



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 24th of November 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 27.10.22
  - 5.1 APPROVAL OF MINUTES \*\*\*
  - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
  - 6.1 INTERNAL AUDIT REPORT
    - 6.1.1 Gas Servicing
    - 6.1.2 Purchases and Payments
  - 6.2 COMMITTEE TRAINING AND DEVELOPMENT REVIEW
- 7.0 FINANCE REPORTS
  - 7.1 TREASURY MANAGEMENT REPORT
- 8.0 DEVELOPMENT REPORTS
  - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
  - 9.1 WAITING LIST AND ALLOCATIONS TO 30.09.22 REPORT
  - 9.2 MAINTENANCE SCHEME REPORT
- 10.0 DATE OF NEXT MEETING 26.01.23
- 11.0 A.O.C.B.

Distribution

- |                               |     |                       |     |                            |     |
|-------------------------------|-----|-----------------------|-----|----------------------------|-----|
| 1. Shields, Graeme (Chairman) | ☑☑☑ | 6. Jarvis, Anna-Maria | ☑☑☑ | 11. Thompson, Margaret     | ☑☑☑ |
| 2. Ballantyne, Mary           | ☑☑☑ | 7. McKendrick, Mick   | ☑☑☑ | 12. Walker, Catriona       | ☑☑☑ |
| 3. Busby, Elaine              | ☑☑☑ | 8. Parker, Morag      | ☑☑☑ | 13. Wronowska, Agnieszka   | ☑☑☑ |
| 4. Donnelly, Lisa-Marie       | ☑☑☑ | 9. Porter, Josephine  | ☑☑☑ | 14. Vandermotten, Roderick | ☑☑☑ |
| 5. Fleming, Anne              | ☑☑☑ | 10. Ryan, Isobel      | ☑☑☑ |                            |     |



## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 24th of November 2022 at 19:00hrs through the Association's on-line meeting portal.

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### Present

Shields, G (Chairman)  
Ballantyne, M  
Busby E  
Donnelly, L  
Fleming, A  
McKendrick, M  
Porter, J  
Thompson, M  
Vandermotten, R  
Walker, C

### In Attendance

Forrest, C J (Director)  
Freeman, K (Secretary / Housing Services Manager)  
McKay, K (Senior Finance Services Officer)  
  
Gaffney, O (SHARE)  
Montgomery, C (Wylie & Bisset)

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G Shields introduced O Gaffney and C Montgomery to those present.

## 1.0 MANAGEMENT COMMITTEE

### 1.1 APOLOGIES

Apologies for absence were received from I Ryan, A Jarvis and M Parker.

### 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

G Shields asked those present to confirm that their declarations were up-to-date and 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 on-going improvement in participation in training reflected in the improved statistics since the last meeting. However he noted that four committee members required to undertake additional training to achieve their minimum training requirement before the end of the current financial year and encouraged those committee members to participate in relevant training.

The Housing Services Manager then confirmed he had issued details of some relevant on-line courses that may be of interest to some committee members and agreed to forward the weblinks to those that had not yet received them.

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 with the exception of the Scottish information Commissioners return for the quarter to the end of December 2022, all regulatory and statutory returns due for the current financial year had now been completed and submitted.

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.



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### 1.0 MANAGEMENT COMMITTEE (Continued)

#### 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 at this time.

### 2.0 MEMBERSHIP APPLICATIONS

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1305	[REDACTED]	[REDACTED]
1306	[REDACTED]	[REDACTED]
1307	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by M Ballantyne, seconded by A Fleming, 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

Scottish Government – Interim guidance to social landlords during the EESSH2 review period

Scottish Housing Regulator – National panel of tenants and service users

Scottish Housing Regulator – Scottish Social Housing Charter update

Scottish Housing Associations' Pension Scheme – Scheme benefits consultation

There were no other items of correspondence.

### 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 27.10.22

#### 5.1 APPROVAL OF MINUTES

The Minutes were proposed by L Donnelly, seconded by C Walker, and unanimously approved by those present.

#### 5.2 MATTERS ARISING

Drumchapel Money Advice Centre (DMAC)

The Housing Services Manager confirmed that this service would not be provided for the foreseeable future as the service was not being operated beyond a telephone interview service. Following discussion it was agreed that this matter should be taken up with the local members.

There were no other matters arising.



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### 6.0 CORPORATE GOVERNANCE REPORTS

#### 6.1 INTERNAL AUDIT REPORT

##### 6.1.1 Gas Servicing

G Shields referred to the report and C Montgomery presented a summary of the findings from his internal audit.

He confirmed that the Association's systems for the management of the risk associated with gas safety were strong and that this was the highest level of assurance that could be obtained. There were no recommendations for improvement in the report. The Association was performing better than other similar organisations that he had benchmarked performance against.

The report was then noted by those present.

##### 6.1.2 Purchases and Payments

G Shields noted that the summary of the findings from the review of systems for managing the risk associated with purchases and payments had also achieved the highest rating of "strong."

C Montgomery confirmed the "strong" rating and proceeded to explain that there was one low level recommendation for improvement. He noted that management had implemented this recommendation in their response to his report. As with the previous report, he confirmed that the Association was performing better than those organisations benchmarked against with one low level recommendation as opposed to the average of one medium and two low level recommendations.

The report was then noted by those present.

At this point C Montgomery of Wylie and Bisset left the meeting.

#### 6.2 COMMITTEE TRAINING AND DEVELOPMENT REVIEW

O Gaffney of SHARE provided a comprehensive presentation on the process for conducting the committee training and development review.

There then followed discussion on the content of the questionnaire and the timetable for completion of the process. It was agreed that the initial survey forms be completed by 9 December 2022 with a view to setting up individual interviews in January 2023 and a final report to be presented to the meeting scheduled for February or March 2023.

G Shields thanked O Gaffney for her presentation and confirmed that she was welcome to remain to observe the remainder of the meeting.

At this point J Porter gave her apologies and left the meeting.

### 7.0 FINANCE REPORTS

#### 7.1 TREASURY MANAGEMENT REPORT

G Shields referred to the report and the Senior Finance Services Officer provided a brief summary of the content for those present.

The recommendation that a further fixed term deposit be made for a period of three months was unanimously approved by those present.



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### 7.0 FINANCE REPORTS (Continued)

#### 7.1 TREASURY MANAGEMENT REPORT (Continued)

The Senior Finance Services Officer went on to explain that the previously agreed fixed term deposit of £2.5m at a rate of 1.0% had in fact been placed at 1.55% as a result of increased interest rates.

Following a review of currently authorised borrowing limits and current bank balances, the report was noted 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 referred to the report and the Director provided an update on progress on site.

M Ballantyne noted that the contractor remained behind schedule and G Shields asked if the current underspend was likely to be regained before the scheduled completion date. The Director confirmed that the current underspend on the contract was unlikely to be recovered and that a revised completion date of around two months late was likely to be the outcome.

In response to a question from R Vandermotten, the Director explained that because the mechanical ventilation and heat recovery system (MVHR) system used bespoke components to meet the bespoke design of the properties, technical performance information was not readily available for Passivhaus certification. He went on to explain that certification could be obtained but that the laboratory tests could take nine or more months to complete. He further explained that collateral warranties would be obtained from the sub-contractor installing the system as with other specialist components.

E Busby asked whether these properties were guaranteed to suit the Scottish climate. The Director explained that while there were no guarantees, the Passivhaus standard was universally recognised as the gold standard for energy efficient housing. He suggested that its use in a wide variety of more extreme climates should make it suitable for the Scottish climate.

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

### 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

#### 9.1 WAITING LIST AND ALLOCATIONS TO 30.09.22 REPORT

G Shields referred to the report and the Housing Services Manager provided a summary of the key elements within the report. He highlighted the fact that while the Association was exceeding its own quota target for housing statutory homeless, it was not achieving the levels requested by the local authority. He explained that this was partly down to low turnover as well as a lack of demand for the local area.

Discussion then took place regarding the local authority's proposal to introduce a "matching process" whereby the Association would provide details of void properties and the local authority would take the lead in making allocations. Plans to introduce this system had been scheduled for the beginning of August but had been deferred with no current update as to the revised implementation date.

In response to a question from R Vandermotten, the Housing Services Manager explained that under this proposed system the Association would not assess a homeless applicant in the way that they are currently assessed. Instead, the local authority would simply provide a nomination to be allocated to a property that had been identified by the Association. He explained that this should make no difference to the number of allocations under the agreed quotas set by the Association.

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**9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)****9.1 WAITING LIST AND ALLOCATIONS TO 30.09.22 REPORT (Continued)**

In response to a question from M McKendrick, the Housing Services Manager confirmed that it was a points-based allocation system that was being used by the Association. The use of a banding system for allocations was muted by M McKendrick and the Housing Services Manager suggested that this could be reviewed when the allocations policy was next due for review.

R Vandermotten suggested the adoption of a banding system might be worth consideration as he was aware of other organisations that adopted this approach. M Ballantyne and E Busby agreed that it was worth further discussion when the policy was due for review.

The report was then noted by those present.

**9.2 MAINTENANCE SCHEME REPORT**

The Housing Services Manager provided an update on progress with the various planned maintenance projects currently underway.

In response to a question from R Vandermotten, the Housing Services Manager and the Director provided an explanation of the work being carried out to the rear screens on a small number of tenements. They also explained why such rear screens existed and how they were constructed.

CityFibre

The Housing Services Manager explained that CityFibre had been installing infrastructure to provide high speed fibre broadband in the local area. They were now seeking to enter into a wayleave agreement with the Association with a view to accessing communal closes, conducting surveys and providing proposals for installation within these areas. He provided sample photographs of installations that had been carried out elsewhere.

In response to a question from R Vandermotten, the Housing Services Manager explained that tenants would be under no obligation to change their current internet provider. However it would provide them with alternative options if they wished to take them up.

There then followed lengthy discussion on the merits of allowing access to communal areas within closes. A number of those present expressed concerns based on their personal experience of CityFibre and poor customer service. The examples of installations completed elsewhere were not considered suitable in terms of the finished product and well below the standard of finish that would be considered acceptable in the Association's tenement closes. Those present unanimously agreed that no wayleave agreement be entered into at this time.

However the discussion concluded with an agreement that the decision be re-visited pending feedback or inspection of other installations that had been carried out elsewhere.

The report was then noted by those present.

**10.0 DATE OF NEXT MEETING 26.01.23**

G Shields confirmed that the next meeting would be held on the 26th of January 2023.

**11.0 A.O.C.B.**Tenant and Resident Safety

G Shields reminded those present of the recent tragic death of a child following exposure to mould growth as a result of untreated dampness in a housing association property in England.

He asked if the Association had been informed of any legislative or regulatory action that had followed these events and whether this was a known problem within the Association's housing stock.



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11.0 A.O.C.B. (Continued)

Tenant and Resident Safety (Continued)

The Director explained that he had not yet been made aware of any specific legislative or regulatory requirements directly related to this case but expected that it would result in some form of regulatory response in the due course of time.

He confirmed that the Association had dealt with a handful of cases of dampness over the years. Minor remedial works had been carried out to improve insulation in some cases where independent experts had considered this necessary. However in most cases the problem had been resolved by advising tenants of the need to declutter and ventilate a room correctly.

In response to a question from M Ballantyne, the Housing Services Manager explained that the Association had primarily relied upon such issues being raised by residents before action would be taken. However he confirmed that the Association was now adopting a more proactive approach with house inspections being conducted to identify potential maintenance problems before they became an issue. He also explained that a wide sample of properties were inspected through void inspections, Scottish Housing Quality Standard (SHQS) surveys and feedback from maintenance contractors carrying out gas and electrical and Energy Performance Certification (EPC) inspections. He confirmed that none of these had indicated anything that might suggest this was an ongoing issue for the Association.

Following further discussion the Housing Services Manager agreed to highlight the need to properly heat and ventilate homes to minimise the risk of mould growth in the next newsletter due to be issued in December.

In response to a question from R Vandermotten, the Housing Services Manager confirmed that while the Association could not necessarily access commercial premises to inspect them for issues, the independent SHQS inspections carried out were likely to identify any impact on communal areas or adjacent properties in the Association's ownership.

O Gaffney explained that SHARE would be providing a free course on the subject and that the Association would be welcome to participate. The Director agreed to forward the details when they became available.

There being no other competent business the meeting closed at 20:55 hrs.

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

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