20 REPORT
 - 8.4 QUARTERLY RISK MANAGEMENT REPORT
 - 8.5 QUARTERLY KEY PERFORMANCE INDICATOR REPORT
 - 8.6 ANNUAL SUCCESSION PLANNING REVIEW REPORT
 - 8.7 QUARTERLY BUSINESS ACTIVITY PLAN COMPLIANCE REPORT
- 9.0 DATE OF NEXT MEETING 28.05.20
- 10.0 A.O.C.B.

Distribution

1. Shields, Graeme (Chairman)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	6. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	11. Wronowska, Agnieszka	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
2. Ballantyne, Mary	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7. Jarvis, Anna-Maria	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	12. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input 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"/>	13. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4. Calder, Deborah	<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"/>	14. McKendrick, Mick (Co-optee)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
5. Colvin, Paul	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Walker, Catriona	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	15. Ryan, Isobel (Co-optee)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>



MINUTES

Minutes of the Full Management Committee Meeting held on Tuesday the 7th of May 2020 at 19:00hrs in the offices of Yoker Housing Association Limited.

Present

Shields, G (Chair)
Ballantyne, M
Busby, E
Fleming, A
McKendrick, M
Parker, M
Ryan, I
Walker, C

In Attendance

Forrest, C J (Director)
Bryce, L (Senior Property Services Officer)
Freeman, K (Secretary / Senior Housing Services Officer)

McCready, S (Wylie and Bisset, Internal Auditors)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from P Colvin and J Porter.

1.2 DECLARATIONS OF INTEREST

G Shields referred those present to the schedule of declared interests and those present confirmed that there were no other interests to declare or matters arising from the Agenda.

1.3 TRAINING

Those present who had not yet achieved their training required target training hours were encouraged to do so by G Shields. It was acknowledged that this was more difficult in the current climate.

1.4 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and those present noted that a quarterly return to the Scottish Information Commissioner (SIC) had been submitted within the required timescales.

The Director explained that this was a new return required under Freedom of Information legislation and that the return deadlines had therefore been incorporated into the return schedule. No other returns were yet due or submitted for the current financial year to 31 March 2021. With respect to return deadlines for the Scottish Housing Regulator (SHR) he went on to explain that these were the normal deadlines for submission but that SHR had extended all of these in the light of Covid-19. Notwithstanding the extensions, the Director confirmed that staff were continuing to work towards the regular deadlines for submission.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 /21

Those present noted that there were no matters to report.

1.6 HEALTH & SAFETY MATTERS

The Director provided a brief update confirming that all staff were now working from home or in the process of being set-up to work from home. The exception was the Property Services Assistant who was continuing to work in the office on her own. He confirmed that she was in constant contact with himself and other members of staff throughout the day.

2.0 NEW MEMBERSHIP APPLICATIONS

There were no new membership applications.



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3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

There were no documents for signing or use of seal other than the aforementioned share certificates.

4.0 CORRESPONDENCE

Covid-19 Monthly Return - SHR

The Director explained that a short monthly return was being submitted to the SHR to provide basic information on the impact of Covid-19 and that the first return had been submitted. In response to E Busby he confirmed the nature of the information included within the return.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 28.04.20

5.1 APPROVAL OF MINUTES

Subject to the amendment that the meeting took place through the on-line meeting portal and not at the Association's offices, the Minutes were proposed by A Fleming, seconded by M Ballantyne and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.

At this point G Shields introduced S McCready of Wylie & Bisset to the meeting.

8.0 CORPORATE GOVERNANCE REPORTS

8.1 INTERNAL AUDIT REPORT

Arrears Management

S McCready referred to the assessment of the Association's controls in arrears management and confirmed that it provided "Strong" assurance to the Management Committee that the Association's controls were effective. He explained that this was the highest level of assurance that could be provided. He also highlighted the areas of good practice being exercised by management.

One low level recommendation being made for improvement compared to a benchmark average of two medium level recommendations for other Registered Social Landlords (RSLs). This indicated the Association's systems were better than those of other RSLs in the comparison. To the extent that it had been accepted by management, the Senior Housing Services Officer confirmed that the recommendation had been implemented.

Procurement

Referring to the procurement audit, S McCready explained that this had also provided the Management Committee with the highest level of assurance that there were "Strong" controls in place. He identified five areas of good practice being applied by management.

The two low level recommendations for improvement compared to an average of three medium and one low level recommendations for other benchmarked RSLs. This again indicated that the Association's systems were comparably better than those of others in the comparison.

The Senior Property Services Officer confirmed that the recommendations would be implemented within the timescales suggested in the report. S McCready agreed to follow-up the report with examples of benchmarking KPIs as the Director explained that management had been unable to identify additional KPIs beyond those already being used despite approaching a number of other organisations for advice.



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8.0 CORPORATE GOVERNANCE REPORTS

8.1 INTERNAL AUDIT REPORT

General Data Protection Regulation (GDPR)

S McCready once again highlighted the fact that the Association was receiving a "Strong" assessment of internal controls – this time in the area of GDPR. After referring to the areas of good practice highlighted in the report, he referred to the three low level recommendations and explained that again these compared favourably with the benchmarked average of one medium and three low level recommendations in other RSLs.

The Senior Housing Services Officer confirmed that all three recommendations had now been implemented with the exception of staff training that would be carried out following lock-down.

Follow-Up Review

S McCready explained that as part of the internal audit, a review had been carried out to confirm that recommendations from previous internal audits had been fully implemented. He confirmed that all of the recommendations made had been fully implemented and there were no matters still outstanding.

G Shields thanked S McCready for his reports and noted the "Strong" levels of assurance from all the areas audited.

There then followed general discussion on the future audit programme and it was agreed that the programme be reviewed with a view to incorporating assurance in areas such as business planning assumptions, the annual assurance statement and regulatory returns.

S McCready agreed to review the programme with a view to providing a draft for discussion at either the next or subsequent Management Committee meeting.

At this point S McCready left the meeting.

6.0 MAINTENANCE & DEVELOPMENT REPORTS

6.1 MAINTENANCE SCHEME REPORT

G Shields referred to the report and to recently received tenders for planned maintenance work. The Senior Property Services Officer confirmed that the tenders remained open for acceptance within ninety days and thereafter it was incumbent upon the contractor to commence work as soon as was practicable. It was accepted that the current unprecedented circumstances would impact upon site starts for all planned maintenance works.

Tenders for improvement works were discussed and acceptance unanimously approved by those present.

The report was then noted by those present.

6.2 POLICY REVIEW REPORT

6.2.1 Legionella Policy

G Shields noted that this was an update of a recent approval and confirmation that all the remaining redundant water tanks had now been removed from common attic spaces.

The policy was then proposed by M Ballantyne, seconded by M Parker and unanimously approved by those present.

6.2.2 Development Contract Control Policy

G Shields noted that the only amendment to this policy was the attachment of the standardised front cover and the policy was proposed by C Walker, seconded by A Fleming and unanimously approved by those present.



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6.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)**6.2 POLICY REVIEW REPORT (Continued)****6.2.3 Reactive Repairs Policy**

G Shields noted that adoption of the standardised front cover and minor amendments on page two of the policy were the only changes being recommended at this time. The policy was then proposed by M Ballantyne, seconded by E Busby and unanimously approved by those present.

6.2.4 Rechargeable Repairs Policy

G Shields noted the adoption of the standardised front cover and asked those present if they had any objections to the minor amendments to the wording in the policy. In the absence of any suggested changes to the recommendations, the policy was proposed by E Busby and seconded by A Fleming.

6.2.5 Health & Safety Control Manual – Electrical Safety Update

The Senior Property Services Officer explained that the amendments were required to bring the Association's Health and Safety Policy up to date in line with Employers in Voluntary Housing (EVH) updates recently released. The updates were noted by those present.

6.2.6 Health & Safety Control Manual – Fire Safety Update

G Shields noted that these amendments were also required to bring the Association's Health and Safety Policy up to date in line with EVH updates recently released. The updates were noted by those present.

6.2.7 Health & Safety Control Manual – Gas Safety Update

G Shields noted that these amendments were also required to bring the Association's Health and Safety Policy up to date in line with EVH updates recently released. The updates were noted by those present.

6.2.8 Asbestos Management Policy

The policy was reviewed by those present and proposed for adoption by M McKendrick, seconded by M Parker and unanimously approved by those present.

6.3 DEVELOPMENT SCHEME REPORT**Blawarthill Hospital Development**

The Senior Property Services Officer confirmed that the contractor had commenced preparations for re-opening the site on the basis that "social distancing" rules would require to be adhered to. However it was noted that any site start would be subject to government guidance and that the timing of a site start therefore remained uncertain.

Those present noted that approval for the additional costs associated with the unforeseen works had been received and that the additional Social Housing Grant (SHG) had been claimed and paid prior to the end of March 2020.

G Shields noted from the report that the Stage 2 Building Warrant for the new build element of the site had now been issued and that the contractor was therefore now in a position to progress the new build element of the site on a return to work.

The Director emphasised the cost implications of the recent funding approval from Glasgow City Council (GCC) which while approving the costs did not result in a full funding approval. Due to the method used for allocating cost overruns, the Association was now having to absorb approximately one hundred thousand pounds of additional costs for the refurbishment element of the site.



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6.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)**6.3 DEVELOPMENT SCHEME REPORT (Continued)**Yoker Primary School Site

G Shields referred to the current tender submission for this project and the Senior Property Services Officer explained that a number of meetings had been arranged between the design team and the contractor in an effort to reduce the unit cost for the scheme.

The Senior Property Services Officer went on to explain that GCC had been informed of the Management Committee's commitment to a maximum capital contribution per unit of fifty thousand pounds. She awaited a response from GCC with respect to the level of SHG funding that they were prepared to provide to fund the scheme.

G Shields noted a two million pounds difference between the cost plan figure and the tender figure and requested clarification on why there was such a large variation. The Senior Property Services Officer explained that the ground conditions had resulted in a large increase in costs relating to the sub-structure of the buildings. Further ground investigations were planned but could not be carried out at this stage due to the current "lock-down" restrictions.

She also referred to a number of architectural details that were potentially very expensive and could be changed for a lower cost specification. However she confirmed that any changes and associated cost savings would be brought forward for approval by the Management Committee before being instructed.

The Director reminded those present that based upon the current tender figures, the per unit cost of the scheme was in excess of two hundred and forty thousand pounds. Unless there was a significant increase in the SHG contribution, he would have difficulty in recommending continuing with this scheme. He suggested that the Management Committee would have difficulty in justifying that level of investment when it could acquire and refurbish at least twice as many tenement flats within its existing housing stock. Such acquisitions could be made without recourse to SHG and would also facilitate improvements to existing stock by reducing the dependency upon other owner contributions.

A Fleming asked what the cost implications might be by pulling out of this development at this stage and whether the Association had invested significant sums to date. The Director confirmed that the all the direct costs had been covered by SHG as part of the feasibility study and that the main costs related to staff time invested in working up the scheme by the Senior Property Services Officer.

The Senior Property Services Officer explained that progressing the scheme would be very much dependent upon whether GCC were prepared to increase their funding commitment as they had done in the Blawarthill Hospital scheme. While she acknowledged that this scheme did not include the technological advances of passive house design, it was designed to the "Glasgow Gold Standard" which included solar energy panels, high levels of insulation and large space sizes.

Referring to recent discussion with the contractors, she confirmed that SHG subsidy levels had been increased elsewhere. There appeared to be a recognition that it was not possible to provide affordable housing to the standard desired at a SHG subsidy level of seventy-two thousand pounds per unit.

M Ballantyne agreed that the Management Committee would have to think very carefully before proceeding with this site acquisition and development. She suggested that the Association should look at alternative investment in existing stock including future-proofing existing stock to meet future standards.

E Busby suggested that the Association would have difficulty justifying that level of investment to the members at an Annual General Meeting.

It was agreed that the Senior Property Services Officer bring back a full list of potential savings together with a response from GCC regarding the SHG subsidy levels once this information became available.

Condition Surveys – Lady Anne Street / Dumbarton Road Tenements

The Senior Property Services Officer confirmed that the surveys had now been completed and had been sent to GCC for their review.



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At this point the Senior Property Services Officer left the meeting.

7.0 HOUSING MANAGEMENT

7.1 ANNUAL LEGAL ACTION 2019 / 20 REPORT

G Shields referred to the report which was considered by those present. M Ballantyne commented upon the comprehensive nature of the report and after brief discussion the report was noted by those present.

7.2 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2019 / 20 REPORT

G Shields referred to the report and the Senior Housing Services Officer highlighted the six criminal cases reported – five relating to drug offences and one relating to a serious assault.

In response to a question from G Shields, the Senior Housing Services Officer confirmed that the drugs related cases were all independent and did not relate to one particular source.

M Ballantyne raised the issue of whether the report needed to be as detailed in terms of the past history going back over five years. The Senior Housing Services Officer confirmed that there was no particular guidance as to how much comparative information might be provided. However he also confirmed that there was no additional work involved as the summary data was readily available from prior year reports. Following further discussion it was agreed that the report format remain unchanged as it probably provided sufficient information to identify any trends.

M McKendrick commented upon the low level of complaints received for the year and the Senior Housing Services Officer confirmed that the Association did receive very low levels of anti-social behaviour complaints. However he did confirm that the Association did receive low level complaints surrounding estate management issues and that these were separately recorded from anti-social behaviour complaints.

The report was then noted by those present.

7.3 TENANCY MANAGEMENT 2019 / 20 REPORT

G Shields referred to the report, the Senior Housing Services Officer provided a brief outline of the highlights and in the absence of any questions the report was noted by those present.

7.4 TENANCY SUSTAINMENT 2019 / 20 REPORT

The Senior Housing Services Officer was invited to provide an overview of the report by G Shields and in the absence of any subsequent questions the report was noted by those present.

7.5 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Senior Housing Services Officer explained that the Association had not received any complaints at Stage 2 with all complaints having been resolved a Stage 1 of the complaints process. He explained that this was the first time that the Association had received no Stage 2 complaints during a reporting year.

G Shields asked to what extent that the five complaints upheld had resulted in a learning experience that had resulted in a corresponding change in procedures or other action by the Association. The Senior Property Services Officer confirmed that this had been the case and that communication procedures had been changed regarding consultation with tenants and other residents as a result of complaints.

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



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7.0 HOUSING MANAGEMENT (Continued)

7.6 POLICY REVIEW REPORT

7.6.1 Rent Setting Policy

The Senior Housing Services Officer explained that the policy was amended to incorporate the new style for policies being rolled out across the Association. Other than amendments to reflect the new rent levels approved by the Management Committee and references to the new financial year there were no other recommended changes to the policy at this time.

The policy was then proposed by M Ballantyne and seconded by A Fleming.

7.6.2 Decoration Allowance Policy

G Shields noted that the policy had been amended to reflect the revised format and that the levels of allowance had been increased to reflect inflation. The Senior Housing Services Officer confirmed that there were no other recommended amendments.

Following a brief discussion the policy as tabled was proposed by E Busby and seconded by M McKendrick.

8.0 CORPORATE GOVERNANCE REPORTS

8.2 FREEDOM OF INFORMATION 2019 / 20 REPORT

G Shields asked the Housing Services Officer to provide an overview of the report and it was explained that this was the first annual report since the Association had become a public authority in terms of the legislation.

Those present noted that only one information request had been received and that it had resulted in a full disclosure of the information requested. No further information had been requested by the requester.

The report was then noted by those present.

8.3 GENERAL DATA PROTECTION REGULATION 2019 / 20 REPORT

G Shields noted that the report was being presented for the first time and that this met one of the recommendations in the Association's internal audit report.

The Senior Housing Services Officer explained that no subject access requests had been received in the year to the end of March 2020 and that no data processing requests or restrictions had been received. Essentially, he explained that it amounted to a "nil report".

The report was then noted by those present.

8.4 QUARTERLY RISK MANAGEMENT REPORT

G Shields referred to the key risk register and to the key risks currently facing the Association.

Those present agreed that the risks associated with a "no deal Brexit" had increased since the last review following the departure of the United Kingdom from the European Union and the imposition of a 31 December 2020 deadline for the end of the transition period. Impact was most likely considered to be in the potential for reduced maintenance capacity in the economy and associated cost increases.

The impact of Covid-19 was a new risk also introduced since the last risk review and this was also considered a risk that should be introduced to the key risk register. As with "Brexit", it was difficult to identify the long term implications of this risk beyond the impact on day-to-day operations but it was considered a risk that should be monitored in line with other key risks on the risk register.

G Shields noted that Covid-19 had the highest risk level in the risk register and suggested that this should be monitored on a monthly rather than quarterly basis due to the high impact associated with this risk.



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8.0 CORPORATE GOVERNANCE REPORTS (Continued)**8.4 QUARTERLY RISK MANAGEMENT REPORT**

Those present agreed that this should be included as an agenda item for the time-being with a view to obtaining an assessment of the impact and any measures necessary to mitigate the impact on an on-going basis.

G Shields suggested that staff begin to give some thought as to how the office might re-open and what arrangements for staff and the general public may be necessary to accommodate "social distancing" requirements. The Director agreed that such arrangements would almost certainly be required in the short term but that this would be relatively easy to achieve due to the office layout and environment.

In the absence of any further risks being identified for amendment or inclusion in the key risk register, the report was noted by those present.

8.5 QUARTERLY KEY PERFORMANCE INDICATOR REPORT

G Shields referred to the report and it was noted that the Association was not achieving target for one of six strategic objectives.

The one objective where target was not being met was noted as being as a result of narrowly failing to meet a number of performance targets – some of which were out of the control of the Association. Specific discussion centred around current ratio performance and staff costs. It was agreed that the failure in these ratios had been down to the timing of receipt of SHG at the end of the financial year and very small sums relating to accrued staff holiday pay respectively. The key performance indicators did not therefore fully reflect the underlying performance which remained sound.

The Director explained that Covid-19 had also had an impact in performance across a number of areas where performance had been lower than target or had been damaged as a result of being unable to carry out or complete certain work.

E Busby asked if the additional staff costs were incorporated within the audited Financial Statements and the Director confirmed that this was the case.

With respect to strategic objective two, G Shields noted that the Management Committee was not achieving target on attendance levels for meetings and training hours. He suggested that all Management Committee members should endeavour to improve their attendance levels and increase their training. He acknowledged the difficulty in facilitating training in the current environment but suggested that on-line training courses remained accessible for everyone and should be explored.

G Shields suggested that the targets be reviewed over the course of the next month or two as he considered some of the targets to be unrealistic in the short term. He made specific reference to rent arrears targets although it was noted that but for the impact of Covid-19 towards the end of the financial year, the target of three point two-five percent had been within touching distance.

The report was then noted by those present.

8.6 ANNUAL SUCCESSION PLANNING REVIEW REPORTManagement Committee

With respect to the Management Committee, it was agreed that the co-options of M McKendrick and I Ryan together with the election of D Calder at the Annual General Meeting had been a good outcome for the last year. The successful replacement of M Walker as Chair and the commitment of A Wronowska in achieving the Governance of Scottish Housing Associations (GOSHA) qualification had also been positive outcomes for succession planning. A Fleming had also commenced the GOSHA qualification and it was open for any other members of the Management Committee to study if they wished to do so.

It was agreed that the assessment carried out by SHARE that would be followed up over the next few months indicated no particular weaknesses in the knowledge base of the Association that needed to be filled.

**MINUTES**

Minutes of the Full Management Committee Meeting held on Tuesday the 7th of May 2020 at 19:00hrs in the offices of Yoker Housing Association Limited.

8.0 CORPORATE GOVERNANCE REPORTS (Continued)**8.6 ANNUAL SUCCESSION PLANNING REVIEW REPORT (Continued)**Management Committee (Continued)

It was agreed by all of those present that the recruitment of two new committee members on an annual basis either through election or co-option should be a specific target moving forward.

Staff

The succession planning in housing management was noted as having been ineffective as it had been based upon the retention of a staff member who had in the interim decided to take up employment with another organisation.

It was however noted that the current year budget included a sum for the recruitment of a new trainee in housing management who would be trained in order to take over from the Housing Services Officer who was due to retire within the next five years.

A new trainee in maintenance was also agreed as part of the succession planning in maintenance and there was discussion on whether this post should be advertised for a fully qualified Property Services Officer as the retirement of the Senior Property Services Officer was considered likely within the next few years. The Director suggested that the development aspect of the Senior Property Services Officer's role could be filled through the contracting-in of services.

M Parker asked how long it would take for a trainee to gain the necessary experience and the Director confirmed that usually within six months to a year a trainee was capable of dealing with most of the routine day-to-day aspects of the job. However this required to be supported by some experience and so it would usually take the full three years to give a trainee the confidence to take on the responsibility of the position.

At this point G Shields moved Standing Orders as the meeting was about to run over the two hours threshold.

G Shields asked if the Senior Property Services Officer had given any firm timetable for her retirement and the Director confirmed that no firm timetable had yet been agreed but that he was in no doubt that she would not be working for more than another eighteen months to two years.

I Ryan and M Parker suggested that the best recruitment route was that of a trainee as this provided the opportunity for on-the-job training. M Ballantyne asked to what extent promotion internally could fill the void created when senior staff left. The Director agreed that this was possible and had been planned but ultimately it would depend upon the availability of staff. The departure of the Housing Services Assistant who had been the planned replacement for the Housing Services Officer demonstrated that such planning was not always effective.

Following further discussion on the timescales required for training and recruitment in the current environment, it was unanimously agreed that the trainee positions be advertised and that in the event that the Senior Property Services Officer retired, the Association simply contract in development services as required.

8.7 QUARTERLY BUSINESS ACTIVITY PLAN COMPLIANCE REPORT

This matter was deferred to the next meeting.

9.0 DATE OF NEXT MEETING 28.05.20

Following discussion, it was agreed that the next meeting be scheduled for Thursday the 28th of May 2020.



MINUTES

Minutes of the Full Management Committee Meeting held on Tuesday the 7th of May 2020 at 19:00hrs in the offices of Yoker Housing Association Limited.

10.0 A.O.C.B.

There being no other competent business the meeting closed at 21:25 hrs.

Proposed By _____

Seconded By _____