



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 28th of October 2021 at 19:00 hrs at the Association's offices through the on-line virtual meeting portal.

AGENDA

*** for approval / decision

01.0 MANAGEMENT COMMITTEE

- 01.01 APOLOGIES
- 01.02 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
- 01.03 TRAINING
- 01.04 REGULATORY & STATUTORY RETURNS 2021 / 22
- 01.05 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2021 / 22
- 01.06 HEALTH & SAFETY MATTERS

02.0 NEW MEMBERSHIP APPLICATIONS

03.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

04.0 CORRESPONDENCE

05.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 30.09.21

- 05.01 APPROVAL OF MINUTES ***
- 05.02 MATTERS ARISING

06.0 CORPORATE GOVERNANCE REPORTS

- 06.01 QUARTERLY KEY PERFORMANCE INDICATORS AND TARGETS REPORT
- 06.02 ARC PERFORMANCE REPORT 2021 ***
- 06.03 REGULATORY COMPLIANCE ACTION PLAN UPDATE
- 06.04 ANNUAL EQUALITIES COMPLIANCE REPORT
- 06.05 ANNUAL TENANT SAFETY ASSURANCE REPORT
- 06.06 ANNUAL ASSURANCE STATEMENT ***

07.0 FINANCE REPORTS

- 07.01 QUARTERLY CASH FLOW REPORT
- 07.02 QUARTERLY PROPERTY MANAGEMENT ARREARS REPORT
- 07.03 QUARTERLY MANAGEMENT ACCOUNTS

08.0 MAINTENANCE & DEVELOPMENT REPORTS

- 08.01 DEVELOPMENT SCHEME REPORT

09.0 HOUSING MANAGEMENT REPORTS

- 09.01 QUARTERLY COMPLAINTS HANDLING REPORT
- 09.02 TENANT PARTICIPATION STRATEGY REPORT
- 09.03 ARREARS MANAGEMENT POLICY REVIEW REPORT ***

10.0 DATE OF NEXT MEETING 25.11.21

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. Walker, Catriona | <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. McKendrick, Mick | <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"/> |
| 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. Vandermotten, Roderick | <input checked="" type="checkbox"/> <input type="checkbox"/> <input 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"/> | | |
| 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 28th of October 2021 at 19:00hrs through the Association's on-line virtual meeting portal.

Present

Shields, G (Chairman)
Ballantyne, M
Busby, E
Donnelly, L
Jarvis, A
McKendrick, M
Parker, M
Ryan, I
Vandermotten, R
Wronowska, A

In Attendance

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

01.0 MANAGEMENT COMMITTEE

01.01 APOLOGIES

Apologies for absence were received from A Fleming, J Porter and C Walker.

01.02 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

G Shields noted that registration and declaration forms were yet to be fully completed by two members of the Management Committee. He asked that the relevant members, neither of whom had yet attended a meeting following the business of the Annual General Meeting, be reminded to complete these prior to their attendance at the next Management Committee meeting.

01.03 TRAINING

Induction training for R Vandermotten was discussed and it was agreed that this takes place week beginning Monday the 15th of November 2021.

01.04 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and those present noted that all regulatory and statutory returns were up to date with only two key items left to be completed – both of which were on the meeting agenda.

The Director confirmed that Management Committee member details had been updated following the conclusion of the Annual General Meeting on the Scottish Housing Regulator's portal as well as the Association's website.

The report was then noted by those present.

01.05 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21

G Shields referred to the report and all those present or in attendance confirmed that they were not aware of any new whistleblowing or fraud matters having been raised since the last meeting.

The Director confirmed that the Senior Finance Services Officer had that week registered a Notifiable Event following the updating of the Association's Rules which had now been approved by the Financial Conduct Authority. He confirmed that the register would be updated to reflect this at the next meeting.

01.06 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.



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02.0 NEW MEMBERSHIP APPLICATIONS

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1264	[REDACTED]	[REDACTED]
1265	[REDACTED]	[REDACTED]
1266	[REDACTED]	[REDACTED]
1267	[REDACTED]	[REDACTED]
1268	[REDACTED]	[REDACTED]

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

03.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

The appointment for the provision of the consultant structural engineer for the new build at the Blawarthill Hospital site was unanimously approved by those present.

Other than the aforementioned share certificates, there were no other documents for signing and use of the Seal.

04.0 CORRESPONDENCE

There were no items of correspondence.

05.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 30.09.21

05.01 APPROVAL OF MINUTES

The Minutes were proposed by M Parker, seconded by A Jarvis, and unanimously approved by those present.

05.02 MATTERS ARISING

There were no other matters arising.

06.0 CORPORATE GOVERNANCE REPORTS

06.01 QUARTERLY KEY PERFORMANCE INDICATORS AND TARGETS REPORT

G Shields referred to the report and the Director provided an overview of performance against the various indicators. Those present noted the high levels of compliance across all strategic objectives and it was suggested that this performance was set to improve through the second half of the current financial year.

The report was then noted by those present.

06.02 ARC PERFORMANCE REPORT 2021

G Shields referred to the report and noted the Association's high levels of performance relative to national averages and previous years.

There then followed discussion on publication methods and the extent to which the document could be made as widely available as possible. As well as printing hard copies and making these available to tenants, website publication was discussed and the possibility of monitoring "hits". G Shields felt it would be useful to get an indication of the number of tenants who read the document and felt it contained useful information. However it was acknowledged that while the number of "hits" on the Association's website could be monitored, it was not possible to monitor the number of "hits" on the specific page related to the performance report.

Following further brief discussion, publication of the report was unanimously approved by those present.

**MINUTES**

Minutes of the Full Management Committee Meeting held on Thursday the 28th of October 2021 at 19:00hrs through the Association's on-line virtual meeting portal.

06.0 CORPORATE GOVERNANCE REPORTS (Continued)**06.03 REGULATORY COMPLIANCE ACTION PLAN UPDATE**

The Regulatory Compliance Action Plan was reviewed by those present and it was noted that all the outstanding action points had now been completed. While a number of action points remained "on-going" in relation to certain matters such as tenant consultation, it was noted that all the "outstanding" matters had now been completed following the adoption of the new rules at the recent Special General Meeting.

Following brief discussion, G Shields noted that the report demonstrated compliance with the Regulatory Standards of Governance and Financial Management referred to in the Annual Assurance Statement.

The report was then noted by those present.

06.04 ANNUAL EQUALITIES COMPLIANCE REPORT

G Shields referred to the report and the Housing Manager provided an overview of the statistics being collected in relation to the protected characteristics under the Equality Act 2010. He confirmed that the statistics had been gathered as of the 30th of September 2021.

E Busby thanked the Housing Manager for the report and suggested that it provided a very clear and concise analysis of the relevant information.

The statistical information was then noted by those present and G Shields reminded those present that this report also supported the signing off of the Annual Assurance Statement.

06.05 ANNUAL TENANT SAFETY ASSURANCE REPORT

G Shields referred to the report and the Housing Manager provided an overview of the key points within the report together with any action planned or already undertaken to ensure continued compliance with the Association's legal obligations in relation to tenant safety.

The introduction of a new gas safety management system as recommended by the Scottish Housing Regulator was specifically approved by those present as part of these resident safety measures.

In response to a question from I Ryan, the Senior Property Services Officer confirmed that she was not aware of any proposed legislative requirement to upgrade existing properties to meet current building regulations in relation to fire safety – beyond the upgrade of carbon monoxide and smoke detectors which was on-going.

Following further brief discussion the report was noted by those present.

06.06 ANNUAL ASSURANCE STATEMENT

G Shields referred to the Annual Assurance Statement as drafted and suggested that the material considered by the Management Committee at this and previous meetings provided adequate evidence to support the signing of an essentially clean statement.

Obligations and evidence in relation to the eight areas referred to under the second section of the Annual Assurance Statement were discussed and reviewed by those present.

Signing of the Annual Assurance Statement by G Shields on behalf of the Management Committee was then unanimously approved by those present.



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07.0 FINANCE REPORTS

07.01 QUARTERLY CASH FLOW REPORT

The Senior Finance Services Officer provided an overview of the results for the quarter to the end of September 2021. She explained that as a result of delays in the development programme, the net cash inflow for the period had been lower than anticipated and that correspondingly bank balances were also lower than budgeted.

In response to a question from G Shields, she explained that the fixed term deposit had been placed later than previously budgeted due to a delay in the bank setting the facility up. However she confirmed that the deposit had been placed for the full six months and that the bank had honoured the interest rate offered as the delay in setting up the facility had been as a result of the bank's administration.

The report was then noted by those present.

07.02 QUARTERLY PROPERTY MANAGEMENT ARREARS REPORT

G Shields referred to the report noting the reduction in arrears over the quarter.

The Senior Finance Services Officer explained that the number of properties factored at the end of September 2021 should have been increased by one to two hundred and seventy-six following the transfer of one additional property to the Association. She also confirmed that one high level arrear of over two thousand pounds had been paid in full following the month end.

The report was then noted by those present.

07.03 QUARTERLY MANAGEMENT ACCOUNTS REPORT

The Senior Finance Services Officer provided a brief summary of the results for the six-month period to the end of September 2021 confirming that the Association had made a surplus slightly greater than budgeted. However she explained that the depreciation figure in relation to housing properties was slightly understated in these management accounts. This followed the change in status of the recently refurbished properties at the Blawarthill Hospital site from "in course of construction" to "available for let".

The report was then noted by those present.

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

08.0 MAINTENANCE & DEVELOPMENT REPORTS

08.01 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital New Build Project

G Shields referred to the report and the Senior Property Services Officer provided an update on the anticipated site start date and progress in submitting a revised tender to Glasgow City Council.

Yoker Primary School Site

The Senior Property Services Officer confirmed that she had been in contact with Sanctuary Housing Association to discuss a possible joint development and that she was in the process of setting up an initial meeting.

In response to a question from G Shields, the Senior Property Services Officer stated that she doubted whether Sanctuary would be able to bring anything that would make any significant difference to the costs.

The report was then noted by those present.



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08.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)

08.01 DEVELOPMENT SCHEME REPORT (Continued)

1945 Dumbarton Road

The Senior Property Services Officer provided an overview of the circumstances which had led to the Yoker Resource Centre transferring this property to the Association. Conversion of the property from commercial to residential use was agreed by those present and the Senior Property Services Officer confirmed that arrangements were in hand for the appointment of a design team to oversee the refurbishment and change of use.

In response to a question from M McKendrick, the Director confirmed that he had checked the Notifiable Events guidance and did not consider that this amounted to a Notifiable Event. He did however agree to review the guidance again and confirmed that if he had any doubts then he would prepare a report accordingly.

In response to a question from R Vandermotten, the Director confirmed that the site of the Yoker Primary School was not in the ownership of the Association.

The report was then noted by those present.

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

09.0 HOUSING MANAGEMENT REPORTS

09.01 QUARTERLY COMPLAINTS HANDLING REPORT

The Housing Manager provided an overview of the six stage one and one stage two complaints that had been received in the six-month period to the end of September 2021. He confirmed that the information provided was in accordance with Scottish Public Service Ombudsman's guidance.

In response to a question from G Shields, the Housing Manager provided an explanation with respect to the circumstances surrounding a complaint regarding the repairs service and confirmed that procedures had been introduced to ensure that such an error should be avoided in the future.

E Busby asked if the information within this report was made public and the Housing Manager confirmed that it was published on the Association's website.

Following further brief discussion, the report was noted by those present.

09.02 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and noted that the Association was continuing to promote tenant engagement and involvement although as yet this had not resulted in the identification of tenants willing to join a tenant scrutiny group or similar consultation groups.

With respect to the "Next Steps" programme, the Housing Manager confirmed that most of the action plan had now been completed or had certain actions that were "on-going". The main outstanding matters had been hampered as a result of Covid-19 and were centred around participatory events such as open days or open meetings that might involve more face-to-face contact with tenants. However with the continuing easing of restrictions, the Housing Manager anticipated completion of the remaining outstanding items over the course of the next six months of the current financial year.

With respect to consultation on policy review, the Housing Manager confirmed that this had been done in accordance with the timescales required in the strategy.

The report was then noted by those present.



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09.0 HOUSING MANAGEMENT REPORTS (Continued)

09.03 ARREARS MANAGEMENT POLICY REVIEW REPORT

G Shields noted that there were no major changes to the policy with the changes being recommended at this time being largely in relation to the adoption of the Association's standard policy layout.

E Busby noted that the Management Committee retained the authority to authorise any eviction action and there was lengthy discussion around whether this should be a procedural matter that did not require Management Committee approval. Following lengthy discussion it was agreed that Management Committee approval for eviction should be retained as a feature of the policy.

In response to a question from M McKendrick there followed discussion around the repayment arrangements for those in rent arrears and whether there was merit in formalising these within the policy. However the discussion concluded that no such formal arrangement should be specified in the policy in order to provide flexibility to staff on a case-by-case basis.

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

10.0 DATE OF NEXT MEETING 25.11.21

G Shields noted that the next meeting was scheduled for Thursday the 25th of November 2021.

11.0 A.O.C.B.

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

Proposed By _____

Seconded By _____