



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 26th of January 2023 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 24.11.22
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 REVIEW OF STAFF TERMS AND CONDITIONS 2023 / 24 ***
 - 6.2 MANAGEMENT COMMITTEE SUCCESSION PLANNING UPDATE REPORT ***
 - 6.3 STAFF SUCCESSION PLANNING UPDATE REPORT ***
 - 6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT
 - 6.5 RISK MANAGEMENT REPORT
- 7.0 FINANCE REPORTS
 - 7.1 QUARTERLY CASH FLOW TO 31.12.22 REPORT
 - 7.2 QUARTERLY MANAGEMENT ACCOUNTS TO 31.12.22 REPORT
 - 7.3 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.12.22 REPORT
 - 7.4 2023 / 24 BUDGET REPORT ***
 - 7.5 TENANT REWARD SCHEME POLICY REVIEW ***
- 8.0 DEVELOPMENT REPORTS
 - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
 - 9.1 ANNUAL RENT REVIEW 2023/24 ***
 - 9.1.1 Comparability Report
 - 9.1.2 Affordability Report
 - 9.1.3 Financial Impact Report
 - 9.1.4 Recommendation Report
 - 9.2 QUARTERLY COMPLAINTS HANDLING REPORT
 - 9.3 TENANT PARTICIPATION STRATEGY REPORT
 - 9.4 MAINTENANCE SCHEME REPORT
 - 9.5 POLICY REVIEW REPORT
 - 9.5.1 Maintenance Policy ***
- 10.0 DATE OF NEXT MEETING 30.03.23
- 11.0 A.O.C.B.

Distribution

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|-------------------------------|-----|-----------------------|-----|----------------------------|-----|
| 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 26th of January 2023 at 19:00hrs through the Association's on-line meeting portal.

Present

Shields, G (Chairman)
Ballantyne, M
Busby E
Donnelly, L
Fleming, A
Jarvis, A
McKendrick, M
Parker, 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)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

There were no apologies.

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.

The staff members present noted their interest in Agenda Item No. 6.1 and it was agreed that they would leave the meeting when this Agenda Item was under discussion.

The tenant members of the Association noted their interest in Agenda Item No.9.1 albeit that they were not required to leave the meeting and were permitted to participate in the decision-making process by convention.

In the absence of any further declarations, the report was noted by those present.

1.3 TRAINING

G Shields referred to the report and those present noted that a number of members required to increase their training hours before the end of March to ensure that they achieved their minimum training requirement.

The Housing Services Manager confirmed that maintenance training sessions would be open to all those interested in participating and that he would circulate the dates of these sessions to those present.

The Director confirmed that tailored training would be provided following on from the training needs assessment currently being carried out by SHARE. He suggested that those present may wish to consider an additional meeting at the end of February to consider the report on the assumption that it would be completed by then.

M Ballantyne explained that she had now completed the Governance of Scottish Housing Associations (GOSHA) and had been duly certified by SHARE. Those present congratulated her on her qualification.

I Ryan confirmed that she was still progressing with the GOSHA qualification and was around half-way through the course.

The report was then noted by those present.



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1.0 MANAGEMENT COMMITTEE (Continued)

1.4 REGULATORY & STATUTORY RETURNS 2022 / 23

G Shields referred to the report and the Director confirmed that all regulatory and statutory returns due for the current financial year had now been completed and submitted. The only on-going changes would be in relation to the publication of information on the Association’s website.

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.

The Director explained that Employers in Voluntary Housing (EVH) had provided an update to the Health and Safety Control Manual. He went on to explain that the Association’s Health and Safety Policy would be updated to reflect these changes and brought to the Management Committee for approval in due course.

The Director went on to explain that there were no other matters to report 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>
1308	[REDACTED]	[REDACTED]
1309	[REDACTED]	[REDACTED]
1310	[REDACTED]	[REDACTED]
1311	[REDACTED]	[REDACTED]
1312	[REDACTED]	[REDACTED]
1313	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by I Ryan, 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 Housing Regulator – Request for information on planned rent increases

G Shields expressed relief that the Scottish Government’s policy on rent freezes had been withdrawn in time for the Association to implement any necessary increase from the 1st of April 2023. While acknowledging the general increase in the cost of living, he suggested that the Association had historically shown restraint in the level of rents it charged and as such needed flexibility to respond to changes in economic circumstances.



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4.0 CORRESPONDENCE (Continued)

Scottish Housing Regulator – Notifiable Events

The Director explained that he had concluded discussion with the Association's Regulation Manager concerning the circumstances in which the completion of a gas safety check might become a Notifiable Event.

It had been clarified that failing to meet the "due date" per the performance statistics was not notifiable but failing to meet the "deadline date" per the gas safety regulations would be notifiable. As such, the Director confirmed that there had been no Notifiable Event to report as a result of the one gas safety check which had missed its "due date" as it had still been completed by the "deadline date".

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 24.11.22

5.1 APPROVAL OF MINUTES

The Minutes were proposed by R Vandermotten, seconded by L Donnelly, and unanimously approved by those present.

5.2 MATTERS ARISING

Maintenance Scheme Report – City Fibre

The Housing Services explained that a site visit had been arranged to West of Scotland Housing Association (WoSHA) to inspect the standard of work carried out by City Fibre within tenement closes. He explained that the installation was neat and tidy and that feedback from WoSHA had been positive.

M Ballantyne thanked the Housing Manager for the feedback and suggested that she was satisfied and assured from the reports. However following further lengthy discussion, the Housing Services Manager agreed to facilitate an additional site meeting for those Management Committee members who wished to see the results of the installation for themselves.

There were no other matters arising.

At this point the Director, Housing Services Manager and Senior Finance Services Officer declared an interest and left the meeting.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 REVIEW OF STAFF TERMS AND CONDITIONS 2023 / 24 REPORT

Annual Salary Increase from 1 April 2023

G Shields referred to the report and referred to the recommendation following negotiations between Employers in Voluntary Housing (EVH) and the Union. He explained that in the event that the Management Committee chose not to accept the recommendation in full, there would have to be a negotiation between the staff and the Management Committee to reach a settlement.

There then followed lengthy discussion in which some dissatisfaction with certain aspects of the settlement was expressed. However it was acknowledged by all those present that they could not "cherry pick" those aspects of the settlement that they preferred and exclude those aspects they did not. It was agreed that the recommendation would have to be accepted in full or rejected in full in order to remain consistent with the principal of applying EVH negotiated salary increases.

Following further discussion, the recommendation within the report was approved in full by a majority of those present.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.1 REVIEW OF STAFF TERMS AND CONDITIONS 2023 / 24 REPORT (Continued)

General Terms and Conditions of Employment – Staff Salary Increments

G Shields referred to the contractual salary increments being recommended for approval for those staff members entitled to them.

This recommendation was unanimously approved by those present.

Staff member re-grading

Turning to the final recommendation, G Shields asked those present to approve the re-grading of S Newman from the position of administrative assistant to property services assistant from 1 April 2023. It was noted that she will have additional staff supervisory responsibilities on the retirement of the current property services assistant G Leitch at the end of March.

This recommendation was unanimously approved by those present.

At this point the Director, Housing Services Manager and Senior Finance Services Officer returned to the meeting.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 ANNUAL RENT REVIEW 2023 / 24

9.1.1 Comparability Report

The content of the report was noted by those present.

9.1.2 Affordability Report

The content of the report was noted by those present.

9.1.3 Financial Impact Report

The content of the report was noted by those present.

9.1.4 Recommendation Report

The content of the report was noted by those present.

G Shields asked for clarification on the 6.1% average rent increase planned – where this figure had been derived from and how accurate it was. In response, the Housing Services Manager explained that this had been obtained from the Scottish Federation of Housing Associations (SFHA) following a survey of members and as part of representations being made to the Scottish Government.

G Shields then opened the discussion up and asked for those present to express their views on what, if any rent increase they felt should be applied in the current year.

J Porter suggested that this would be a particularly difficult decision this year in the light of difficulties being faced by tenants. However, she also acknowledged that the Association had to support the on-going maintenance of old tenement properties and that a rent increase would have to be applied.

R Vandermodden challenged J Porter on the level of rent increase that she would support and suggested that an increase of 5% would be too high. He suggested an increase of 3.9% on the basis that this was closer to Scottish Government's cap for private landlords.

A Wronowska explained her position and said that she would support a rent increase of 5% from 1 April 2023.



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

9.1 ANNUAL RENT REVIEW 2023 / 24 (Continued)

9.1.4 Recommendation Report (Continued)

M McKendrick explained that rent increases ranging from 4% to 7% were being applied in his local area. He acknowledged the cost-of-living issues currently facing tenants despite the projections that inflation was likely to ease over the coming months. However due to the impact of inflation on maintenance costs in particular, he felt that some level of rent increase should be applied this year. He suggested that the tenant consultation might be worth having earlier in the year with tenants given options for reductions in service levels in return for a lower rent increase. He concluded by suggesting a rent increase of 4.9% as it might be psychologically more palatable to tenants.

M Ballantyne argued for a higher increase in the region of 7.5% to ensure that the Association continued to maintain rents at a level that could continue to support long term planned maintenance.

A Fleming said that this level of increase was simply too high. She acknowledged the need to maintain investment in the housing stock but did not feel that such a high rent increase was affordable to tenants in the current economic environment.

I Ryan and J Porter agreed that a high rent increase was not acceptable at this time and that the Association had to apply a more moderate approach in the current economic climate. I Ryan stated that it was a fine balancing act between ensuring that rents remained affordable to tenants and income was supported to allow the Association to maintain its properties.

G Shields then suggested that a rent increase pegged at 5.1% would be consistent with the previous year and was closer to the approved salary increase of 5.25%. He did not support the use of the average figure of 6.1% as he felt that the Management Committee should make a decision based upon the specific circumstances of the Association.

Following further lengthy discussion, J Porter suggested that the matter be put to a vote. The increases under consideration ranging from 3.9% to 5.25%.

G Shields agreed to put the matter to a vote following which a rent increase of 4.9% was approved by a majority of those present for the 2023 / 24 financial year.

6.0 CORPORATE GOVERNANCE REPORTS

6.2 MANAGEMENT COMMITTEE SUCCESSION PLANNING UPDATE REPORT

G Shields referred to the report and the Director provided an overview of the key actions necessary to ensure that the Association's Management Committee continued to have both the strength and depth of membership to meet the Association's future needs.

The recommendations within the report were then unanimously endorsed by those present and the report was duly noted.

6.3 STAFF SUCCESSION PLANNING UPDATE REPORT

Referring to the report, G Shields noted that the recent recruitment of new staff had successfully dealt with both the staff retirements that had been anticipated over the last two years and the pending retirement of the Property Services Assistant.

Following a brief summary of the report by the Director and subsequent discussion, the recommendations within the report were unanimously endorsed by those present.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT

G Shields referred to the report and noted the deterioration in performance in a number of areas over the last quarter. However he noted that in overall terms the Association was achieving good levels of compliance with its strategic objectives.

The Director provided assurance on the areas currently underperforming and the on-going action that was likely to see all areas achieving good levels of performance and compliance by the year end.

Following brief discussion, M McKendrick suggested an amendment to the year-to-date performance for KPI number 40 as the year-to-date figure was not consistent with the quarterly figures. The Housing Services Manager confirmed that he would investigate the anomaly and amend the report if necessary for the next quarter.

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

6.5 RISK MANAGEMENT REPORT

G Shields referred to the report and noted that there had been a review carried out by staff with additional risks associated with the current inflationary environment introduced to the key risk register.

There then followed discussion by those present and inclusion of the additional key risk associated with inflation was approved. It was also agreed that the risk associated with the roll out of Universal Credit could be downgraded as it had not had the impact previously anticipated. This was therefore removed from the key risk register.

In the absence of any other proposed amendments, the report was noted by those present.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 31.12.22 REPORT

G Shields referred to the report and the Senior Finance Services Officer provided a summary of the results explaining that while performance in quarter three was poorer than budgeted, the Association remained ahead of target for the year-to-date.

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

7.2 QUARTERLY MANAGEMENT ACCOUNTS TO 31.12.22 REPORT

G Shields referred to the report and noted the positive results for the year-to-date.

The Senior Finance Services Officer then provided an overview of the results, highlighting the key variances in income and expenditure for the nine months to the end of December 2022.

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

7.3 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.12.22 REPORT

The Senior Finance Services Officer provided an overview of the report and the outstanding property management arrears at the end of December 2022.

She went on to provide further information on the highest arrears cases in response to queries from those present.

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



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7.0 FINANCE REPORTS (Continued)

7.4 2023 / 2024 BUDGET REPORT

G Shields referred to the draft budget for approval for the financial year ending on 31 March 2024. He noted certain key assumptions regarding rent levels would be subject to amendment in the light of the decision taken earlier to restrict the annual rent increase to 4.9% from 1 April 2023.

The Senior Finance Services Officer then provided an overview of the projected financial position and the key assumptions made in terms of inflation, planned and reactive maintenance, staffing levels, capital investment and overheads. She explained that the surplus and cash flow for the year would now be lower than projected due to the lower assumed rent increase and the impact this would have on the budgeted figures.

The Director confirmed that this would equate to around twenty-five thousand pounds lower rental income than budgeted with a corresponding reduction in projected bank balances at the end of the financial year 2023 / 24.

In approving the budget for 2023 / 24, the Senior Finance Services Officer reminded those present that they were also approving an increase in the property management fee of 10%, capital expenditure on office fixtures and equipment of £7,000 and the annual treasury management strategy for investment of excess cash resources.

Subject to the amendment of the rent increase assumption, the 2023 / 24 budget was proposed by M Ballantyne, seconded by I Ryan and unanimously approved by those present.

7.5 TENANT REWARD SCHEME POLICY REVIEW

G Shields referred to the policy and suggested that this should be continued for another twelve months. However he acknowledged that provision of this scheme meant that the effective rent increase for the next year was around 3% and not the 4.9% headline figure approved.

J Porter suggested that tenants be reminded of this when being notified of the headline rent increase over the next month or so. Following discussion, it was agreed that this information be included within the letters notifying tenants of their increased rent from 1 April 2023.

In response to a question from R Vandermotten, the Director confirmed that over two hundred tenants qualified for the scheme in the last year and that qualification was independent of how rent is paid.

Following further brief discussion, the policy was proposed by A Fleming, seconded by C Walker and unanimously approved by those present.

At this point the Senior Finance Services Officer left the meeting and G Shields moved Standing Orders as the meeting was about to exceed two hours.

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

G Shields referred to the report and the Director provided a brief update on progress on site, confirming that the development was progressing well.

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



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.2 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Housing Services Manager provided a summary of the key elements within the report.

The report was then noted by those present.

9.3 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and the Housing Services Manager explained that this was a quarterly report to the end of December 2022. He went on to confirm that tenant participation in an open management committee meeting had been advertised but that to date, no tenants had expressed an interest in participating in such an event.

The report was then noted by those present.

9.4 MAINTENANCE SCHEME REPORT

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

The report was then noted by those present.

9.5 POLICY REVIEW REPORT

9.5.1 Maintenance Policy

G Shields referred to the report and noted the recommended amendments to the policy. Those present noted that there were no major amendments being proposed at this time.

Following brief discussion, the policy was then proposed by E Busby, seconded by C Walker and unanimously approved by those present.

10.0 DATE OF NEXT MEETING 30.03.23

Although the next scheduled meeting was not due to take place until the 30th of March 2023, those present unanimously agreed that a meeting be scheduled for the last Thursday in February in the event that the SHARE committee training and evaluation report was available for review at that meeting.

G Shields therefore confirmed that unless those present heard to the contrary in the interim, the next meeting would be held on the 23rd of February 2023.

11.0 A.O.C.B.

There being no other competent business the meeting closed at 21:15 hrs.

Proposed By _____

Seconded By _____