



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 25th of August 2022 at 18:30 hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

AGENDA

\*\*\* for approval / decision

- 1.0 MANAGEMENT COMMITTEE
  - 1.1 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
- 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 28.07.22
  - 5.1 APPROVAL OF MINUTES \*\*\*
  - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
  - 6.1 FREEDOM OF INFORMATION REPORT
  - 6.2 HEALTH & SAFETY CONTROL MANUAL REVIEW \*\*\*
  - 6.3 POLICY REVIEW REPORT
    - 6.3.1 Managing Contact Policy \*\*\*
    - 6.3.2 Home Working Policy \*\*\*
    - 6.3.3 Lone Working Policy \*\*\*
    - 6.3.4 Stress Management Policy \*\*\*
  - 6.4 RISK MANAGEMENT REPORT
- 7.0 FINANCE REPORTS
  - 7.1 POLICY REVIEW REPORT
    - 7.1.1 Financial Regulations \*\*\*
- 8.0 DEVELOPMENT REPORTS
  - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
  - 9.1 POLICY REVIEW REPORT
    - 9.1.1 Abandonment Policy \*\*\*
    - 9.1.2 Void Management Policy \*\*\*
  - 9.2 ARREARS CASES REPORT \*\*\*
  - 9.3 MAINTENANCE SCHEME REPORT
- 10.0 DATE OF NEXT MEETING 27.10.22
- 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 checked="" 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 25th of August 2022 at 18:30hrs in the offices of Yoker Housing Association Ltd, 2310 Dumbarton Road, Yoker.

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### Present

Shields, G (Chairman)  
Donnelly, L  
McKendrick, M  
Parker, M  
Ryan, I  
Thompson, M  
Vandermotten, R  
Walker, C  
Wronowska, A

### In Attendance

Freeman, K (Secretary / Housing Services Manager)  
McKay, K (Senior Finance Services Officer)

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## 1.0 MANAGEMENT COMMITTEE

### 1.1 APOLOGIES

Apologies for absence were received from the Director, E Busby, J Porter, A Jarvis and M Ballantyne.

### 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

G Shields asked those present if they wished to make any further declarations or declare an interest on any items on the Agenda. In the absence of any such declarations, the report was noted by those present.

### 1.3 TRAINING

The Housing Services Manager provided an update on the progress in training schedules and explained that additional courses had been arranged to take place over the next few weeks.

In response to a question from G Shields, the Housing Services Manager explained that the course covered "fire safety awareness", "electrical safety" and "equalities, diversity and social inclusion." G Shields reminded those present of their training obligations and encouraged participation in the events arranged.

The report was then noted by those present.

### 1.4 REGULATORY & STATUTORY RETURNS 2022 / 23

G Shields referred to the report and the Housing Services Manager confirmed that all returns that could be submitted to date had been submitted 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 Housing Services Manager confirmed that there were no matters to report under health and safety.



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### 2.0 MEMBERSHIP APPLICATIONS

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1301	[REDACTED]	[REDACTED]
1302	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by R Vandermotten, seconded by M Thompson, and unanimously agreed by those present.

### 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

#### TPT Retirement Solutions – SHAPS Financial Assessment

G Shields noted that the assessment indicated that the Association remained a "low risk" employer. The Senior Finance Services Officer confirmed that the data was based on the latest financial statements and projections approved by the Management Committee.

#### Scottish Housing Regulator – Annual Assurance Statement

G Shields referred to the updated guidance concerning the signing off of the Annual Assurance Statement and this was noted by those present.

There were no other items of correspondence.

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

#### 5.1 APPROVAL OF MINUTES

Subject to the amendment that the meeting commenced at 18:30 hrs rather than 19:00 hrs, the Minutes were proposed by L Donnelly, seconded by M Parker, and unanimously approved by those present.

#### 5.2 MATTERS ARISING

##### Agenda Item 6.1 Quarterly Key Performance Indicator 2022/23 Report

The Housing Services Manager explained that Notifiable Events Guidance had been reviewed by himself, the Director and the Senior Finance Services Officer in response to a query raised by M McKendrick regarding whether or not failure to complete a gas service check by the due date was a Notifiable Event.

He went on to explain that all three staff members had independently concluded that such an event was not a Notifiable Event in terms of the guidance issued by the Scottish Housing Regulator.

He further explained that he had gone on to review the legislative requirements which said that a gas service carried out within two months of the annual renewal date could retain that renewal date as if the gas service had been completed on it.

G Shields noted the outcome of the investigation and that no further action was required.

M McKendrick suggested that the Association should still be aiming for a target of one hundred percent and that this should be reflected in the quarterly performance indicator report.

There were no other matters arising.



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## 6.0 CORPORATE GOVERNANCE REPORTS

## 6.1 FREEDOM OF INFORMATION REPORT

G Shields referred to the report and the Housing Services Manager confirmed that the Guide to Information had been updated to provide links to the Association's new Gas Safety Management System and Electrical Safety Policy.

Following brief discussion, and in the absence of any other proposed changes, the updated Guide to Information was proposed by C Walker, seconded by I Ryan and unanimously approved by those present.

## 6.2 HEALTH &amp; SAFETY CONTROL MANUAL REVIEW \*\*\*

The Housing Services Manager reminded those present that the Association's Health and Safety Control Manual (HSCM) was based on that published by Employers in Voluntary Housing (EVH). He went on to explain that a number of updates to the HSCM were being recommended at this time following amendments to the EVH model.

G Shields noted the amendments being recommended at this time and suggested that these should be adopted in order to ensure that the Association's health and safety procedures remained aligned with the good practice as published by EVH.

The HSCM as amended was then proposed by I Ryan, seconded by M Parker and unanimously approved by those present.

## 6.3 POLICY REVIEW REPORT

## 6.3.1 Managing Contact Policy

G Shields referred to the policy and the Housing Services Manager confirmed that this was one of four policies that were being introduced to support the updated HSCM.

G Shields noted that the policy dealt with the managing of customer interactions and was based upon guidance issued by the Scottish Public Service Ombudsman (SPSO).

In the absence of any suggested amendments, the policy was proposed by M Thompson, seconded by L Donnelly and unanimously approved by those present.

## 6.3.2 Home Working Policy

The Housing Services Manager confirmed that this was the second of the four policies introduced to support the amendments to the HSCM. Adoption of the policy was then discussed by those present.

In the absence of any proposed amendments the policy as tabled was proposed by R Vandermotten, seconded by A Wronowska and unanimously approved by those present.

## 6.3.3 Lone Working Policy

G Shields referred to the third of the four new policies introduced following the amendments to the HSCM.

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

## 6.3.4 Stress Management Policy

G Shields referred to the last of the four new policies being introduced as part of the review of the HSCM.

Following brief discussion the policy as tabled was proposed by I Ryan, seconded by M McKendrick and unanimously approved by those present.



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### 6.0 CORPORATE GOVERNANCE REPORTS (Continued)

#### 6.4 RISK MANAGEMENT REPORT

G Shields referred to the report and the Housing Services manager confirmed that the risk register had been reviewed and updated on a departmental basis with risks falling within the remit of the Management Committee still to be reviewed. He confirmed that there had been no significant changes to the Association's risk profile since the last review.

Those present considered the risks falling within the Management Committee remit and following their review, no additional significant risks were identified.

The key risk register was also reviewed as part of the process and the key risks were considered to be of continuing relevance with no additional risks or the downgrading of the existing key risks.

The report was then noted by those present.

### 7.0 FINANCE REPORTS

#### 7.1 POLICY REVIEW REPORT

##### 7.1.1 Financial Regulations Policy

G Shields referred to the policy and the Senior Finance Services Officer confirmed that there were no material amendments being recommended to the policy at this time.

With respect to authorised signatories, those signatories present confirmed their willingness to continue as such and the Senior Finance Services Officer confirmed that the current arrangements were working satisfactorily.

In the absence of any other proposed amendments, the policy was proposed by I Ryan, seconded by R Vandermotten and unanimously approved by those present.

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

### 8.0 DEVELOPMENT REPORTS

#### 8.1 DEVELOPMENT SCHEME REPORT

G Shields noted the content of the report and the Housing Services Manager confirmed that he had no updates to provide beyond the content of the report.

The report was then noted by those present.

### 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

#### 9.1 POLICY REVIEW REPORT

##### 9.1.1 Abandonment Policy \*\*\*

G Shields referred to the policy and the Housing Services Manager explained that there were only minor amendments being recommended at this time.

Following brief discussion the policy as amended was proposed by L Donnelly, seconded by I Ryan and unanimously approved by those present.



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

**9.1 POLICY REVIEW REPORT (Continued)**

**9.1.2 Void Management Policy**

G Shields referred to the policy and the Housing Services Manager confirmed that this policy continued to work well in practice with only minor amendments being recommended at this time.

In response to a question from M McKendrick, the Housing Services Manager provided an explanation of "good decorative order" as used in the policy.

Following further brief discussion the policy as tabled was proposed by C Walker, seconded by M McKendrick and unanimously approved by those present.

**9.2 ARREARS CASES REPORT**

The Housing Services Manager presented the facts of the case to those present with his recommendation that decree be enforced for recovery of possession at the earliest opportunity.

In response to a question from G Shields, the Housing Services Manager confirmed that every effort to make contact with the tenant and establish the tenant's place of employment had been made – but with no success. He also confirmed that there were no children involved in response to a question from I Ryan.

There then followed lengthy discussion following which it was unanimously agreed that the decree for recovery of possession be enforced at the earliest opportunity.

**9.3 MAINTENANCE SCHEME REPORT**

G Shields referred to the report and the Housing Services Manager provided an update on the progress of the Association's planned maintenance programme.

The report was then noted by those present.

**10.0 DATE OF NEXT MEETING 27.10.22**

G Shields confirmed that the next meeting would be held on the 27th of October 2022 noting that there was no meeting scheduled for the month of September.

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

There being no other competent business the meeting closed at 19:35 hrs.

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

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