



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 25th of November 2021 at 19:00 hrs at the Association's offices through the on-line virtual meeting portal.

AGENDA

*** for approval / decision

- 01.0 MANAGEMENT COMMITTEE
 - 01.01 APOLOGIES
 - 01.02 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
 - 01.03 TRAINING
 - 01.04 REGULATORY & STATUTORY RETURNS 2021 / 22
 - 01.05 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2021 / 22
 - 01.06 HEALTH & SAFETY MATTERS
- 02.0 NEW MEMBERSHIP APPLICATIONS
- 03.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 04.0 CORRESPONDENCE
- 05.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 28.10.21
 - 05.01 APPROVAL OF MINUTES ***
 - 05.02 MATTERS ARISING
- 06.0 CORPORATE GOVERNANCE REPORTS
 - 06.01 INTERNAL AUDIT REPORT
 - 06.02 POLICY REVIEW REPORT
 - 06.02.1 Equality and Diversity Policy ***
 - 06.02.2 Membership Policy ***
 - 06.03 RISK MANAGEMENT REPORT ***
 - 06.04 SENIOR OFFICER APPRAISAL REPORT
- 07.0 FINANCE REPORTS
 - 07.01 POLICY REVIEW REPORT
 - 07.01.1 Financial Regulations Policy ***
- 08.0 DEVELOPMENT REPORTS
 - 08.01 DEVELOPMENT SCHEME REPORT
- 09.0 HOUSING MANAGEMENT REPORTS
 - 09.01 POLICY REVIEW REPORT
 - 09.01.1 Legionella Policy ***
 - 09.01.2 Emergency Policy and Procedures ***
 - 09.02 RENT ARREARS CASES REPORT ***
 - 09.03 WAITING LIST AND ALLOCATIONS TO 30.09.21 REPORT
 - 09.04 POLICY REVIEW REPORT
 - 09.04.1 Estate Management Policy ***
- 10.0 DATE OF NEXT MEETING 27.01.22
- 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 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 25th of November 2021 at 19:00hrs through the Association's on-line virtual meeting portal.

Present

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

In Attendance

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

S McCready (Wylie+Bisset, Internal Auditors)
P Gallagher (SHARE)

01.0 MANAGEMENT COMMITTEE**01.01 APOLOGIES**

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

01.02 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

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

J Porter confirmed that she would hand the signed Code of Conduct and formal registration particulars into the office as soon as possible.

The Director declared an interest in Agenda Item No.6.4. Those present unanimously agreed that as the item had only been included to agree the timing of the appraisal process, there was no conflict, and the Director should remain in the meeting for the discussion.

01.03 TRAINING

G Shields noted that there were now several Management Committee members who were falling short of their minimum training requirement and encouraged those concerned to participate in some refresher training.

The Director confirmed the progress of the induction training for R Vandermotten, and M Ballantyne provided feedback on the training course she had attended covering business planning.

01.04 REGULATORY & STATUTORY RETURNS 2020 / 21

G Shields referred to the report and those present noted that all regulatory and statutory returns were up to date.

The report was then noted by those present.

01.05 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2020 / 21

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 Director informed those present that since preparing the report, the Scottish Housing Regulator had changed the status of the Covid-19 Notifiable Event to closed and that the register would be updated to reflect this at the next meeting.

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 seven new membership applications from bona fide applicants as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1262	[REDACTED]	[REDACTED]
1263	[REDACTED]	[REDACTED]
1269	[REDACTED]	[REDACTED]
1270	[REDACTED]	[REDACTED]
1271	[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

L Bryce

Formal notice of planned retirement was noted by those present. L Bryce confirmed that after almost thirty-five years of service she would be retiring on 31 March 2022.

Scottish Housing Regulator – Annual Report noted by those present.

There were no other items of correspondence.

05.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 28.10.21

05.01 APPROVAL OF MINUTES

The Minutes were proposed by A Jarvis, seconded by R Vandermotten, and unanimously approved by those present.

05.02 MATTERS ARISING

Annual Assurance Statement

The Director explained that subsequent to the approval of the Annual Assurance Statement on 28 October 2021, the Scottish Housing Regulator had been in contact regarding wording in relation to Equalities and Human Rights disclosures.

However, following an explanatory response concerning the Association’s position, the Scottish Housing Regulator confirmed that the statement adequately met their requirements, and no further action was required.

There were no other matters arising.

06.0 CORPORATE GOVERNANCE REPORTS

06.01 INTERNAL AUDIT REPORT

Complaints Handling

S McCready presented the report and confirmed that the report showed a strong level of assurance that the system of controls in place reflected a well-managed system and no recommendations for improvement. Referring to benchmarking of the system he noted that this compared to an average of five and as many as twelve recommendations for improvement at other organisations.



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06.0 CORPORATE GOVERNANCE REPORTS (Continued)

06.01 INTERNAL AUDIT REPORT (Continued)

Void Management

S McCready presented the report and again confirmed that there was a strong level of assurance with respect to the system in place for managing void properties. One low level recommendation was made within the report, and this compared to a benchmarking average of four recommendations at other organisations.

The recommendation concerned recording on the voids register the reasons why a property was not re-let within target timescales and reporting on an exception basis to the Management Committee where a property was re-let significantly out-with target timescales. It was agreed that the latter would be included within the quarterly key performance indicator report going forward.

The report was then noted by those present.

At this point S McCready thanked those present for their attention and left the meeting.

06.02 POLICY REVIEW REPORT

06.02.1 Equality and Diversity Policy

G Shields referred to the report and noted there were no major changes to the policy beyond the incorporation of the policy cover sheet.

The Director confirmed that the policy cover sheet had been amended to reflect the Association's specific obligations in relation to human rights and that this would be reflected in all policy reviews going forward.

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

06.02.2 Membership Policy

G Shields referred to the policy report and noted the incorporation of the standard policy cover sheet.

The Director went on to explain that the policy had also been amended to reference the fact that a full copy of the up-to-date rules was now freely available on the Association's website.

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

06.03 RISK MANAGEMENT REPORT

G Shields referred to the report and those present noted that the risk profile of the Association had not changed significantly over the last quarter.

The Director discussed the key risks with those present and the main risks that the Association faced in relation to Covid-19 were discussed. However, it was agreed that most of these risks had been successfully mitigated by action taken and only a few risks required on-going action and monitoring.

The issue of de-carbonisation in the context of long-term planning was discussed by those present and it was agreed that the significant costs associated with this were a risk to the Association. It was agreed that this be reflected in the long-term planning assumptions when the Association reviewed its business plan in the coming year.

The report was then noted by those present.



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06.0 CORPORATE GOVERNANCE REPORTS (Continued)

06.04 SENIOR OFFICER APPRAISAL REPORT

G Shields referred to the timescale for the carrying out of the appraisal process and it was agreed that he would co-ordinate with M Ballantyne and I Ryan to ensure the process was completed in time to report back to the meeting at the end of January 2022.

07.0 FINANCE REPORTS

07.01 POLICY REVIEW REPORT

07.01.1 Financial Regulations Policy

G Shields referred to the policy and the Senior Finance Services Officer provided an overview of the main changes being recommended.

She confirmed the main changes related to the re-classification of certain functions as operational including the write-off of certain arrears or rechargeable costs that would no longer require Management Committee approval.

Following brief discussion, the policy was proposed by I Ryan, seconded by M McKendrick and unanimously approved by those present

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

08.0 DEVELOPMENT REPORTS

08.01 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital New Build Project

G Shields referred to the report and the Senior Property Services Officer confirmed that the contractor had now agreed a start date for the scheme and that he would be taking possession of the site in December prior to the commencement of the holiday period.

The Senior Property Services Officer went on to confirm that the revised tender submission to Glasgow City Council was currently being prepared for submission.

In response to a question from E Busby, discussion surrounding the inclusion of gas boilers within the development scheme took place. The Senior Property Services Officer confirmed that gas boilers were not now being included within the development, but alternative sources of heating were being explored. This included the use of air source heat pumps electric radiators and solar panels.

In response to a question from G Shields, the Senior Property Services Officer confirmed that a consultant was currently looking at the various options open to the Association for the provision of heating and hot water in these highly insulated and energy efficient homes. She suggested that the consultant may be able to provide details of installations by other organisations from whom feedback might be obtained.

Discussion around various solutions then took place including the impact of system failures on heating and hot water supply.

Following a request from M Ballantyne, the Senior Property Services Officer agreed to contact the consultants with a view to arranging a training session on the subject.

The Senior Property Services Officer confirmed that it was more expensive to install gas than other alternatives as there were high infrastructure costs of installation. G Shields also suggested that there would be de-commissioning costs when eventually gas was phased out.



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08.0 DEVELOPMENT REPORTS (Continued)

08.01 DEVELOPMENT SCHEME REPORT (Continued)

Yoker Primary School Site

The Senior Property Services Officer confirmed that she had met with Sanctuary Housing Association to discuss a possible joint development and that they had been provided with the cost information. She confirmed that Sanctuary was now conducting an in-house appraisal but had not yet provided any feedback on the scheme.

Strategy and Development Funding Plan

The Senior Property Services Officer provided an overview of the draft submission and confirmed the basis upon which the various project costs had been included. She confirmed that the SDFP did not include any schemes beyond those that were already included within the Association's business plan.

Following brief discussion of the projects and the scheme funding levels, submission of the SDFP was unanimously approved by those present.

The report was then noted by those present.

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

09.0 HOUSING MANAGEMENT REPORTS

09.01 POLICY REVIEW REPORT

09.01.1 Legionella Policy

G Shields referred to the policy report and the Housing Manager confirmed that the changes being recommended at this time included adoption of the revised policy format and inclusion of the updated policy cover sheet.

The Housing Manager went on to explain that the other main changes related to the removal of timescales for work that had been now fully completed – including the draining and redundancy of all communal water tanks within tenement closes.

In the absence of any proposed changes, the policy was proposed by M Ballantyne, seconded by L Donnelly, and unanimously approved by those present.

09.01.2 Emergency Policy and Procedures

G Shields referred to the policy review report and noted that the only changes appeared to be administrative in relation to the inclusion of the standardised policy cover sheet and the updating of references to staff titles within the policy itself.

The Housing Manager confirmed that these were the only recommended changes at this time as the policy continued to be considered appropriate for the Association's needs.

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

09.02 RENT ARREARS CASES REPORT

G Shields referred to the report and the Housing Manager provided an update recommending that decree is not enforced while the tenant complies with the repayment agreement.

Following brief discussion, the recommendation not to enforce decree contingent upon the repayment arrangement being maintained was unanimously approved by those present.



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09.0 HOUSING MANAGEMENT REPORTS (Continued)

09.03 WAITING LIST AND ALLOCATIONS TO 30.09.21 REPORT

G Shields referred to the report and the Housing Manager provided an overview of the current waiting list and allocations made for the first six months of the current financial year.

Specific discussion centred around the target for homeless allocations and the fact that the Association was currently unable to meet the sixty percent target that had been agreed in response to a request from Glasgow City Council. The Housing Manager highlighted the difficulty in obtaining timely referrals from Glasgow City Council which meant that many allocations that might have gone to homeless applicants had been allocated to other groups. He agreed to continue to press Glasgow City Council to improve the response rate time that would allow the Association to make more homeless allocations while meeting its own void targets.

M Ballantyne suggested further engagement with Glasgow City Council in an effort to improve the number of homeless allocations. In response, the Housing Manager confirmed that discussion had resulted in referrals being received in advance and that this had been effective for a few months but that it had not been maintained by Glasgow City Council and as a result the referral rate had reduced. He also confirmed that despite giving advance notice of properties that were becoming available following receipt of a termination notice, referrals often did not match the property type available.

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

09.04 POLICY REVIEW REPORT

09.04.1 Estate Management Policy

G Shields referred to the policy review report and the Housing Manager confirmed that the policy was generally working well in practice.

The Housing Manager then went on to explain that there were no material changes being recommended at this time. The main amendments being recommended were the adoption of the revised policy format and administrative changes to reflect revised job descriptions.

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

10.0 DATE OF NEXT MEETING 27.01.22

G Shields noted that the next meeting was scheduled for Thursday the 27th of January 2022.

11.0 A.O.C.B.

Staffing Update

The Director confirmed that the recruitment process had now been successfully completed and that trainees were now in post having completed their initial induction training.

There being no other competent business the meeting closed at 20:35 hrs.

Proposed By _____

Seconded By _____