



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 25th of March 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 25.02.21
 - 5.1 APPROVAL OF MINUTES
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 INTERNAL AUDIT REPORT
 - 6.1.1 Corporate Governance and Risk Management
 - 6.1.2 EESSH Compliance
 - 6.1.3 Follow-up Review
 - 6.2 TENANT SATISFACTION SURVEY REPORT
 - 6.3 POLICY REVIEW REPORT
 - 6.3.1 Privacy Policy
 - 6.4 COVID-19 REPORT
 - 6.5 REGULATORY COMPLIANCE ACTION PLAN UPDATE
- 7.0 MAINTENANCE & DEVELOPMENT REPORTS
 - 7.1 POLICY REVIEW REPORT
 - 7.1.1 Repair Response Times & Categories
 - 7.1.2 Tendering Policy
 - 7.2 DEVELOPMENT SCHEME REPORT
- 8.0 DATE OF NEXT MEETING 29.04.21
- 9.0 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 checked="" 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 25th of March 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
 McKendrick, M
 Parker, M
 Porter, J
 Ryan, I
 Walker, C

In Attendance

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

 McCready, S (Wylie & Bisset, Internal Auditors)
 Shaw, L (Research Resource)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from A Wronowska.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

There were no declarations beyond those already registered on the register of interests schedule.

1.3 TRAINING

The updated training schedule was noted by those present. G Shields noted that the Management Committee had achieved its training target for the year-end with over seventy-five percent of Management Committee members having achieved their minimum training requirement.

The Director reminded those present that there were two training sessions the following week covering maintenance and risk management. He confirmed that meeting details would be issued shortly before the sessions.

G Shields then referred to the training plan provided by SHARE and it was unanimously agreed that the Director update the plan with proposed dates for completion of the training needs identified and bring back the plan to the next meeting.

The reports were the noted by those present.

1.4 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and those present noted that all the Returns for the current year to date had 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 the Director confirmed that he was not aware of any new whistleblowing, fraud or Notifiable Events having been raised since the last meeting.

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 three new membership applications from a bona fide applicants as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1244	[REDACTED]	[REDACTED]
1245	[REDACTED]	[REDACTED]
1246	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by M Parker, 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 documents for signing or use of seal.

4.0 CORRESPONDENCE

There were no items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 25.02.21

5.1 APPROVAL OF MINUTES

Subject to the amendment that L Bryce was not in attendance, the Minutes were proposed by E Busby, seconded by M Parker, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.

At this point G Shields welcomed S McCready of Wylie & Bisset to the meeting and invited him to present the internal audit reports

6.0 CORPORATE GOVERNANCE REPORTS

6.1 INTERNAL AUDIT REPORT

6.1.1 Corporate Governance and Risk Management

Referring to the report, S McCready explained that the findings were that the Association's controls were "strong", that this represented the highest level of assurance with only one low level recommendation for improvement and that there were eleven good practice points identified.

Benchmarking the Association's controls, he explained that the one low level recommendation compared with an average of two medium and two low level recommendations found in other Registered Social Landlords (RSLs). He confirmed that Management had agreed to act on the recommendation and that a target implementation date had been set accordingly.

G Shields noted that on average other organisations had four recommendations compared to the Association's one recommendation and asked if this was indicative of better than average corporate governance and risk management at the Association.

In response, S McCready stated that he could confirm that was the case based upon documentary evidence and observation of meetings he had attended.

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



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.1 INTERNAL AUDIT REPORT (Continued)

6.1.2 EESSH Compliance

S McCready referred to the report and explained that the findings were that the Association had "strong" controls in the area of EESSH compliance. He explained that this again represented the highest levels of assurance.

He went on to explain that the Association had met the 2020 EESSH by the regulatory deadline, had already met the interim 2025 EESSH and was currently working towards attaining the 2032 EESSH.

There were no recommendations for improvement in the report and five areas of good practice were highlighted.

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

6.1.3 Follow-up Review

S McCready referred to the report and explained that the findings were that the Association had "strong" controls with all of the follow-up actions recommended in the previous year's internal audit reports having been implemented.

The report was then noted by those present.

At this point those present thanked S McCready for his attendance and S McCready left the meeting.

6.3 POLICY REVIEW REPORT

6.3.1 Privacy Policy

G Shields noted that there were few amendments to the policy being recommended at this time and that the changes that were being recommended related to the re-formatting of the policy to reflect the standardised policy format and the impact of "Brexit".

The Senior Housing Services Officer provided an overview of the "Brexit" related changes and in the absence of any other suggested amendments the policy was proposed by A Fleming, seconded by C Walker and unanimously approved by those present.

6.4 COVID-19 REPORT

G Shields noted that the office remained closed to the public and the Director confirmed that this remained subject to on-going review in the context of Scottish Government advice.

The report was then noted by those present.

6.5 REGULATORY COMPLIANCE ACTION PLAN UPDATE

G Shields referred to the report and noted that the completion of the tenant satisfaction survey had resulted in a further three items on the action plan having been completed.

The Director confirmed that he had copied the meeting papers to the SHR in advance of the meeting and to ensure that they had sight of the tenant satisfaction survey as well as the internal audit reports.

In response to a question from G Shields, the Director confirmed that he had received positive feedback from SHR staff in relation to the conduct of the meeting as well as the quality of the papers for both that meeting and the previous meeting.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.5 REGULATORY COMPLIANCE ACTION PLAN UPDATE (Continued)

G Shields reminded those present that the SHR would be updating the regulatory status of all RSLs at the end of this month and remained hopeful that the progress made to date would be reflected in the published Engagement Plan for the Association.

E Busby said she was pleased that the SHR had provided positive feedback and hoped that the Association achieved a more positive Engagement Plan at the end of the month.

The report was then noted by those present.

At this point G Shields welcomed L Shaw who entered the meeting.

6.2 TENANT SATISFACTION SURVEY REPORT

L Shaw referred to the report and provided an overview of the process involved in carrying out the independent tenant satisfaction survey including numbers surveyed and timescales involved.

She then went on to provide an assessment of the results comparing the outcomes with those of the previous (in-house) survey carried out in 2020 and the average results published by the SHR for the 2020 ARC.

Those present noted that almost all of the results from the latest survey were either comparable or better than those for the previous survey. However satisfaction with the overall quality of the home had fallen to below the Scottish average for the previous year. L Shaw confirmed that this was consistent with a general trend seen elsewhere as people spent more time indoors due to "lock-down".

E Busby suggested that the overall results were generally better than the Scottish average and L Shaw confirmed that this was the case and that the overall survey results did not indicate any areas of concern for the Association. She also suggested that the comparison with the Scottish average was likely to improve once the more relevant 2021 ARC figures are published.

M McKendrick and M Ballantyne noted the significant numbers of tenants who had internet access and there was discussion around the greater use of correspondence through email. The Director confirmed that this was something that was already being done where either tenant or factored owners' email addresses were available but agreed that it was a cost effective method of communication that the Association should continue to expand upon.

The report was then noted by those present.

At this point G Shields thanked L Shaw for her report and presentation and L Shaw left the meeting.

7.0 MAINTENANCE & DEVELOPMENT REPORTS

7.1 POLICY REVIEW REPORT

7.1.1 Repair Response Times & Categories

G Shields noted that there were no significant changes being recommended to the policy at this time and in the absence of any proposed changes the policy was proposed by M Ballantyne, seconded by C Walker and unanimously approved by those present.



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7.0 MAINTENANCE & DEVELOPMENT REPORTS (Continued)**7.1 POLICY REVIEW REPORT (Continued)****7.1.2 Tendering Policy**

G Shields noted that there were a number of changes being recommended to this policy and asked the Senior Property Services Officer to give an explanation for the recommended amendments.

The Senior Property Services Officer explained some changes were being made to ensure consistency with the Procurement Policy but that the main change related to the need for Management Committee members to be in attendance at tender openings. This was consistent with regulatory advice that Management Committee should be less involved in operational matters. From a practical point of view it would also ensure more timely opening of tenders which were largely now done in any event on an electronic basis.

G Shields suggested that with the tendering process becoming more secure through electronic means that it made sense to change the policy to reflect the introduction of new technology. There was also discussion on the need to have separate procurement and tendering policies and the Senior Property Services Officer confirmed that an amalgamated policy would make sense when the procurement policy was next due for review. However until relevant legislative changes following "Brexit" were clarified it was agreed to defer that review.

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

7.2 DEVELOPMENT SCHEME REPORTBlawarthill Hospital Conversion

The Senior Property Services Officer provided an update on the cost overrun for this project due to Covid-19 related costs and additional costs for fire stopping. She confirmed that a submission to Glasgow City Council for additional grant funding had been made but a formal response was still awaited.

Blawarthill Hospital New Build

The Senior Property Services Officer confirmed that the spoil from works on the adjacent site was now in the process of being removed.

With respect to the training, it was confirmed that Beattie Passive had re-opened their training establishment in Norwich and as such the training would be facilitated there rather than on-site. The Senior Property Services Officer also explained that Beattie Passive had suggested that their training costs would be increased from those previously quoted but that she was not minded to accede to their request for additional funds as the training costs had been agreed in advance.

Yoker Primary School Site

G Shields noted that planning approval had now been obtained for this scheme and the Senior Property Services Officer confirmed that the Contractor was continuing with site preparation activities at risk in the knowledge that the scheme was yet to be approved for funding from Glasgow City Council.

The Senior Property Services Officer hoped that this scheme would be subject to an approval and offer of grant early in the new financial year based upon the contribution the Association was prepared to fund.



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8.0 DATE OF NEXT MEETING 29.04.21

G Shields noted that the next meeting was scheduled for Thursday the 29th of April 2021. He explained that due to other commitments, he would not be able to attend on that date and after brief discussion it was agreed that the next meeting take place on Wednesday the 28th of April 2021.

The Director explained that the external and internal auditors would be in attendance to present the outcome for the audit of the Financial Statements and the Annual Return on the Charter respectively.

9.0 A.O.C.B.

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

Proposed By _____

Seconded By _____