



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 27th of October 2022 at 19:00 hrs through the Association's on-line meeting portal.

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 25.08.22**
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 **CORPORATE GOVERNANCE REPORTS**
 - 6.1 POLICY REVIEW REPORT
 - 6.1.1 Freedom of Information and Environmental Information Policy ***
 - 6.2 ANNUAL EQUALITIES COMPLIANCE REPORT
 - 6.3 ANNUAL TENANT SAFETY ASSURANCE REPORT
 - 6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT
 - 6.5 ANNUAL RETURN ON THE CHARTER PERFORMANCE REPORT 2022
 - 6.6 REGULATORY COMPLIANCE ACTION PLAN UPDATE
 - 6.7 ANNUAL ASSURANCE STATEMENT 2022
- 7.0 **FINANCE REPORTS**
 - 7.1 QUARTERLY CASH FLOW TO 30.09.22 REPORT
 - 7.2 QUARTERLY MANAGEMENT ACCOUNTS TO 30.09.22 REPORT
 - 7.3 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.09.22 REPORT
- 8.0 **DEVELOPMENT REPORTS**
 - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 **HOUSING MANAGEMENT & MAINTENANCE REPORTS**
 - 9.1 QUARTERLY COMPLAINTS HANDLING REPORT
 - 9.2 TENANT PARTICIPATION STRATEGY REPORT
 - 9.3 POLICY REVIEW REPORT
 - 9.3.1 Assigment Policy ***
 - 9.3.2 Joint Tenancy Policy ***
 - 9.3.3 Sub-Letting Policy ***
 - 9.3.4 Succession Policy ***
 - 9.3.5 Procurement Policy ***
 - 9.3.6 Right to Compensation for Improvements Policy ***
 - 9.4 MAINTENANCE SCHEME REPORT
- 10.0 **DATE OF NEXT MEETING 24.11.22**
- 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 checked="" 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 27th of October 2022 at 19:00hrs through the Association's on-line meeting portal.

Present

Shields, G (Chairman)
Ballantyne, M
Donnelly, L
Jarvis, A
McKendrick, M
Porter, J
Ryan, I
Thompson, M
Vandermotten, R
Walker, C
Wronowska, A

In Attendance

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

Gallagher, P (GOSHA Assessor – Observer)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from M Parker and E Busby.

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

G Shields referred to the report and those present noted the improvement in participation in training reflected in the improved statistics since the last meeting.

The Director reminded those present that Olwyn Gaffney of SHARE would be attending the next meeting to discuss the arrangements for the Committee learning and development assessment to be carried out with a view to providing a final report in January or February.

G Shields reminded those present of the importance of maintaining their training and development hours and encouraged participation in the events routinely circulated.

A Wronowska expressed some concern over the availability of training courses advertised by SHARE. She explained that she had registered for a number of events that subsequently did not take place due to lack of demand. She agreed to raise the issue with O Gaffney at the next meeting.

G Shields suggested that on completion of the learning and development assessment, there may be merit in arranging in-house training from SHARE to address identified learning and development needs.

The report was then noted by those present.

1.4 REGULATORY & STATUTORY RETURNS 2022 / 23

G Shields referred to the report and the Director confirmed that all returns that could be submitted to date had been submitted within the required timescales. He went on to confirm that subject to approval at this meeting, all the Scottish Housing Regulator (SHR) regulatory submissions will have been met for the current financial year.

The report was then noted by those present.



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Minutes of the Full Management Committee Meeting held on Thursday the 27th of October 2022 at 19:00hrs through the Association’s on-line meeting portal.

1.0 MANAGEMENT COMMITTEE (Continued)

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.

In response to a question from M Ballantyne, the Director confirmed that the “open” or “closed” status of notifiable events remained within the auspices of the SHR.

In terms of the report, it was

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 APPLICATIONS

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1303	[REDACTED]	[REDACTED]
1304	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by R Vandermotten, seconded by I Ryan, 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

There were no items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 25.08.22

5.1 APPROVAL OF MINUTES

Subject to the amendment that the Director’s apologies be recorded, the Minutes were proposed by L Donnelly, seconded by A Wronowska, and unanimously approved by those present.

5.2 MATTERS ARISING

9.2 Arrears Cases Report

I Ryan asked for an update on the outcome of this case and the Housing Services Manager confirmed that the eviction had not gone ahead as the tenant had substantially cleared their arrears of rent and was maintaining their repayment arrangement.

There were no other matters arising.



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6.0 CORPORATE GOVERNANCE REPORTS

6.1 POLICY REVIEW REPORT

6.1.1 Freedom of Information and Environmental Information Policy

G Shields referred to the report and the Housing Services Manager confirmed that the policy was due for review on an annual basis in accordance with good practice guidance. However he confirmed that he was not recommending any changes in the policy at this time as it remained compliant with regulatory requirements and worked effectively in practice.

In response to a question from M McKendrick, the Housing Services Manager explained that he had received a number of information requests in the previous twelve months but that these remained in single figures. He also confirmed those requests received had been relatively straight-forward to deal with and that none were considered vexatious.

In the absence of any proposed changes, the policy was proposed by R Vandermotten, seconded by M Thompson and unanimously approved by those present.

6.2 ANNUAL EQUALITIES COMPLIANCE REPORT

The Housing Services Manager presented the report and explained that this was provided to provide assurance to those present that the Association was meeting its obligations in relation to the collection, monitoring and reporting of equalities data.

There then followed brief discussion on how the latest legislative proposals on gender re-assignment might impact the reporting and recording of information. It was noted the current processes reflected Scottish Federation of Housing Associations (SFHA) guidance and that this might be amended in the future.

The report was then noted by those present.

6.3 ANNUAL TENANT SAFETY ASSURANCE REPORT

G Shields referred to the report and the Housing Services Manager highlighted the areas of tenant safety identified in the report and the action taken by the Association to ensure that it was meeting statutory, regulatory and good practice expectations. He went on to confirm that the actions should provide the necessary assurance to the Management Committee in signing off its Annual Assurance Statement.

Following brief discussion the report was noted by those present.

6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT

G Shields referred to the report and the Director provided an overview of the performance for the six months to the end of September 2022.

Those present noted that planned and reactive maintenance were the key areas failing to achieve performance targets in the current year. However it was noted that there were positive trends and that these were likely to continue through the coming months as more planned maintenance works got underway.

The Housing Services Manager confirmed both bathroom and kitchen replacement programmes had now commenced and were due to be completed before the end of the current financial year.

M McKendrick expressed concern over the fact that the rent arrears had increased slightly over the quarter and was well above the target for the year.

The Housing Services Manager explained that there remained some outstanding benefit receipts that would reduce the arrears quoted at the end of September and that this might bring arrears levels down to similar levels achieved at the end of March. However he acknowledged that the target for the year was very challenging and may not be achieved before the end of the current financial year.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT (Continued)

In terms of amount of arrears, and in response to a question from A Wronowska, the Director confirmed that this equated to between seventy and eighty thousand pounds.

M McKendrick asked how the latest legislation would impact proposed rent increases for next year. The Director confirmed that the Association was proceeding with the rent consultation exercise as normal and would work on the assumption that a rent increase would be applied next year. However he suggested that the legislative framework may not allow such an increase notice to be issued in time for it to apply from the 1st of April.

The Housing Services Manager explained that clarity would be obtained by the middle of January when the Scottish Government was due to confirm the position.

Following further discussion on the rent arrears levels and rent setting process for the coming year, the report was noted by those present.

6.5 ANNUAL RETURN ON THE CHARTER PERFORMANCE REPORT 2022

G Shields referred to the report which had been distributed to Committee a number of weeks prior to the meeting in order to obtain any feedback in advance of printing and publication.

The Director confirmed that there had been no amendments to the report and that it had been approved for publication by all those who had responded representing the overwhelming majority of Committee.

The report was then proposed for publication by I Ryan, seconded by M Ballantyne and unanimously approved by those present.

6.6 REGULATORY COMPLIANCE ACTION PLAN UPDATE REPORT

G Shields referred to the report and noted that it had been updated to reflect changes in status from the previous report with all items having been completed or on-going.

The report was then noted by those present.

6.7 ANNUAL ASSURANCE STATEMENT 2022

The terms of the Annual Assurance Statement (AAS) were reviewed by those present and G Shields noted that the format and content remained identical to that used in the previous year. As the layout and wording had been rigorously reviewed in previous years, he did not consider that a change to the format was necessary at this time.

Following brief discussion, A Wronowska proposed adoption and signing of the AAS for 2022. This was seconded by C Walker and unanimously approved by those present.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 30.09.22 REPORT

G Shields referred to the report and the Senior Finance Services Officer provided an overview of the Association's cash position to the end of September 2022.

In response to a question from G Shields the Senior Finance Services Officer explained that the Association would only be able to take limited advantage of recent increases in interest rates on deposits as most of the Association's funds were currently on fixed rate deposits due to mature in April 2023 and August 2023.

The report was then noted by those present.



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7.0 FINANCE REPORTS (Continued)

7.2 QUARTERLY MANAGEMENT ACCOUNTS TO 30.09.22 REPORT

The Senior Finance Services Officer provided an overview of the results for the first six months of the current financial year explaining that the Association was performing better than budget with a surplus of just under five hundred and sixty thousand pounds.

In response to a query from G Shields, she explained that the comment on rent receipts on page one of the report should have stated that rent receipts were higher rather than lower than budgeted and that this explained the overall reduction in the amount of rent arrears and corresponding provision for bad debts.

Following an analysis of the Association's Statement of Financial Position, the report was noted by those present.

7.3 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.09.22 REPORT

G Shields referred to the report and noted the overall reduction in property management arrears over the six months to the end of September 2022.

The Senior Finance Services Officer

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

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

G Shields referred to the report and the Director provided an update on progress on site.

The Director explained that the Passivhaus certifier had raised some concerns over the specification relating to the mechanical ventilation and heat recovery (MVHR) system as this used bespoke components that were not Passivhaus certified by default. He explained that this represented a risk to getting Passivhaus certification as it could only ultimately be evaluated in situ.

M Ballantyne asked if there was any significant financial risk to the Association in the event that the scheme did not achieve Passivhaus certification. The Director assured those present that this was minimal as the Association had failed to get a sufficient funding contribution to cover the Passivhaus accreditation from the Scottish Government through Glasgow City Council.

In response to a question from R Vandermotten, the Director explained that the MVHR system had not been identified as an issue in terms of Passivhaus certification prior to site start. As such the design team were having to make the necessary amendments while the contract work was ongoing. He confirmed that the design cost amendments were being borne by the design team.

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

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Housing Services Manager provided an overview of the complaints and their outcomes for the first six months of the current financial year. He explained that the main learning outcome from the complaints had been the need for better communication between the Association's maintenance staff or contractors and tenants and that this had been discussed with all the relevant staff and contractors.

The report was then noted by those present.

**MINUTES**

Minutes of the Full Management Committee Meeting held on Thursday the 27th of October 2022 at 19:00hrs through the Association's on-line meeting portal.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)**9.2 TENANT PARTICIPATION STRATEGY REPORT**

G Shields noted the progress in implementing the Association's tenant participation strategy and the Housing Services manager provided a brief update.

The Housing Services manager explained that attempts to form a tenant scrutiny group had been made following a request from Committee at a previous meeting. He explained the response to the process had been poor with little appetite for participation in such a forum by those approached. However the process had resulted in the Association gaining some feedback that informed the process.

The report was then noted by those present.

9.3 POLICY REVIEW REPORT**9.3.1 Assignment Policy**

G Shields referred to the policy and the Housing Services Manager explained that there were only minor amendments being recommended at this time and the policy now incorporated the new policy cover sheet incorporating human rights and equalities information.

In the absence of any further proposed amendments the policy was proposed by M Ballantyne, seconded by R Vandermotten and unanimously approved by those present.

9.3.2 Joint Tenancy Policy

G Shields referred to the policy and noted that the only changes were in relation to some minor wording and the incorporation of the updated policy cover sheet. The Housing Services Manager confirmed that the policy continued to comply with relevant legislation and good practice guidance.

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

9.3.3 Sub-Letting Policy

G Shields noted that this policy was also only being recommended for minor amendments including the incorporation of the updated policy cover sheet.

In response to a question from R Vandermotten, the Housing Services Manager explained that sub-letting was a right under legislation and the Director provided an example of when such an arrangement may be granted.

The policy with the recommended amendments was then proposed by L Donnelly, seconded by I Ryan and unanimously approved by those present.

9.3.4 Succession Policy

G Shields noted that as with the previous three policies due for review, this policy was also only being recommended for minor amendments including the incorporation of the updated policy cover sheet.

In the absence of any further proposed amendments, the policy as tabled was proposed by M Thompson, seconded by M Ballantyne and unanimously approved by those present.

9.3.5 Procurement Policy

The Housing Services Manager explained that this policy was not scheduled for review but that it was being brought forward early for recommended amendments to accommodate some changes considered necessary for the practical implementation of the policy.

He then provided a brief summary of the main changes being recommended at this time.



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

9.3 POLICY REVIEW REPORT (Continued)

9.3.5 Procurement Policy (Continued)

In response to a question from G Shields, he confirmed that the increased threshold for quotations for small works contracts had been based on experience of recent inflationary impacts on material and labour costs.

The policy as tabled was then proposed by R Vandermotten, seconded by M McKendrick and unanimously approved by those present.

9.3.6 Right to Compensation for Improvements Policy

G Shields referred to the policy and the Housing Services Manager explained that the policy was scheduled for review.

He confirmed that only minor amendments were being recommended at this time. He said that while the policy was only very rarely used, on the few occasions when it was used it worked effectively in practice. He confirmed that the policy reflected legislative and regulatory requirements.

The policy as tabled was then proposed by M Ballantyne, seconded by I Ryan and unanimously approved by those present.

9.4 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.

He explained that GCC had approved grant funding to subsidise owner-occupier's shares of common repair costs in relation to the rear screens on the rear elevations of properties in Dumbarton Road. He went on to say that he anticipated further approvals would be received for the remaining closes where this work was planned.

The Housing Services Manager also confirmed that the common close painting contract had been awarded following completion of the procurement process through Public Contracts Scotland. He anticipated this work would commence within the next few weeks.

He concluded his report with an update on the progress of the conversion of the commercial premises at 1945 Dumbarton Road and confirmed that fifty percent grant funding had been secured from GCC to contribute to the conversion costs.

The report was then noted by those present.

10.0 DATE OF NEXT MEETING 24.11.22

G Shields confirmed that the next meeting would be held on the 24th of November 2022.



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11.0 A.O.C.B.

Staff Recruitment

The Director confirmed that the staff recruitment process had been successfully completed during August and September and that all new trainees were now in post. He explained that the Association had received an excellent response to the job advertisement and had a strong field of candidates to choose from. All staff were happy with the quality of the candidates now in post.

He went on to confirm that the appointments contributed to the succession planning exercise that had commenced in the previous year with the anticipated retirement of three long-standing members of staff concluding in March 2023.

Maternity Leave

The Director confirmed that two members of staff had intimated their planned maternity leave to take place from mid-February 2023. He explained that the Housing Services Manager and himself would be covering the elements of these positions that could not be covered by other staff members.

A Wronowska expressed some concern over the workload that would consequently be falling upon the Director and the Housing Services Manager. However the Director assured her that this remained manageable with the development programme winding down and the consequent associated workload.

Money Advice

I Ryan raised concerns over the current cost of living crisis and asked if the Association had looked at providing money advice services.

The Housing Services Manager explained that Drumchapel Money Advice Centre (DMAC) had been providing this service but had not provided an office-based service since the initial outbreak of Covid-19. He agreed to approach DMAC with a view to assessing their willingness to resume this weekly service from the Association's offices.

G Shields suggested that the Association look at facilitating some form of on-line access point in the office in the event that DMAC were unwilling or unable to resume the office-based service.

There being no other competent business the meeting closed at 20:45 hrs.

Proposed By _____

Seconded By _____