



**NOTICE OF MEETING**

The Meeting of the Full Management Committee will be held on Thursday the 28th of May 2020 at 19:00 hrs through the Association's on-line 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 07.05.20**
  - 5.1 APPROVAL OF MINUTES
  - 5.2 MATTERS ARISING
- 6.0 MAINTENANCE & DEVELOPMENT REPORTS**
  - 6.1 MAINTENANCE SCHEME REPORT
  - 6.2 POLICY REVIEW REPORT
    - 6.2.1 Selection and Performance of Maintenance Contractors Policy
    - 6.2.2 List of Approved Maintenance Contractors
    - 6.2.3 Development Policy
- 7.0 HOUSING MANAGEMENT REPORTS**
  - 7.1 WAITING LIST & ALLOCATIONS TO 31.03.20 REPORT
  - 7.2 TENANT PARTICIPATION STRATEGY REPORT
  - 7.3 COVID-19 REPORT
- 8.0 CORPORATE GOVERNANCE REPORTS**
  - 8.1 RESIDENT SATISFACTION SURVEY REPORT
  - 8.2 2020 ANNUAL RETURN ON THE CHARTER (ARC)
  - 8.3 2020 LOAN PORTFOLIO RETURN
  - 8.4 AUDIT POLICY
  - 8.5 STAFF SEVERANCE / SETTLEMENT PAYMENTS POLICY
  - 8.6 QUARTERLY BUSINESS ACTIVITY PLAN COMPLIANCE REPORT
- 9.0 DATE OF NEXT MEETING 25.06.20**
- 10.0 A.O.C.B.**

Distribution

1. Shields, Graeme (Chairman)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	6. Jarvis, Anna-Maria	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	11. <i>Casual Vacancy</i>	<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. Parker, Morag	<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. Porter, Josephine	<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. Colvin, Paul	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	9. Walker, Catriona	<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. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Wronowska, Agnieszka	<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 28th of May 2020 at 19:00hrs through the Association's on-line virtual meeting portal.

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### Present

Shields, G (Chair)  
Ballantyne, M  
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)

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## 1.0 MANAGEMENT COMMITTEE

### 1.1 APOLOGIES

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

A request for special leave of absence for a period of two months was unanimously approved for P Colvin on the grounds of his recent serious illness from which he was recovering.

### 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 again encouraged to do so by G Shields. It was acknowledged that this was more difficult in the current climate and that consequently no change had been recorded since the previous meeting.

M Ballantyne explained that she had identified a number of on-line courses through SHARE and requested that the Association authorise payment to facilitate her participation. The Director asked M Ballantyne to contact Finance to confirm course details and encouraged anyone else interested to do the same.

### 1.4 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and those present noted that the annual return to the Property Factor Register had been submitted since the last meeting and within the required timescales.

The Director explained that the Energy Efficiency Standard for Social Housing (EESH) Return was now included within the Annual Return on the Charter (ARC) and as such the report would be amended to remove this return as a separate item.

He went on to explain that while the deadline for submission of a number of the returns to the Scottish Housing Regulator (SHR) had been put back, the Association continued to work towards submitting returns within the normal deadline dates.

The report was then noted by those present.

### 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 /21

Those present noted that there were no matters to report.



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### 1.0 MANAGEMENT COMMITTEE (Continued)

#### 1.6 HEALTH & SAFETY MATTERS

The Director confirmed that there were no specific matters to report at this time.

There was a brief discussion among those present regarding the practicalities of a return to work and possible arrangements for re-opening the offices. The Director confirmed that arrangements could be put in place to facilitate "social distancing" and that restrictions on public access to the office would also be reasonably straightforward to implement.

However it was agreed that it remained too early to consider a re-opening of the office premises at this time.

### 2.0 NEW MEMBERSHIP APPLICATIONS

There were no new membership applications.

### 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

There were no documents for signing or use of seal.

### 4.0 CORRESPONDENCE

#### Covid-19 Monthly Report - SHR

Those present noted the information contained within the report that had been issued by the SHR with particular interest being expressed in the number of staff being furloughed.

#### Financial Return Submission Date Changes – SHR

Details of extensions to submission deadline dates were noted by those present.

There were no other items of correspondence.

### 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 07.05.20

#### 5.1 APPROVAL OF MINUTES

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

#### 5.2 MATTERS ARISING

There were no matters arising.

### 6.0 MAINTENANCE & DEVELOPMENT REPORTS

#### 6.1 MAINTENANCE SCHEME REPORT

G Shields referred to the report and the Senior Property Services Officer provided an update on preparations for a site re-start at the Blawarthill Hospital development. In response to G Shields, she confirmed that a site start was anticipated within the next two to three weeks assuming no significant change in policy from the Scottish Government.

Following general discussion on the health and safety requirements for safe working on site, the report was noted by those present.



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### 6.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)

#### 6.2 POLICY REVIEW REPORT

##### 6.2.1 Selection and Performance of Maintenance Contractors Policy

G Shields noted that other than the inclusion of the standard pre-face to the policy, there were no major amendments to the policy being recommended at this time.

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

##### 6.2.2 List of Approved Maintenance Contractors Policy

G Shields noted that two contractors had been removed from the approved list as they no longer provided services to the Association.

In the absence of any questions or proposed amendments, the policy was proposed by C Walker, seconded by M Ballantyne and unanimously approved by those present.

##### 6.2.3 Development Policy

G Shields noted that the only change to the existing policy was the inclusion of the standard pre-face in line with other policy documents.

Following brief discussion the policy was proposed for adoption by M McKendrick, seconded by M Parker and unanimously approved by those present.

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

### 7.0 HOUSING MANAGEMENT

#### 7.1 WAITING LIST & ALLOCATION TO 31.03.20 REPORT

G Shields referred to the report which was considered by those present. He noted that allocations to homeless referrals were significantly below target as were transfer allocations.

The Senior Housing Services Officer explained that following a change in approach by Glasgow City Council (GCC) the Association had experienced difficulty in obtaining referrals. This had resulted in a lower level of allocations than might otherwise have been the case. He also pointed out that failure to respond to offers by potential homeless applicants had also contributed to the low level of homeless allocations.

With respect to transfer applicants, he confirmed that these were lower than target simply as a result of reduced demand.

Following further discussion and consideration of the content of the report it was noted by those present.

#### 7.2 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and noted the participation activities planned and completed in the period up to the end of March 2020. He also noted that some of the activities not completed by the end of March 2020 had been disrupted due to Covid-19 but had now all been completed post year-end.

With respect to the "Next Steps" programme, it was noted that no further progress had been made as the Tenants information Service (TIS) had been unable to progress matters due to the impact of Covid-19. G Shields asked the Senior Housing Services Officer to chase this up with a view to progressing matters prior to the next meeting at the end of June.

The report was then noted by those present.



## MINUTES

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### 7.0 HOUSING MANAGEMENT (Continued)

#### 7.3 COVID-19 REPORT

G Shields noted that a number of practical measures had now been put in place to ensure that housing allocations and other housing management services could continue to be provided during the current "lock-down".

Those present asked for confirmation that attention was being focused upon rent account management as it was clear from the report that rent arrears had increased during the first month of the new financial year. The Senior Housing Services Officer confirmed that considerable resources continued to be applied to arrears management.

The report was then noted by those present.

### 8.0 CORPORATE GOVERNANCE REPORTS

#### 8.1 RESIDENT SATISFACTION SURVEY REPORT

Those present discussed the report findings and G Shields concluded that they reflected high levels of resident satisfaction with the services being provided by the Association.

It was noted that despite increased opportunities to participate in the decision-making process over the twelve months leading up to the survey, satisfaction had actually reduced slightly. It was however suggested that implementing any recommendations in the "Next Steps" programme might assist and improve satisfaction in this area.

The levels of satisfaction with the management of the local neighbourhood were noted as being slightly lower than in the previous survey. The Director suggested that this was almost certainly in response to major changes in the refuse collection arrangements and bulk uplift by GCC which was largely out-with the Association's control.

G Shields reminded those present that the Association planned to carry out a comprehensive tenant satisfaction survey later in the year – albeit subject to the impact of Covid-19.

Other than reviewing and implementing any recommendations from the "Next Steps" programme, it was agreed that no further action was required in terms of the results from the survey which were consistent with those previously carried out.

The report was then noted by those present.

#### 8.2 2020 ANNUAL RETURN ON THE CHARTER (ARC)

G Shields referred to the ARC and noted the information on the EESSH was now included within the Return. He suggested that much of the information within the ARC had been independently verified through work carried out by property surveys in relation to the Scottish Housing Quality Standard (SHQS) and by the provision of an Energy Performance Certificate (EPC) for every property owned by the Association.

G Shields reminded those present that a verification exercise carried out in the previous year had not found any errors in the submission. It was agreed that verification should continue to be carried out periodically but having carried out such an exercise in the prior year with no errors or omissions, no such verification was required for this submission.

The Director explained that certain statistical information included in previous years was no longer collected as part of the ARC. Information on housing stock numbers and average rent levels was now updated through the SHR's on-line portal. He confirmed that he had updated this information for the year to the end of March 2020.

The Director then provided a detailed overview of the ARC submission and following consideration of the content, the ARC was unanimously approved for submission to the SHR.



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### 8.0 CORPORATE GOVERNANCE REPORTS (Continued)

#### 8.3 2020 LOAN PORTFOLIO RETURN

G Shields noted that the Association was submitting a "nil return" for the year as the Association had no loan facilities.

The Loan Portfolio Return for 2020 was then unanimously approved for submission to the SHR by those present.

#### 8.4 AUDIT POLICY

G Shields noted that this new policy had not been made available in time for review at this meeting and as such this item was deferred to the next meeting.

#### 8.5 STAFF SEVERANCE / SETTLEMENT PAYMENTS POLICY

G Shields referred to the new policy and it was reviewed and debated by those present.

The Director reminded those present that the Association had not entered into any settlement agreements or made staff severance payments out-with the normal terms of the contract of employment except through the formal process of Employment Tribunal claims. In the case of the Employment Tribunal claims, these had been low level payments and had been made over twenty years earlier.

As a consequence of this, the policy had been drafted in fairly restrictive terms as it was not envisaged that settlement agreements be entered into other than through the formal ACAS negotiations that were a precursor to formal Employment Tribunal proceedings.

Those present debated whether the terms of the policy were too restrictive but concluded that such a restrictive policy was satisfactory. The policy was then proposed for adoption by M McKendrick, seconded by M Ballantyne and unanimously approved by those present.

#### 8.6 QUARTERLY BUSINESS ACTIVITY PLAN COMPLIANCE REPORT

G Shields noted the high levels of compliance with the operational objectives within the Business Plan with over ninety-four percent of activities planned having been completed on schedule.

The Director confirmed that a small number of items remained outstanding in terms of the operational objectives but he anticipated most if not all of the relevant items would be completed within the current quarter.

The report was then noted by those present.

### 9.0 DATE OF NEXT MEETING 25.06.20

Following discussion, it was agreed that the next meeting be scheduled for Thursday the 25th of June 2020.



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**10.0 A.O.C.B.**

Director Appraisal

It was agreed that G Shields and M Ballantyne form a small working group with A Wronowska to progress the Director's appraisal. It was also agreed that O Gaffney of SHARE be asked to support the process and that an on-line meeting be scheduled to take place to progress matters the following week.

There being no other competent business the meeting closed at 20:35 hrs.

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

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