



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 28th of April 2022 at 19:00 hrs through the Association's on-line virtual 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 31.03.22
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 FREEDOM OF INFORMATION 2021/22 REPORT
 - 6.2 GENERAL DATA PROTECTION 2021/22 REPORT
 - 6.3 QUARTERLY KEY PERFORMANCE INDICATORS TO 31.03.22 REPORT
 - 6.4 ANNUAL RETURN ON THE CHARTER 2022 ***
- 7.0 FINANCE REPORTS
 - 7.1 QUARTERLY CASH FLOW TO 31.03.22 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.03.22 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.22 REPORT
 - 7.4 AUDIT LETTER OF REPRESENTATION ***
 - 7.5 FINANCIAL STATEMENTS TO 31.03.22 ***
 - 7.6 AUDIT MANAGEMENT LETTER ***
- 8.0 DEVELOPMENT REPORTS
 - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
 - 9.1 QUARTERLY COMPLAINTS HANDLING REPORT
 - 9.2 TENANT PARTICIPATION STRATEGY REPORT
 - 9.3 ANNUAL LEGAL ACTION 2021/22 REPORT
 - 9.4 ANNUAL ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2021/22 REPORT
 - 9.5 TENANCY SUSTAINMENT 2021/22 REPORT
 - 9.6 TENANCY MANAGEMENT 2021/22 REPORT
 - 9.7 POLICY REVIEW REPORT
 - 9.7.1 Letting Policy ***
 - 9.7.2 Housing Application Suspension and Cancellation Policy ***
- 10.0 DATE OF NEXT MEETING 26.05.22
- 11.0 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. Walker, Catriona | <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. McKendrick, Mick | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | 12. Wronowska, Agnieszka | <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. Parker, Morag | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | 13. Vandermotten, Roderick | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" 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"/> | | |
| 5. Fleming, Anne | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | 10. Ryan, Isobel | <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 April 2022 at 19:00hrs through the Association's on-line virtual meeting portal.

Present

Shields, G (Chairman)
Ballantyne, M
Busby, E
Donnelly, L
Jarvis, A
Porter, J
Ryan, I
Vandermotten, R
Walker, C

In Attendance

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

Booth, K (Alexander Sloan, External Auditors)
Gallagher, P (GOSHA Training Observer)

01.0 MANAGEMENT COMMITTEE**01.01 APOLOGIES**

Apologies for absence were received from M Parker, A Wronowska and M McKendrick.

01.02 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

All those present confirmed that they had nothing further to declare beyond the details already recorded on the schedule of interests.

01.03 TRAINING

G Shields referred to the latest training report and circular received from SHARE. He reminded those present of the need to maintain their minimum training requirement. He noted that a number of those present had failed to achieve their minimum training hours for the year to date.

In response to a question from M Ballantyne, G Shields explained that the main assessment of skills and knowledge for the Management Committee would continue to be conducted independently by SHARE to meet Regulatory Standards. He explained that the minimum hours training requirement was a self-imposed policy requirement over and above that assessment albeit aimed at maintaining Management Committee knowledge and skills levels.

The report was then noted by those present.

01.04 REGULATORY & STATUTORY RETURNS 2022 / 23

G Shields referred to the report and those present noted that all regulatory and statutory returns were up to date and that a number of returns were being approved at this meeting.

The report was then noted by those present.

01.05 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 or fraud matters having been raised since the last meeting.

The report was then noted by those present.

01.06 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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02.0 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>
1286	[REDACTED]	[REDACTED]
1287	[REDACTED]	[REDACTED]
1288	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by R Vandermotten, seconded by M Ballantyne, and unanimously agreed by those present.

03.0 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.

04.0 CORRESPONDENCE

Scottish Housing Regulator

Updated guidance for the reporting of serious performance failures and complaints about a regulated body issued by the Scottish Housing Regulator. In response to a question from M Ballantyne, the Housing Manager confirmed that the revised guidance had been updated on the Association's website.

There were no other items of correspondence.

05.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 31.03.22

05.01 APPROVAL OF MINUTES

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

05.02 MATTERS ARISING

With respect to Agenda Item 06.03, the Director confirmed that Employers in Voluntary Housing (EVH) had formally notified the Association of the outcome of the ballot which had confirmed increases to salary scales in line with those approved by the Management Committee at the previous meeting.

There were no other matters arising.

At this point those present agreed to take Agenda Items 7.4 through 7.6.

07.0 FINANCE REPORTS

07.04 AUDIT LETTER OF REPRESENTATION

G Shields referred to the letter and the Director explained the detail of the formal representations being made by the Management Committee as part of assurances about information and completeness of information provided to the external auditors for the purposes of conducting the audit of the financial statements.

Signing of the letter of representation on behalf of the Management Committee was then proposed by M Ballantyne, seconded by J Porter and unanimously approved by those present.



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07.0 FINANCE REPORTS (Continued)

07.05 FINANCIAL STATEMENTS TO 31.03.22

G Shields referred to the Financial Statements and the Director provided an overview of the results for the year and the financial position of the Association as reported at the end of March 2022.

Those present noted that the results were consistent with the detail reported in the management accounts and M Ballantyne acknowledged the positive outcome for the Association despite the operating environment.

K Booth then provided the independent auditors opinion on the Financial Statements and confirmed that the Financial Statements had been assessed as providing a true and fair view of the state of affairs of the Association.

Approval for the signing off of the Financial Statements was then proposed by E Busby, seconded by C Walker and unanimously approved by those present.

07.06 AUDIT MANAGEMENT LETTER

K Booth provided an overview and analysis of the key points within the audit management letter – now referred to as an audit summary report – and confirmed that there were no recommendations being made with regard to internal controls.

The report was then noted by those present.

At this point K Booth left the meeting.

06.0 CORPORATE GOVERNANCE REPORTS

06.01 FREEDOM OF INFORMATION 2021/22 REPORT

G Shields referred to the report which summarised Freedom of Information (FOI) requests received by the Association for the year to the end of March 2022.

Those present noted that only two FOI requests had been received during the year and that these had been concluded in accordance with statutory requirements.

The report was then noted by those present.

06.02 GENERAL DATA PROTECTION 2021/22 REPORT

G Shields referred to the report which confirmed no data breaches had been identified during the year and that only one subject access request had been received during the year.

The Housing Manager confirmed that the subject access request had been dealt with in accordance with statutory requirements and within the prescribed timescales.

The report was then noted by those present.

06.03 QUARTERLY KEY PERFORMANCE INDICATORS TO 31.03.22 REPORT

G Shields asked the Director to provide an overview of the results.

Those present noted that overall performance had improved in the fourth quarter of the year and that as a consequence the Association had achieved high levels of compliance with its strategic objectives by the end of March 2022. The exception to this was noted as strategic objective five that had been impacted by Covid-19.



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06.0 CORPORATE GOVERNANCE REPORTS (Continued)

06.03 QUARTERLY KEY PERFORMANCE INDICATORS TO 31.03.22 REPORT (Continued)

In response to a question from G Shields, the Director explained that planned maintenance that had been deferred as a result of Covid-19 access difficulties was being prioritised in the current year.

The report was then noted by those present.

06.04 ANNUAL RETURN ON THE CHARTER 2022

G Shields referred to the Annual Return on the Charter (ARC) submission for 2022 and the Director provided an overview of the content.

The Director explained that there had been a number of minor amendments to the ARC as a result of additional verification checks that had been carried out since it had been issued to those present. He went on to confirm the changes made and that all the figures within the ARC had now been linked to source data in order to make verification easier.

Those present noted that no independent assessment was due to be carried out in the current year as these were biennial and the last two independent assessments had not identified any errors in the submission.

G Shields suggested no change to the policy of conducting an independent verification exercise on a biennial basis as the previous two assessments had not identified errors in the submission. This was unanimously agreed by those present with the next independent assessment therefore due to be conducted on the 2023 ARC submission.

Subject to the minor amendments from the original draft identified by the Director, the submission was proposed by R Vandermotten, seconded by M Ballantyne and unanimously approved for submission by those present.

07.0 FINANCE REPORTS

07.01 QUARTERLY CASH FLOW TO 31.03.22 REPORT

G Shields referred to the report and invited the Senior Finance Services Officer to provide an overview of the results for the fourth quarter of the financial year to 31 March 2022.

Following a review of the key variances and the net cash balance at the end of March 2022, the report was noted by those present.

07.02 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 31.03.22 REPORT

The Senior Finance Officer referred to the report and provided an update on the highest-level arrears case to those present.

Following brief discussion on the case, the report was noted by those present.

07.03 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.22 REPORT

G Shields asked the Senior Finance Officer to provide a brief overview of the results for the quarter and year to the end of March 2022.

Those present noted the improved performance for the year with a surplus approximately two hundred and sixty-six thousand pounds higher than budget. The main variances that had contributed to the results were then highlighted. Clarification on the audit cost variance was provided in response to a query from G Shields.

The impact of the results on the Association's financial position at the end of March 2022 was then highlighted with particular reference to cash flow and improved net current assets.

The report was noted by those present.



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At this point the Senior Finance Officer gave her apologies and left the meeting.

08.0 DEVELOPMENT REPORTS

08.01 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Refurbishment Scheme

G Shields referred to the report and the Director explained that Glasgow City Council (GCC) had now approved additional funding of approximately two hundred and sixty-nine thousand pounds for this scheme.

He went on to explain that Covid-19 related costs had also been claimed but that this claim had been rejected by GCC. The Director confirmed that he would continue to pursue the possibility of a claim in relation to these costs following further discussion with the Employers Agent for this scheme. However he explained that he considered it unlikely that additional funding would be available.

Blawarthill Hospital New Build Scheme

The Director explained that following discussion with GCC, it had been formally confirmed that an additional contribution of two hundred and fifty thousand pounds would be made available to support the Association in continuing with this development. However he reminded those present that this still represented only a fraction of the additional costs and that as a consequence the Association would be required to contribute around three times the level of funding that had originally been anticipated.

Those present then noted that additional changes were required to the house design and heating system in order to achieve Passivhaus standards. It was noted that the additional costs associated with these changes (including the introduction of air source heat pumps (ASHPs) with under floor heating) would effectively use up the additional two hundred and fifty thousand pounds contribution from GCC.

In response to a question from E Busby, the Director explained that the ASHP should require no more maintenance than a gas boiler. He confirmed that prospective tenants would have to be provided with some training in the use of ASHPs as well as under floor heating.

In response to a question from R Vandermotten, the Director confirmed that solar panels were also being fitted to these housing units as part of the requirement to meet Passivhaus standards.

In response to a question from M Ballantyne, G Shields reminded those present that the decision to proceed with this scheme had been taken at the previous meeting. While the Association should continue to pursue additional funding and the option of withdrawing from this scheme remained open to the Association at this early stage, those present agreed that the development should continue.

1945 Dumbarton Road

The Housing Manager provided an update on the progress of this refurbishment and explained that a Building Warrant application had been made and that a tender for this work was expected to be issued in May.

The report was then noted by those present.

09.0 HOUSING MANAGEMENT REPORTS

09.01 QUARTERLY COMPLAINTS HANDLING REPORT

The Housing Manager provided an overview of the fifteen complaints received and dealt with during the year to the end of March 2022. He explained that as a result of changes being introduced by the Scottish Public Services Ombudsman (SPSO) a number of key performance indicators were now being incorporated within the report.



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09.0 HOUSING MANAGEMENT REPORTS (Continued)

09.01 QUARTERLY COMPLAINTS HANDLING REPORT (Continued)

In response to a question from M Ballantyne, the Housing Manager confirmed that individual staff members who were the source of complaints was recorded. He confirmed that appropriate training was provided at a departmental level as well as an individual level where this was deemed necessary

The report was then noted by those present.

09.02 TENANT PARTICIPATION STRATEGY REPORT

G Shields referred to the report and the Housing Manager provided an update on progress.

The Housing Manager confirmed that the "Next Steps" programme was essentially complete or ongoing as part of the continued effort to promote tenant participation and engage with tenants. The only outstanding matter related to the hosting of a tenant open day which had been impacted by Covid-19.

The report was then noted by those present.

09.03 ANNUAL LEGAL ACTION 2021/22 REPORT

G Shields referred to the report which summarised the status and nature of court actions raised against tenants during the year to the end of March 2022.

Those present noted the marked reduction in actions raised for arrears of rent and the Housing Manager explained that this was attributable to the impact of Covid-19.

Following discussion around the likely impact of the withdrawal of Covid-19 related restrictions, the report was noted by those present.

09.04 ANTI-SOCIAL BEHAVIOUR & NEIGHBOUR NUISANCE COMPLAINTS 2021/22 REPORT

G Shields referred to the report which summarised the fourteen anti-social and neighbour nuisance complaints received during the year to the end of March 2022.

Following a brief analysis by the Housing Manager, the report was noted by those present.

09.05 TENANCY SUSTAINMENT 2021/22 REPORT

G Shields asked the Housing Manager to provide a brief overview of the key points in the report and those present noted that forty-nine out of fifty-one tenancies created in 2020/21 had been sustained for more than one year.

The report was then noted by those present.

09.06 TENANCY MANAGEMENT 2021/22 REPORT

The Housing Manager referred to the report and explained the analysis by category of application.

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

09.07 POLICY REVIEW REPORT

09.07.1 Letting Policy

The Housing Manager explained that a number of changes were being recommended to the Letting Policy at this time following completion of a consultation exercise carried out with tenants earlier in the year.



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09.0 HOUSING MANAGEMENT REPORTS (Continued)

09.07 POLICY REVIEW REPORT (Continued)

09.07.1 Letting Policy (Continued)

Changes being recommended included the inclusion of the corporate policy cover sheet; the removal of separate sections on policy review and approval which were now included within the cover sheet; and an update to the appeals and complaints section of the policy to reflect current staff structure.

The inclusion of a further level of social priority; an increase in under-occupancy points to equate with over-crowding; and a redefinition of care and support priority groups were also being recommended for amendment as an outcome from the tenant consultation exercise.

In the absence of any other proposed amendments, the policy was proposed by L Donnelly, seconded by J Porter and unanimously approved by those present.

09.07.2 Housing Application Suspension and Cancellation Policy

G Shields referred to the policy and the Housing Manager confirmed that there were no major changes being recommend to the policy at this time.

He went on to explain that it had been clear from the tenant consultation exercise that the policy reflected not only the legal position surrounding suspensions and cancellation but also the expectations of tenants.

In the absence of any other proposed amendments, the policy was proposed by C Walker, seconded by R Vandermotten and unanimously approved by those present.

10.0 DATE OF NEXT MEETING 26.05.22

G Shields noted that the next meeting was scheduled for Thursday the 26th of May 2022.

11.0 A.O.C.B.

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

Proposed By _____

Seconded By _____