



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Tuesday the 25th of August 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 SHARE REGISTER**
 - 2.1 NEW MEMBERSHIP APPLICATIONS
 - 2.2 MEMBERSHIP SHARE CANCELLATION REPORT
 - 2.3 CLOSURE OF SHARE REGISTER
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL**
- 4.0 CORRESPONDENCE**
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 30.07.20**
 - 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 Construction Design Management (CDM) Regulations Policy
 - 6.3 DEVELOPMENT SCHEME REPORT
- 7.0 HOUSING MANAGEMENT REPORTS**
 - 7.1 QUARTERLY COMPLAINTS HANDLING REPORT
 - 7.2 TENANT PARTICIPATION STRATEGY REPORT
 - 7.3 COVID-19 REPORT
- 8.0 CORPORATE GOVERNANCE REPORTS**
 - 8.1 FREEDOM OF INFORMATION REPORT
 - 8.2 DIRECTOR'S APPRAISAL REPORT
- 9.0 ANNUAL GENERAL MEETING 16.09.20**
- 10.0 DATE OF NEXT MEETING 24.09.20**
- 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. <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 25th of August 2020 at 19:00hrs through the Association's on-line virtual meeting portal.

Present

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

In Attendance

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

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies were received from P Colvin, A Fleming, A Jarvis and A Wronowska.

1.2 DECLARATIONS OF INTEREST

G Shields referred those present to the schedule of declared interests and those present confirmed that there were no additional interests to declare or changes to those currently declared.

The Director declared an interest in Agenda item 8.2 and confirmed that he would leave the meeting for this item.

1.3 TRAINING

G Shields explained that O Gaffney of SHARE would be carrying out the committee appraisal interviews on the 21st, 22nd and 23rd of September 2020. This would involve a re-assessment for those who had previously been assessed and a fresh assessment for new committee members.

The Director also reminded those present that P McNeill would be facilitating a training session on treasury management on the 10th of September 2020. This was a follow-up to one of the recommendations in the governance review.

M McKendrick agreed to forward details of his training records for inclusion on the next report.

G Shields reflected on the course he had attended regarding good governance during lockdown run by SHARE and explained that it had addressed some useful matters. These included pointers regarding the holding of meetings through Zoom which he hoped would inform the Association's own AGM process.

M Ballantyne explained that her course start date had been delayed from the end of August to the beginning of September and the Director agreed to amend the training records accordingly.

1.4 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and noted that all Returns that could be submitted had now been submitted including the Annual Financial Statements (AFS) Return.

The Director explained that the Annual Assurance Statement was due to be submitted by the end of October although he was aware that the deadline for submission may now be extended to the end of November following the recent consultation by the Scottish Housing Regulator (SHR).

The report was then noted by those present.



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1.0 MANAGEMENT COMMITTEE (Continued)

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21

Those present noted that there were no matters to report.

G Shields raised the issue of whether the register should include the notifiable event re Covid-19. The Director confirmed that a notification had taken place in response to a request from SHR. M Ballantyne suggested that this should be formally recorded.

The Director agreed to check the notification status and update the register accordingly.

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 health and safety matters to bring to Committee attention at this time.

2.0 SHARE REGISTER

2.1 NEW MEMBERSHIP APPLICATIONS

There were no new membership applications.

2.2 MEMBERSHIP SHARE CANCELLATION REPORT

A total of twenty-two membership shares were recommended for cancellation on the grounds that the shareholder had deceased or moved away without providing any forwarding address details.

Cancellation of these membership applications was proposed by C Walker, seconded by M Parker and unanimously agreed by those present.

2.3 CLOSURE OF SHARE REGISTER

K Freeman in his capacity as Secretary formally confirmed that Rules 62 to 67 had been followed and declared the Share Register formally closed pending the conclusion of the business of the Annual General Meeting.

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

There were no documents for signing or use of seal.

4.0 CORRESPONDENCE

Scottish Housing Regulator (SHR)

G Shields referred to the conference call with John Jellema and Katrina Kelly of the SHR held on the 6th of August 2020 attended by himself and the Director. He explained that the meeting had gone on for around two hours and described the meeting as very encouraging. He confirmed that the discussion centred on their letter of 9 July 2020 but was more wide ranging and certainly formed the basis for a more meaningful engagement process going forward.

The Director concurred with G Shields and confirmed that he had been encouraged by the discussion and a more open engagement than had been experienced with the regulatory regime in the more recent past. However he reminded those present that there was still some work to be done to ensure that the published regulatory engagement plan reflected a lower level of engagement.

In response to a question from E Busby, the Director confirmed that a change in the published regulatory engagement plan was likely to be the only formal acknowledgement that the Association was no longer demonstrating "wide spread failures."



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4.0 CORRESPONDENCE (Continued)

Scottish Housing Regulator (SHR) (Continued)

G Shields confirmed that he had specifically raised the issue of the currently published engagement plan and the fact that the Management Committee felt this was unjust. While accepting the limitations for changing the current regulatory status before March 2021, G Shields explained that he had made representations regarding a change before that date that reflected the progress that had been made even before that engagement plan had been published. He suggested that L Ewart's review in October may help to facilitate such a change before March 2021.

In response to a question from M McKendrick, G Shields confirmed that there had been no follow-up to confirm the details of the meeting in writing. He suggested that SHR were keen to avoid the protracted levels of correspondence that had characterised the previous engagement.

M McKendrick suggested that some acknowledgement in writing might have been useful as the engagement to date had clearly had a significant cost both financially and in terms of staff time and stress. However he went on to suggest that the main objective was to ensure that the current engagement plan was changed and hoped that this could be achieved as soon as possible.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 30.07.20

5.1 APPROVAL OF MINUTES

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

5.2 MATTERS ARISING

Covid-19 Consultation

G Shields explained that following on from the conference call with the SHR, and subsequent discussion with M Ballantyne, it was agreed that representations in terms of the consultation were not considered necessary.

6.0 MAINTENANCE & DEVELOPMENT REPORTS

6.1 MAINTENANCE SCHEME REPORT

G Shields referred to the report and asked for an update on whether the two tenants who had not yet made an arrangement for gas safety checks had been in contact with the Association at all.

The Senior Property Services Officer confirmed that neither tenant had responded although there was indirect communication with an emergency contact name that one of the tenants had provided.

M McKendrick suggested applying abandonment procedures in these cases in order to solicit a response from the tenants on the assumption that they were still residing in the property. It was agreed that this procedure would be applied in these cases.

E Busby asked for an update on the progress of the roof inspection and gutter cleaning contract and the Senior Property Services Officer confirmed that this was programme of work was on-going and nearing completion.

The report was then noted by those present.



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6.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)

6.2 POLICY REVIEW REPORT

6.2.1 Construction Design Management (CDM) Regulations Policy

G Shields referred to the report and noted that there were no changes being recommended at this time beyond the introduction of the standardised cover sheet and associated references. Those present then briefly considered the content of the report.

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

6.3 DEVELOPMENT SCHEME REPORT

Yoker Primary School Site

The Senior Property Services Officer explained that the quantity surveyor had completed his report on cost savings and submitted this for consideration by GCC. She explained that GCC had been made aware of the funding restrictions placed on the project by the Association and that a significant increase in grant funding levels would be required for the project to proceed.

In response to a question from J Porter, the Senior Property Services Officer confirmed that a small number of planning objections had been raised in response to the proposals. Two of these related to the change of use from an educational facility – a matter for the local authority rather than the Association. A further observation had been raised by a local resident that increased traffic might justify additional road safety measures being introduced in the local area.

The Senior Property Services Officer went on to explain that the draft planning approval with conditions had been received and that the conditions were not onerous. She anticipated planning approval for the scheme being granted in the near future.

In response to a question from E Busby, she confirmed that the tender costs had been significantly higher than budget and that the cost saving or “value engineering” exercise had been completed in order to make the scheme more viable. She suggested that GCC would almost certainly take a few weeks to review the tender before coming to a decision on grant funding levels.

She went on to say that the GCC investment team were very keen for the project to proceed as it was the largest scheme currently proposed for the North West Glasgow area. However the required housing grant level may simply be too high to allow the project to proceed.

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

7.0 HOUSING MANAGEMENT REPORTS

7.1 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Senior Housing Services Officer confirmed that three complaints had been investigated at Stage One of the complaints handling procedure during the first quarter. All complaints had been completed within target response times and none of the complaints were upheld.

Complaints related to policy and procedure in relation to administration of the waiting list and cyclical maintenance programme and in relation to the conduct of a contractor.

G Shields noted that the complaints were low risk and had not been upheld but asked whether in reviewing policy and procedure, such complaints were being properly considered.

The Senior Housing Services Officer confirmed that complaints were considered when looking at policies and procedures. He also confirmed that a policy might be brought forward for early review or a procedure changed where a complaint had raised a genuine concern over the working of a policy or procedure in practice.

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7.0 HOUSING MANAGEMENT REPORTS (Continued)**7.1 QUARTERLY COMPLAINTS HANDLING REPORT (Continued)**

He then went on to provide examples of how such complaints had led to a change in policies and procedures in the past.

7.2 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and the Senior Property Services confirmed that he had nothing further to add to the report but was now in a position to give an update to the "Next Steps" programme.

He confirmed that the draft action plan had been reviewed by himself and the Director following the June Management Committee meeting review. These comments together with the draft action plan had been forwarded to the Tenants Information Service (TIS) who were facilitating the programme.

The Senior Property Services Officer went on to explain that he had now received feedback from TIS and they had confirmed that they would be shortly issuing the final action plan. However it had been agreed that the timetable for implementing certain objectives had been necessarily put back to reflect the current environment.

It was noted that the timescale for review of the tenant participation strategy had been pushed back from December 2020 to April 2021 in order to ensure that meaningful tenant participation in the review might be achievable.

7.3 COVID-19 REPORT

G Shields referred to the report and asked the Senior Property Services Officer for an update in relation to void properties and allocations.

The Senior Housing Services Officer explained that following a relatively quiet spell up to the end of July, there had been a significant increase in the number of tenancy terminations in recent weeks. He suggested these reflected normal turnover that had been temporarily restricted as a result of "Covid-19" but were now proceeding following the lifting of "lockdown" restrictions.

He suggested that there were approximately ten void properties currently being processed and that these would be allocated as soon as possible.

M McKendrick asked if Universal Credit payment dates had been changed for the Association. The Senior Housing Services Officer confirmed that this was not yet the case but that the Association had been informed that they would receive two weeks' notice of this change. He acknowledged that this change in payment procedures should help in the reduction and management of arrears cases.

J Porter asked to what extent the Covid-19 pandemic had impacted on the ability of people to pay their rent. The Senior Housing Services Officer explained that there had been a significant increase in the number of tenants claiming Universal Credit associated with either tenants losing their jobs or self-employed losing their income. However most who had confirmed that they had been "furloughed" were continuing to manage their rent accounts.

The report was then noted by those present.

8.0 CORPORATE GOVERNANCE REPORTS**8.1 FREEDOM OF INFORMATION REPORT**

G Shields referred to the report and noted that an update to the information within the Association's "Guide to Information" was being sought at this time. He noted that the last review had taken place in August of 2019.

The Senior Housing Services Officer then referred to the additional information and amendments being recommended to update the "Guide to Information".



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8.0 CORPORATE GOVERNANCE REPORTS (Continued)

8.1 FREEDOM OF INFORMATION REPORT (Continued)

Following discussion of the recommended amendments, implementation of all the updates to the "Guide to Information" were proposed by E Busby, seconded by M Parker and unanimously approved by those present.

At this point it was agreed to defer Agenda Item 8.2 to the end of the meeting.

9.0 ANNUAL GENERAL MEETING 16.09.20

The Director referred to the report and explained that there were currently ten elected management committee members and two co-optees on the Management Committee. As at least one third of the ten elected members were required to stand down, this meant that four Management Committee members were required to stand down at this time. All four had indicated their willingness to stand for re-election at this time without the need for a nomination. He confirmed that the two co-optees were also required to stand down at the Annual General Meeting (AGM).

The Director confirmed that the papers including a full copy of the Financial Statements would be issued on 28 August 2020 to give members sufficient time to register their interest in attending and providing the necessary email contact details. He also confirmed that the AGM papers would be uploaded to the Association's website at the same time.

E Busby suggested that the Association did not include a full set of Financial Statements in the meeting papers to save printing and paper costs as these were available on the Association's website. Following discussion it was unanimously agreed that the Financial Statements only be issued on request and that reference to the availability of a full set of meeting papers be included in the meeting notice.

G Shields also suggested that a full set of meeting papers be issued with the meeting link to those that registered to participate using "Zoom". This was unanimously agreed by those present.

With respect to succession planning, the Director confirmed that he would discuss with the Senior Housing Services Officer the availability of two suitably qualified and interested members who may wish to consider putting themselves forward for election to the Management Committee.

The Senior Housing Services Officer explained that he had been approached by one tenant member following the previous year's AGM who had expressed an interest in joining the Management Committee.

G Shields confirmed that the objective in terms of succession planning was to recruit two new committee members each year and that every effort should be made to achieve this.

10.0 DATE OF NEXT MEETING 24.09.20

Following discussion, it was agreed that the next meeting be scheduled for Thursday the 24th of September 2020.

11.0 A.O.C.B.

Capital Expenditure Budget 2020/2021

An increase of ten thousand pounds was requested by the Director in the 2020 / 21 capital expenditure budget in order to complete upgrades to office based personal computers and provide more reliable facilities to management committee members to attend "Zoom" meetings.

There then followed discussion on the provision of more reliable facilities for all committee members and it was agreed that this should go ahead as it represented a long term investment with savings against office-based meetings.

At this point K Freeman left the meeting and the Director declared an interest and also left the meeting.



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At this point G Shields moved Standing Orders as he felt that the meeting was likely to continue beyond two hours.

8.0 CORPORATE GOVERNANCE REPORTS (Continued)

8.2 DIRECTOR'S APPRAISAL REPORT

G Shields discussed the appraisal process and the key outcomes that had materialised from the process as well as the key objectives set.

Discussion centred around the Management Committee's responsibility as an employer for the welfare of all staff and for that of the Director in particular. It was acknowledged that the process had highlighted the considerable responsibility that the Director felt for the success or failure of the Association as well as the welfare of both other staff members and committee members.

G Shields did however reflect on the fact that the latest regulatory approach seemed to have significantly lifted some of this burden and was moving things in a more positive direction.

M Ballantyne agreed that the appraisal process had indicated a more positive outlook for the future based upon the latest regulatory engagement. She also pointed out that the process of delegating more work to other staff members was one of the objectives identified during the appraisal process.

Following further discussion, G Shields agreed to contact E Connolly of EVH to take matters forward with respect to a full staff counselling session. This could then be followed up by individual counselling sessions for any staff members that had been particularly impacted by the regulatory engagement as well as Covid-19.

There being no other competent business the meeting closed at 21:10 hrs.

Proposed By _____

Seconded By _____