



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 26th of November 2020 at 19:00 hrs through the Association's on-line virtual meeting portal.

AGENDA

- 1.0 MANAGEMENT COMMITTEE
  - 1.1 APOLOGIES
  - 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
  - 1.3 TRAINING
  - 1.4 REGULATORY & STATUTORY RETURNS 2020
  - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020
  - 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 29.10.20
  - 5.1 APPROVAL OF MINUTES
  - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
  - 6.1 POLICY REVIEW REPORT
    - 6.1.1 Information Security Policy
    - 6.1.2 ICT Acceptable Use Policy
    - 6.1.3 Disaster Recovery Policy
    - 6.1.4 Standing Orders
    - 6.1.5 Management Committee & Officer Bearers Remit
  - 6.2 ARC PERFORMANCE REPORT
  - 6.3 EQUALITY & DIVERSITY REPORT
  - 6.4 ANNUAL ASSURANCE STATEMENT
  - 6.5 KEY PERFORMANCE INDICATOR TARGETS REVIEW
  - 6.6 OFFICE RE-OPENING PLAN
  - 6.7 REGULATORY COMPLIANCE ACTION PLAN UPDATE
- 7.0 MAINTENANCE & DEVELOPMENT REPORTS
  - 7.1 MAINTENANCE SCHEME REPORT
  - 7.2 DEVELOPMENT SCHEME REPORT
- 8.0 HOUSING MANAGEMENT REPORTS
  - 8.1 COVID-19 REPORT
  - 8.2 WAITING LIST AND ALLOCATIONS TO 30.09.20 REPORT
  - 8.3 POLICY REVIEW REPORT
    - 8.3.1 Lodger Policy
- 9.0 DATE OF NEXT MEETING 28.01.21
- 10.0 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. Wronowska, Agnieszka	<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. Parker, Morag	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	12. McKendrick, Mick (Co-optee)	<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. Ryan, Isobel	<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. Donnelly, Lisa-Marie	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	9. Porter, Josephine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14. <i>Casual Vacancy</i>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Walker, Catriona	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		



## MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 26th of November 2020 at 19:00hrs through the Association's on-line virtual meeting portal.

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### Present

Shields, G (Chair)  
Ballantyne, M  
Busby, E  
Donnelly, L  
Fleming, A  
McKendrick, M  
Parker, M  
Porter, J  
Ryan, I  
Walker, C  
Wronowska, A

### In Attendance

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

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## 1.0 MANAGEMENT COMMITTEE

### 1.1 APOLOGIES

There were no apologies.

### 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

G Shields asked if there were any present who wished to declare an interest in any of the items in the business of the meeting or to make any declarations beyond those recorded.

There were no further declarations beyond those already recorded by those present.

### 1.3 TRAINING

G Shields noted that a number of committee members were not meeting their minimum training hours and suggested that once Olwyn Gaffney of SHARE had completed the annual training assessment and issued individual training assessments that this matter would be addressed.

He acknowledged the difficulties in participating in training events in the current environment but looked forward to this changing in the new year. He also noted the revised format of the report to highlight where action was required by individual committee members.

### 1.4 REGULATORY & STATUTORY RETURNS 2020

G Shields referred to the report and those present noted that all the Returns for the current year had been submitted or were scheduled to be submitted by the regulatory or statutory deadlines required.

No further action was therefore considered necessary beyond on-going monitoring of the report.

### 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21

G Shields referred to the report and those present noted that the Notifiable Event relating to Covid-19 remained live and that there were no other Notifications or entries to be recorded on the Whistleblowing, Fraud or Notifiable Events Register.

### 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.



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**2.0 NEW MEMBERSHIP APPLICATIONS**

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1231	[REDACTED]	[REDACTED]
1232	[REDACTED]	[REDACTED]
1233	[REDACTED]	[REDACTED]
1234	[REDACTED]	[REDACTED]
1235	[REDACTED]	[REDACTED]
1236	[REDACTED]	[REDACTED]
1237	[REDACTED]	[REDACTED]
1238	[REDACTED]	[REDACTED]
1239	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by M Parker, seconded by E Busby, and unanimously agreed by those present.

**3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL**

There were no documents for signing or use of seal.

**4.0 CORRESPONDENCE**

There were no other items of correspondence.

**5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 29.10.20**

**5.1 APPROVAL OF MINUTES**

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

**5.2 MATTERS ARISING**

G Shields explained that it had been brought to his attention that M McKendrick had seconded the approval of three membership applications at the meeting in his capacity as a co-optee.

As co-optees are unable to approve admission or sign-off new membership share certificates, these three applications were not valid and as such had been re-presented for approval at this meeting.

In order to allow M McKendrick to participate as a full member of the Management Committee and following approval of his membership application at the meeting on 1 October 2020, G Shields suggested that he might take up one of the casual vacancies that currently existed on the Management Committee.

I Ryan then proposed M McKendrick take up a casual vacancy on the Management Committee with immediate effect. This was seconded by A Fleming and unanimously approved by those present.

There were no other matters arising.



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### 6.0 CORPORATE GOVERNANCE REPORTS

#### 6.1 POLICY REVIEW REPORT

##### 6.1.1 Information Security Policy

G Shields referred to the policy and the Director explained that this was a new policy introduced to reflect current practice and to allow the internal auditors to assess the controls in place as part of their information technology audit of the Association's systems.

The Director explained that the internal auditors had provided some preliminary feedback and recommendations and that these had been reflected in the policy wording and practices. However he had not yet received the final recommendation report and as such there may be further amendments required following the outcome of the internal audit process.

M McKendrick explained that he had access to a specific policy on passwords and the Director confirmed that he welcomed any input that might enhance the security arrangements specified in the Association's policy.

The policy was then proposed by A Fleming, seconded by M Parker, and unanimously approved by those present.

##### 6.1.2 ICT Acceptable Use Policy

G Shields referred to the policy and the Director confirmed that as well as having an acceptable use policy, the Association had installed website blocking software on its internet router which prevented access to certain categories of websites by staff. He confirmed that the internal auditors had also reviewed this policy but had not provided any recommendations in their feedback at this time.

The policy was then proposed by E Busby, seconded by M McKendrick, and unanimously approved by those present.

##### 6.1.3 Disaster Recovery Policy

G Shields referred to the policy and the Director confirmed that this had also been reviewed by the internal auditors.

A suggestion the it should include a "business impact analysis" had been received but the Director awaited advice on the format and content of such an exercise. In the interim, he recommended that the policy be approved in its current format and be brought back for revision once clarification had been received from the internal auditors.

G Shields asked if the Association carried out tests to assess the efficacy of the disaster recovery policy. The Director confirmed that he routinely does regular tests to restore backup files as staff occasionally delete files inadvertently and these have to be restored from backup files.

He went on to confirm that only one "bare metal backup" had been carried out and that this had been carried out by the Association's IT support firm Clearview Networks. He confirmed that they have done bare metal backups routinely using the Association's backup software.

With respect to communications systems, he suggested that the backup systems were being tested on an on-going basis at the moment with the current environment not proving disruptive to communications with the office.

The policy was then proposed by M Ballantyne, seconded by A Wronowska, and unanimously approved by those present.



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**6.0 CORPORATE GOVERNANCE REPORTS (Continued)****6.1 POLICY REVIEW REPORT****6.1.4 Standing Orders**

G Shields referred to the policy.

Following discussion it was unanimously agreed that line 22 on page 2 which specified the day of the month when meetings would take place should be deleted as it was considered unnecessary by those present.

Subject to that amendment the policy was proposed by E Busby, seconded by M Ballantyne, and unanimously approved by those present.

**6.1.5 Management Committee & Office Bearers Remit**

G Shields noted that reference to the now redundant post of vice chair had been removed and that there were no other recommended changes to the policy other than the adoption of the revised policy format.

The policy was then proposed by C Walker, seconded by A Fleming, and unanimously proposed by those present.

**6.2 ARC PERFORMANCE REPORT**

G Shields referred to the ARC performance report which was reviewed by those present. It was noted that it was due to be distributed by the end of December 2020 following a two-month extension to the deadline for distribution by the Scottish Housing Regulator (SHR).

The Director confirmed that no feedback had been received from tenants despite inviting feedback on the content, layout and format of the report.

G Shields noted the excellent performance achieved across a wide range of indicators and thanked staff for the hard work they put in to achieving the results. He noted that the Association performed well both at a local and a national level when compared with other registered social landlords.

M McKendrick commented on the repairs response times and described these as excellent despite slightly lower than average levels of tenant satisfaction with the repairs service compared to the national statistics. He questioned what else the Association could do to improve the levels of satisfaction for tenants.

I Ryan asked what methods were being adopted in consulting tenants and it was confirmed that written questionnaires were now being supplemented by telephone interviews and on-line surveys through "survey monkey".

M Ballantyne expressed the view that the format was good as she had found it very easy to read and to focus in on the relevant statistics and comparative information.

In the absence of any suggested amendments other than the updating of the equality and diversity information to reflect additional survey returns since the report had been issued, the ARC performance report was approved for distribution.

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**6.0 CORPORATE GOVERNANCE REPORTS (Continued)****6.3 EQUALITY & DIVERSITY REPORT**

G Shields referred to the report and noted that the report had been compiled to ensure that the Association met its obligations on equality and diversity in accordance with the Equality Act 2010.

The Director confirmed that while the Association continued to promote equality and diversity and encouraged all service users to complete a questionnaire, the Association could not either compel nor make it a condition of providing a service that a service user must complete such a form.

G Shields referred to the recommendations in the report surrounding training and suggested that training for the two newest committee members might include refresher training for the rest of the committee – particularly those who need to boost their training hours.

Those present noted that collection of this data now allowed the Association to sign off the Annual Assurance Statement in the knowledge that the Association was complying with its regulatory obligations.

**6.4 ANNUAL ASSURANCE STATEMENT**

G Shields referred those present to the various requirements and supporting schedules in relation to the signing of the Annual Assurance Statement covering the areas of Assurance and Notification, Scottish Social Housing Charter Performance, Tenant and Service User Redress, Whistleblowing, Equality and Human Rights and Regulatory Standards of Governance and Financial Management.

There then followed debate on the preferred wording of the Annual Assurance Statement with two particular options considered by those present. The debate concluded that the slightly more detailed statement should be adopted to give more context to the reader.

Those present then unanimously approved the signing of the 2020 Annual Assurance Statement by G Shields on behalf of the Management Committee.

**6.5 KEY PERFORMANCE INDICATOR TARGETS REVIEW**

G Shields noted that this item would be deferred pending the publication of the financial statistics for 31 March 2020 by the Scottish Housing Regulator. It was noted that publication of these statistics had been delayed due to an extension to the submission deadline for this information until the end of December 2020 due to Covid-19.

The Director agreed to compile this report once the relevant data had been published by the Scottish Housing Regulator.

**6.6 OFFICE RE-OPENING PLAN**

The Director confirmed that there was no plan to re-open the office at the present time due to current and on-going restrictions. He agreed to continue to review this position based upon Scottish Government advice but suggested that it may be some months yet before a full office re-opening could be contemplated.

**6.7 REGULATORY COMPLIANCE ACTION PLAN**

G Shields referred to the report and the Director confirmed that it had been updated to reflect feedback from L Ewart suggesting certain items marked as completed should be marked completed and on-going.

G Shields suggested that the remaining few items might be difficult to progress in the current environment but the Director confirmed that in the light of recent guidance issued by the Scottish Housing Regulator, he would progress arrangement of the independent tenant satisfaction survey.

The Director confirmed that the Scottish Housing Regulator would be issued with the latest update to the plan including the summary of outstanding actions.



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## 7.0 MAINTENANCE &amp; DEVELOPMENT REPORTS

## 7.1 MAINTENANCE SCHEME REPORT

G Shields referred to the statement on tenant and resident safety which had been formally issued regarding gas, electrical, fire, legionella and asbestos related risks. The Senior Property Services Officer confirmed that this had been included to provide the Management Committee with formal assurance regarding the action taken to ensure that the Association was meeting its regulatory and statutory duties surrounding tenant and resident safety.

With respect to Covid-19, it was noted that following the adoption of "Tier 4", the Association was now only carrying out emergency repairs or work necessary to ensure tenant and resident safety such as gas and electrical safety checks and installation of smoke, heat and carbon monoxide detectors.

The report was then noted by those present.

## 7.2 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Refurbishment

G Shields noted that progress was on-going and that there were no particular issues or updates to be reported at this time.

Blawarthill Hospital New Build

G Shields noted that Glasgow City Council had now agreed to the removal of the excess spoil from the site and that their contractors would attend site to arrange this within the next week or two.

Yoker Primary School Site

The Senior Property Services Officer provided an update to progress with this site and confirmed that Glasgow City Council had revised previous advice that they would not consider this scheme proposal until 2021 / 22. She explained that they had now asked that the Association re-submit all the tender costs with a view to giving an approval for the scheme to go ahead early in 2021 / 22.

Private Development Proposal

Following confirmation that Glasgow City Council would not support grant funding for acquisition of this development from a private owner, those present unanimously agreed that the Association would not progress with this site acquisition.

Strategy and Development Funding Plan 2021 to 2026

G Shields referred to the plan and confirmed that the content was in line with the Association's business planning proposals and housing priorities.

The Senior Property Services Officer explained that since preparing the report she had been notified by Link Housing Association that the proposed joint development of the Bulldale Street scheme had now run into difficulties. She explained that the developer had set an acquisition price at a level that was considered too high to support affordable housing – being around seventy percent higher than that paid recently by the Association in the local area. As a consequence, it was recommended that this scheme now be dropped from the Strategy and Development Funding Plan (SDFP) submission.

It was unanimously agreed that this scheme be dropped from the SDFP for the foreseeable future but would be reconsidered if the developer was prepared to re-visit their acquisition price.

At this point I Ryan submitted her apologies and left the meeting.

Subject to the amendment regarding the Bulldale Street development, submission of the SDFP was proposed by E Busby and seconded by M Parker.



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

**8.0 HOUSING MANAGEMENT REPORTS**

**8.1 COVID-19 REPORT**

G Shields referred to the report and the Senior Housing Services Officer confirmed that all properties that had been vacant at the end of October had now been allocated.

M Ballantyne suggested that reference to the current Tier level and the date of any change be referenced in the report to provide added context.

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

**8.2 WAITING LIST AND ALLOCATIONS TO 30.09.20 REPORT**

G Shields referred to the report which provided information on allocations and the waiting list for housing for the first six months of the current financial year.

The Senior Housing Services Officer referred to the report with particular reference to the homelessness statistics. He explained that five out of eighteen allocations had been taken up by homelessness referrals during the first six months of the financial year and that a further offer had been made which was subsequently refused and the application withdrawn.

He explained that the Association had been actively pursuing homelessness referrals but had experienced difficulty in obtaining referrals from Glasgow City Council. He went on to explain that Glasgow City Council had themselves confirmed that they were having difficulty in submitting referrals – particularly in relation to three apartment properties.

The report was then noted by those present.

**8.3 POLICY REVIEW REPORT**

**8.3.1 Lodger Policy**

G Shields referred to the policy and noted that there were a number of recommended changes following the latest review in relation to the adoption of the new policy format. The Senior Property Services Officer confirmed that there were no other changes to the policy being recommended at this time.

In the absence of any proposed amendments to the policy, the policy as tabled was proposed by E Busby, seconded by A Fleming, and unanimously approved by those present.

**9.0 DATE OF NEXT MEETING 28.01.21**

Following discussion, it was agreed that the next meeting be scheduled for Thursday the 28th of January 2021.

**10.0 A.O.C.B.**

There being no other competent business the meeting closed at 20:40 hrs.

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

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