



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 28th of January 2021 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 / 21
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21
 - 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 26.11.20
 - 5.1 APPROVAL OF MINUTES
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 RISK MANAGEMENT REPORT
 - 6.2 QUARTERLY KEY PERFORMANCE INDICATORS REPORT
 - 6.3 REGULATORY COMPLIANCE ACTION PLAN UPDATE
- 7.0 FINANCE
 - 7.1 QUARTERLY CASH FLOW TO 31.12.20 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.12.20 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.12.20 REPORT
 - 7.4 TREASURY MANAGEMENT TO 31.12.20 REPORT
 - 7.5 TENANT REWARD SCHEME POLICY REVIEW REPORT
- 8.0 MAINTENANCE & DEVELOPMENT REPORTS
 - 8.1 MAINTENANCE SCHEME REPORT
 - 8.2 MAINTENANCE POLICY REVIEW REPORT
 - 8.3 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT REPORTS
 - 9.1 COVID-19 REPORT
 - 9.2 QUARTERLY COMPLAINTS HANDLING REPORT
 - 9.3 TENANT PARTICIPATION STRATEGY REPORT
 - 9.4 ANNUAL RENT REVIEW 2021 / 22 REPORT
 - 9.4.1 Comparability Report
 - 9.4.2 Affordability Report
 - 9.4.3 Financial Impact Report
 - 9.4.4 Recommendation Report
 - 9.5 COMPLAINTS POLICY REVIEW REPORT
- 9.0 DATE OF NEXT MEETING 25.02.21
- 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	<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 28th of January 2021 at 19:00hrs through the Association's on-line virtual meeting portal.

Present

Shields, G (Chair)
Ballantyne, M
Busby, E
Donnelly, L
Fleming, A
Jarvis, A
McKendrick, M
Parker, M
Ryan, I
Wronowska, A

In Attendance

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

Gaffney, O (SHARE)

On the suggestion of G Shields it was unanimously agreed that Agenda Item No. 9.4 be taken after the corporate governance reports to ensure sufficient time to consider what was the key decision to be taken at the meeting.

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

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

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

G Shields reminded the tenant members of the Management Committee of their conflict in reviewing the Tenant Reward Scheme Policy under Agenda item No. 7.5 and agreeing the annual rent increase under Agenda Item No. 9.4. As these were general policy areas that applied to all tenants, they could participate in the decision-making process but should do so from the perspective of their position as governing body members rather than as tenants. He then asked if there were any present who wished to declare an interest in any of the other items in the business of the meeting or to make any declarations beyond those recorded.

In the absence of any further declarations the schedule of interests was noted by those present.

1.3 TRAINING

G Shields welcomed O Gaffney of SHARE to the meeting and invited her to present her report on the outcome of the 2020 / 21 Management Committee Appraisal.

O Gaffney then provided a presentation explaining the process that she had gone through in carrying out the appraisal process, her assessment of how well the Management Committee was doing and areas that might benefit from further learning and development.

She noted that the individual appraisal process had gone well and that it was clear from her interviews that there was a marked improvement in both the quality of the responses and the confidence of Management Committee members participating.

Those present noted that "Governance", "Tenant Participation and Involvement" and "Customer Care and Service Delivery" were the top three areas of knowledge and understanding from the assessment. It was noted that the Management Committee was also considered to have a good collective level of knowledge and understanding.

A few areas for development for some Management Committee members were identified as "Finance and Budgets", "Strategic Planning" and "Business Planning". O Gaffney confirmed that these would be reflected in the individual learning statements of the respective Management Committee members.

O Gaffney concluded her report by noting that there were a reduced number of recommendations for improvement in her report from eleven in 2019 / 20 to five in 2020 / 21. She confirmed that this was reinforced by one-to-one interviews and her own observation of the meetings that she had attended as an observer.



MINUTES

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

1.0 MANAGEMENT COMMITTEE (Continued)

1.3 TRAINING (Continued)

She explained that this was reflected in the report that showed a reduction in the number of recommendations for improvement from the previous year.

O Gaffney then encouraged those present to review their individual learning statements and encouraged them to be used to record a log of their individual training activities.

She welcomed the requirement for minimum training hours adopted by the Association and the logging of this routinely at the Management Committee meeting. She explained that she had not come across any other organisation that set this requirement and congratulated the Management Committee in leading by this approach.

On conclusion of the report G Shields asked O Gaffney if she had any concerns regarding his chairmanship or the conduct of meetings. She confirmed that she had no concerns in this regard.

G Shields then asked if O Gaffney had any concerns over the collective ability of the Management Committee to properly govern the Association. In response, O Gaffney explained that she had no concerns in this regard at the last review and that this review showed yet further improvement. As such she remained of the view that the Management Committee collectively had the necessary level of skills and understanding to properly govern the Association.

In response to a question from A Jarvis it was confirmed that the E-Learning modules provided by SHARE could be accessed at any time and that she could register to use them in order to tailor her learning around her personal work schedule.

In the absence of any other questions, those present thanked O Gaffney for her report and presentation.

At this point O Gaffney thanked those present and left the meeting.

G Shields then referred to the training monitoring schedule and noted that less than fifty percent of the Management Committee were meeting their minimum target for training hours. He also noted that this fell well short of the KPI target of seventy-five percent compliance by the end of the current financial year.

The Director explained that the circumstances over the last six or seven weeks had prevented him from progressing the induction training for L Donnelly. He confirmed that this would be progressed over the course of the next few weeks and would be concluded before the end of the current financial year. He encouraged all those who were falling behind with their training hours to attend these sessions to use them as a refresher and update their levels of knowledge and understanding. The Director suggested that the KPI target of seventy-five percent would be achieved if a few members took up this training opportunity.

The report was then noted.

1.4 REGULATORY & STATUTORY RETURNS 2020

G Shields referred to the report and those present noted that all the Returns for the current year to date had now been 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.



MINUTES

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

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.

2.0 NEW 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>
1240	[REDACTED]	[REDACTED]
1241	[REDACTED]	[REDACTED]
1242	[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

Approval for the signing of a Minute of Agreement with Glasgow City Council in relation to the Section 69 funding requirement for open space in connection with the Yoker Primary School site was sought. It was noted that the funding for this had been approved by Glasgow City Council as part of the approval to take the scheme up to planning application stage. Those present unanimously approved signing of the Minute of Agreement.

There were no other 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 26.11.20

5.1 APPROVAL OF MINUTES

The Minutes were proposed by E Busby, seconded by A Wronowska, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.



MINUTES

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

6.0 CORPORATE GOVERNANCE REPORTS

6.1 RISK MANAGEMENT REPORT

G Shields referred to the report and noted that there appeared to be no significant change in the risk profile of the Association since the last quarter.

Those present noted the key risks at this time remained unchanged from the last quarterly report and did not consider that any additional new risks had emerged since then.

The report was then noted by those present.

6.2 QUARTERLY KEY PERFORMANCE INDICATOR REPORT

G Shields referred to the quarterly key performance indicator report and noted the improvement in performance across most areas compared to the previous quarter.

The Director then provided an overview of the areas where performance remained poor and it was noted that this was almost entirely because of the impact of Covid-19. Strategic objective six – the acquisition, construction and adaptation of existing homes – remained the key strategic objective that had been impacted most by Covid-19 and as such was unlikely to be achieved before the year end. However it was noted that all other strategic objectives were likely to be achievable by the year end in the absence of any further Covid-19 related “lockdown” restrictions.

G Shields noted the low level of Scottish Housing Quality Standard (SHQS) compliance and the Director explained that this related to a change in the electrical inspection requirements. He explained that a visual inspection had now been replaced by the requirement for an electrical inspection certificate that was no more than five years old. This meant that many of the Association's properties were not currently compliant and a programme of inspections was currently under way to complete this work.

In response to a question from E Busby, the Senior Property Services Officer confirmed that this work was running in parallel with the installation of linked smoke heat and carbon monoxide (CO) detectors. She also confirmed that the Association was working towards completing these inspections by the end of the current financial year. Unfortunately the impact of Covid-19 had made this more difficult as approximately four months of scheduled installations had been lost during the year.

The Senior Property Services Officer went on to explain that due to Covid-19 restrictions, the requirement to have a linked smoke, heat and CO detector had been deferred for a year but no such deferral had yet been announced in relation to the electrical inspection regime.

The report was then noted by those present.

6.3 REGULATORY COMPLIANCE ACTION PLAN UPDATE

G Shields referred to the report and noted that there had been little obvious progress in completing the remaining outstanding actions per the plan.

The Director confirmed that some progress had been made in so far as the tender process for the carrying out of the independent tenant satisfaction survey had been completed. He also confirmed that following an appraisal of the tenders, the successful tenderer had been Research Resource. A meeting to discuss the practicalities of progressing the survey had been arranged for 1 February and it was anticipated that the survey would be completed in time to inform this year's Annual Return on the Charter (ARC).

In response to a question from M McKendrick, the Director suggested that he might expect a telephone survey to last as little as five to eight minutes and no more than about ten to fifteen minutes. However he suggested that this would vary depending upon the level of engagement on an individual basis.



MINUTES

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

6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.3 REGULATORY COMPLIANCE ACTION PLAN UPDATE

The Senior Housing Services Officer explained that guidance was for a telephone survey to last no more than fifteen minutes and he suggested that would be taken on board by Resource Research.

A Wronowska asked if tenants would be given advance notification of the survey and the Senior Housing Services Officer explained that this had been done through the December newsletter and through the Association's website.

In response to a question from G Shields, the Director confirmed that arrangements to accommodate those who did not speak English as their first language or had other impairments restricting participation in a telephone survey would be raised with Research Resource.

The Director agreed to circulate the draft questionnaire to Committee to give them an opportunity for input before it was finalised for use.

In response to further questions from both M Ballantyne and A Jarvis, the Director confirmed that the data provided to Research Resource was being provided in compliance with the General Data Protection Regulation (GDPR) and would be destroyed on conclusion of the 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 and that he would confirm the progress with respect to the carrying out of the independent tenant satisfaction survey.

The report was then noted by those present.

9.0 HOUSING MANAGEMENT REPORTS

9.4 ANNUAL RENT REVIEW

9.4.1 Comparability Review

G Shields referred to the report and the Senior Housing Services Officer summarised the main conclusions of the report. This showed Association had amongst the lowest rents charged for each apartment size and the lowest overall average weekly rent by comparison with other local housing providers including Glasgow Housing Association Limited.

Comparing rents with the Scottish average, the report highlighted that the Association's rents remained below the Scottish average across all apartment sizes and concluded that a rent increase of not less than thirty-four percent would be required to make the Association's rents the highest compared to other housing providers.

The report was then noted by those present.

9.4.2 Affordability Report

The Senior Housing Services Officer provided an overview of this report and those present noted that across a wide range of income groups including those on minimum wage, the Association's rent levels remained either affordable or moderately affordable.

In response to a question from M Ballantyne, the Senior Housing Services Officer confirmed that single income households in five apartment properties represented only a handful of households within the Association's existing stock.

The report was then noted by those present.



MINUTES

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

9.0 HOUSING MANAGEMENT REPORTS (Continued)**9.4 ANNUAL RENT REVIEW (Continued)****9.4.3 Financial Impact Report**

The Finance Officer referred to the financial impact of various rent increase scenarios over the short, medium and long term. These scenarios varied from a 0.5% increase to a 5.0% increase and included the impact of CPI, CPIH and RPI rent increases.

The tabular and graphical information supplied demonstrated that the impact of even a small increase could be dramatic over the long term but that there were no short to medium term viability concerns were the Association to adopt no rent increase in the next year.

In response to a question from G Shields, the Director confirmed that he had not yet received any indication of the proposed increase in salary scales from April 2021 by Employers in Voluntary Housing.

The report was then noted by those present.

9.4.4 Recommendation Report

The Senior Housing Services Officer referred to the report and highlighted the outcome of the tenant consultation exercise with only 2.6% of tenants considering their rents positively unaffordable. With respect to applying a rent increase, 70.9% of tenants accepted that some form of rent increase should be applied from April 2021 while 29.1% felt that no rent increase should be applied.

Following a review of rent increases applied by the Association over the past five years compared to inflation outcomes for the same period, the Senior Housing Services Officer explained that an RPI inflationary increase was being recommended at this time.

There then followed discussion and debate on the level of rent increase that might be applied from the 1st of April 2021.

G Shields opened the debate by suggesting that the Management Committee might consider various rent increase options but that these should also include the option of no rent increase. He also suggested that this was particularly the case in the current economic climate. The Association's current high bank balances, with poor interest rate levels and high levels of working households also added to the argument that there might be justification for applying no rent increase in the current year.

Looking at longer term financial projections however, he acknowledged that around March 2034 the Association's projected bank balances were relatively low and so applying less than inflationary increases could have a negative impact in the longer term.

In response to a question from G Shields, the Director explained the impact of applying no rent increase to the value of the tenant reward scheme. He suggested that this would undermine the value of the scheme to tenants as rewards were based upon historic rent increases.

The Director also reminded those present that were the Scottish Government to introduce some form of rent cap, this was not likely to impact upon the viability of the Association as there remained significant headroom in the Association's rent levels compared to the Scottish average. However were a rent freeze to be introduced, this would have a disproportionate impact on the Association as it did not have the scope to significantly cut costs that other less efficient organisations might have.

I Ryan reminded those present that tenants rarely considered the long-term impact of rent levels and would be concerned primarily with the immediate impact on the amount they were expected to pay in additional rent charges.

The long-term cash flows were then reviewed with particular attention on the bank balances projected for the low point of the year 2034 and the difference between a CPI increase and an RPI increase.



MINUTES

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

9.0 HOUSING MANAGEMENT REPORTS (Continued)

9.4 ANNUAL RENT REVIEW (Continued)

9.4.4 Recommendation Report (Continued)

The impact upon long term maintenance and tenant satisfaction with their properties was also discussed and the Finance Officer reminded those present that lack of funds to carry out these works due to low or no rent increases should also be considered.

A Wronowska expressed the view that in such uncertain times, the Association could not afford to take the risk of applying no rent increase and that a rent increase even higher than the 1.2% recommendation should be considered.

E Busby suggested that increased revenue through housing developments at the Blawarthill Hospital site and Yoker Primary School site might be considered as a way to reduce the burden of such a high rent increase to existing tenants. However she acknowledged that these properties had been taken account of in the long-term projections.

M McKendrick queried what other local housing providers were considering and the Senior Housing Services Officer explained that these varied from between no increase and a 1.5% increase. However he explained that those proposals were pre-consultation and may have been varied.

M McKendrick informed those present that in Inverclyde, he was aware that rent increases were being considered by local Registered Social Landlords that averaged 2.8%. He suggested that even with an increase of 1.2% the Association was applying an increase of less than half of these other organisations. He explained that these ranged from a low of 2.0% to a high of 3.5%.

A Fleming suggested that the current economic climate had to be considered when applying rent increases and particularly for tenants who may have been furloughed or are struggling on reduced income. She acknowledged the need to take into consideration the long-term implications of the decision but urged caution.

G Shields acknowledged these comments but reminded those present that things would be potentially more difficult in future years as successive governments try to recoup the money borrowed to deal with the immediate impact of the pandemic. He said this might take the form of public sector cuts as well as tax increases.

Following further discussion regarding the various inflation measures and in response to a question from I Ryan, the Finance Services Officer confirmed that the average of the three inflation measures was 0.9%.

G Shields then asked those present to start to form some sort of consensus and as a starting point asked if any present were in favour of no rent increase. In response, none present felt that they could support no rent increase.

An alternative to the recommendation was proposed by A Wronowska at 1.5%. She urged those present to consider the implications of Brexit and the likelihood that maintenance costs in particular may increase at rates higher than CPI or CPIH inflation.

A Fleming re-iterated her view that she could not support an inflation plus increase in the current environment and I Ryan agreed that such an increase was likely to attract a very negative response from tenants.

In terms of tenant reaction, the Finance Services Officer said that she rarely received any negative feedback from tenants following notification of a rent increase but that tenants were extremely vocal when it came to the tenant reward scheme. The Housing Services Officer agreed that reducing the value of the tenant reward scheme through low rent increases was likely to precipitate a far greater response than a general increase in rent levels.



MINUTES

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

9.0 HOUSING MANAGEMENT REPORTS (Continued)

9.4 ANNUAL RENT REVIEW (Continued)

9.4.4 Recommendation Report (Continued)

At this point G Shields asked those present if they wished to propose a rent increase other than the recommendation of RPI at 1.2%. A Wronowska proposed an increase of 1.5% and this was seconded by M Ballantyne. E Busby proposed an increase of 1.0% and this was seconded by M Parker.

There then followed a vote and by a majority decision, a rent increase of 1.2% was approved by those present.

At this point G Shields moved Standing Orders as the meeting was about to run over two hours.

7.0 FINANCE

7.1 QUARTERLY CASH FLOW TO 31.12.20 REPORT

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

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.12.20 REPORT

G Shields referred to the report and asked if all former owner arrears reported in the last quarter had been fully recovered. The Finance Services Officer confirmed that all arrears had been recovered in full.

The Finance Officer confirmed in response to a question that had been raised at a previous meeting that all the owners with no arrears were in fact prepaid and had prepaid balances ranging from two pounds to over nineteen hundred pounds.

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

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.12.20 REPORT

G Shields noted the reported surplus of almost eight hundred thousand pounds for the period which was over three hundred and twenty thousand pounds higher than budgeted. Despite this performance it was noted that cash at bank was around two hundred thousand pounds less than budgeted.

The Finance Officer explained that this was due to a reduction in the level of creditors as well as an increase in the amount of social housing grant receivable at the period end. She suggested that the Association remained on target to achieve the projected bank balance per the budget by the end of the current financial year.

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

7.4 TREASURY MANAGEMENT TO 31.12.20 REPORT

The Finance Services Officer explained that following a review of credit ratings, the Co-operative Bank no longer met the minimum ratings required by the Association's Treasury Management Policy and as such she was recommending their removal from the list of approved deposit takers.

With respect to investments, it was also recommended that on maturity of the Association's current fixed rate deposit with the Bank of Scotland in February, the Association place its excess cash reserves on a six-month deposit with the Clydesdale Bank.

These recommendations were unanimously approved by those present and in the absence of any further questions the report was noted by those present.



MINUTES

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

7.0 FINANCE (Continued)

7.5 TENANT REWARD SCHEME POLICY REVIEW REPORT

G Shields referred to the policy and noted that there were no recommended changes at this time other than to adopt the standardised policy layout.

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

At this point A Jarvis and the Finance Officer gave their apologies and left the meeting.

8.0 MAINTENANCE & DEVELOPMENT REPORTS

8.1 MAINTENANCE SCHEME REPORT

G Shields referred to the proposed "Smart Doorbell Project" in collaboration with Police Scotland and those present agreed with the recommendation that the Association subscribe to the scheme.

The Senior Property Services Officer explained that since preparing the report and recommendation, the project had been placed on hold due to other priorities by Police Scotland. However she agreed to take the matter forward as soon as it became practicable to do so and would inform Police Scotland of the Association's intention to participate.

The report was then noted by those present.

8.2 MAINTENANCE POLICY REVIEW

G Shields referred to the one minor amendment to the policy removing reference to the European Union Directive and noted that there were no other recommended amendments to the policy at this time.

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

8.3 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital New Build

G Shields noted that while Glasgow City Council had previously agreed to the removal of the excess spoil from the site, they had now asked the Association's contractor to arrange for quotations for the work to be carried out. The Senior Property Services Officer explained that this work was likely to be completed early in February but had caused a short delay to the commencement of the work on site.

The report was then noted by those present.

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

9.0 HOUSING MANAGEMENT REPORTS

9.1 COVID-19 REPORT

The Senior Housing Services Officer referred to the report and confirmed that it had been provided for information and that he had no further updates at this time.

The report was then noted by those present.



MINUTES

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

9.0 HOUSING MANAGEMENT REPORTS (Continued)

9.2 QUARTERLY COMPLAINTS HANDLING REPORT

The Senior Housing Services Officer referred to the report and confirmed that it had been provided for information and that he had no further updates at this time.

In response to a question from G Shields, he confirmed that the two complaints in relation to Finance Services related to factoring accounts.

The report was then noted by those present.

9.3 TENANT PARTICIPATION STRATEGY REPORT

G Shields noted that the Association had not met its target in several areas and the Senior Housing Services Officer explained that this was entirely down to the impact of Covid-19 and the need to re-arrange scheduled meeting dates.

With respect to the "Next Steps" programme, the Senior Property Services Officer explained that the Association had obtained no response from tenants regarding the tenant participation strategy, participation in tenant scrutiny groups, reviews of communications methods or reviews of policies.

However with the independent tenant satisfaction survey about to get under way, he hoped that the Association might gather some information or obtain contact details from interested tenants as well as addressing some of the "Next Steps" programmes consultation requirements.

The report was then noted by those present.

9.5 COMPLAINTS POLICY REVIEW REPORT

The Senior Housing Services Officer explained that this policy was not due for review until October 2021. However as it was based upon the "Model Complaints Handling Procedure" (MCHP) published by the Scottish Public Services Ombudsman (SPSO) and the SPSO has now revised the MCHP. As a consequence it is necessary to amend the Association's Complaints Policy at this time to ensure that the policy meets the requirements of the MCHP by the SPSO's deadline of 1 April 2021.

The amendments to the Association's Complaints Policy to take into account the changes to the MCHP were then proposed by I Ryan, seconded by M Parker and unanimously approved by those present.

10.0 DATE OF NEXT MEETING 25.02.21

Following discussion, it was agreed that an additional meeting be scheduled for Thursday the 25th of February 2021 due to the volume of business anticipated at the March and April meetings.

11.0 A.O.C.B.

There being no other competent business the meeting closed at 21:30 hrs.

Proposed By _____

Seconded By _____