



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 27th of July 2023 at 18:30 hrs in the Association's offices at 2310 Dumbarton Road, Yoker.

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 2023 / 24
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2023 / 24
 - 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 25.05.23
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 QUARTERLY KEY PERFORMANCE INDICATORS & TARGETS TO 30.06.23 REPORT
- 7.0 FINANCE REPORTS
 - 7.1 QUARTERLY CASH FLOW TO 30.06.23 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.23 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.23 REPORT
- 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 SETTling-IN VISIT SATISFACTION SURVEY REPORT TO 31.03.23
 - 9.4 TENANCY TERMINATION SURVEY REPORT 2022/23
 - 9.5 MAINTENANCE SCHEME REPORT ***
- 10.0 DATE OF NEXT MEETING 31.08.23
- 11.0 A.O.C.B.

Distribution

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|-------------------------------|-----|-----------------------|-----|----------------------------|-----|
| 1. Shields, Graeme (Chairman) | ☑☑☑ | 6. Jarvis, Anna-Maria | ☑☑☑ | 11. Thompson, Margaret | ☑☑☑ |
| 2. Ballantyne, Mary | ☒☑☑ | 7. McKendrick, Mick | ☒☑☑ | 12. Walker, Catriona | ☒☑☑ |
| 3. Busby, Elaine | ☑☑☑ | 8. Parker, Morag | ☑☑☑ | 13. Wronowska, Agnieszka | ☑☑☑ |
| 4. Donnelly, Lisa-Marie | ☑☑☑ | 9. Porter, Josephine | ☑☑☑ | 14. Vandermotten, Roderick | ☑☑☑ |
| 5. Fleming, Anne | ☒☒☒ | 10. Ryan, Isobel | ☒☒☒ | | |



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 27th of July 2023 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker.

Present

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

In Attendance

Forrest, C J (Director)
Freeman, K (Secretary / Housing Services Manager)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

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

It was noted that A Fleming's formal leave of absence on grounds of ill health continued but would not extend beyond the Annual General Meeting at the end of September 2023.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

In addition to those recorded in the Register of Interests – none declared.

1.3 TRAINING

G Shields noted the improvement in the training records and encouraged those present to continue with their training to ensure that the Association achieved its training target. He referred to the SHARE Training Calendar that had been circulated with the papers.

The Director confirmed that he was also happy to arrange some in-house courses to assist some of those present to achieve their training target.

The report was then noted by those present.

1.4 REGULATORY & STATUTORY RETURNS 2023 / 24

G Shields referred to the report and those present noted that all of the regulatory or statutory returns that could be completed to date had now been completed for the current financial year.

The Director confirmed that he continued to anticipate all returns being submitted by their respective due dates for completion.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2023 / 24

G Shields referred to the report and all those present or in attendance confirmed that they were not aware of any new whistleblowing, fraud or notifiable events having been raised since the last meeting.

The report was then noted by those present.

1.6 HEALTH & SAFETY MATTERS

Those present noted that there were no matters to report at this time.



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2.0 MEMBERSHIP APPLICATIONS

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

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1328	[REDACTED]	[REDACTED]
1329	[REDACTED]	[REDACTED]
1330	[REDACTED]	[REDACTED]

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

3.0 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.

4.0 CORRESPONDENCE

Scottish Housing Regulator
Annual Assurance Statements – explicit requirements in relation to tenant and resident safety.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 25.05.23

5.1 APPROVAL OF MINUTES

The Minutes were proposed by R Vandermotten, seconded by M Thompson, and unanimously approved by those present.

5.2 MATTERS ARISING

There were no matters arising.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 QUARTERLY KEY PERFORMANCE INDICATORS & TARGETS TO 30.06.23 REPORT

G Shields referred to the report and the Director provided a brief overview of the performance.

Those present noted the positive outcomes and high levels of compliance with the Association’s strategic objectives.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 30.06.23 REPORT

The Director provided a summary of the performance for the first quarter of the current financial year and those present noted that cash flow was significantly better than had been anticipated.

Following a review of the main variances that had contributed to the positive outcomes, the report was noted by those present.



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7.0 FINANCE REPORTS (Continued)

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.06.23 REPORT

G Shields referred to the report and the Director provided an update.

Those present noted the increase in arrears over the quarter as a result of on-going common repairs charges as well as the annual insurance premium billed in the last quarter.

There then followed discussion on the arrears levels and the potential need to curtail or defer common repairs pending the receipt of owners' shares of costs in advance of carrying out any work.

M Ballantyne expressed concern that tenants might miss out on common repair works because owners were unwilling or unable to pay their share of the works. It was confirmed however that any works that affected tenant and resident safety would always be carried out without delay and irrespective of the payment status of individual owners.

The report was then noted by those present.

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 31.03.23 REPORT

G Shields referred to the report noting that the Association had performed better than budget for the first quarter of the current financial year with a surplus almost twenty-two thousand pounds higher than budgeted.

The report was then noted by those present.

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Site

The Director referred to the report and those present noted the progress of the development.

G Shields noted that the spend remained behind schedule and the Director confirmed that this was likely to pick up over the next few months as the contractor continued to progress towards the revised completion date of February 2024.

Yoker Primary School Site

The Director confirmed that some funding had been approved by Glasgow City Council for a further feasibility study into this scheme and that a meeting with consultants was scheduled to take place to progress matters.

The report was then noted by those present.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 QUARTERLY COMPLAINTS HANDLING REPORT

G Shields referred to the report and the Housing Services Manager provided a brief overview of the key outcomes.

There then followed discussion on the background and outcomes in relation to two of the complaints and the processes now in place to ensure that this was not repeated in the future.

The report was then noted by those present.

9.2 TENANT PARTICIPATION STRATEGY REPORT

G Shields noted the updated position in relation to the tenant participation strategy and implementation.

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



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

9.3 SETTLING-IN VISIT SATISFACTION SURVEY REPORT TO 31.03.23

G Shields referred to the report noting the high levels of tenant satisfaction with the sign-up and allocations process.

The report was then noted by those present.

9.4 TENANCY TERMINATION SURVEY REPORT 2022/23

G Shields referred to the report noting that while there were generally high levels of tenant satisfaction with the Association, there appeared to be lower levels of satisfaction with the repairs service.

The Housing Services Manager provided background context to the two cases where dissatisfaction with the repairs service had been levelled at the Association. Those present noted that repairs had been carried out in one case while in the other case the tenant had refused to allow access for the work to be carried out.

G Shields went on to note that the main reason for tenancy termination was on medical grounds and sought assurance that the Association was doing everything possible to meet tenants needs and mitigate such tenancy terminations.

The Housing Services Manager confirmed that Stage 3 Adaptations were routinely raised with tenants when they notified the Association that they were having to terminate on medical grounds. However he suggested that the main problem tended to be with tenants on upper floors who were struggling with stairs. While transfers to low level accommodation were offered, due to the low volume and level of turnover of ground floor accommodation it was not always possible to offer this within a reasonable timescale.

The report was then noted by those present.

9.5 MAINTENANCE SCHEME REPORT ***

G Shields referred to the report and the Housing Services Manager provided an update on the progress of the various planned maintenance projects.

City Fibre

Following completion of surveys, the Housing Services Manager explained that City Fibre were now seeking permission for the installation of cabling within closes. Following discussion, it was unanimously agreed that permission be granted for a pilot project where the Association had one hundred percent ownership within the close. Subject to satisfactory completion of the pilot, the roll-out of the installations could be permitted assuming that City Fibre obtained permission from co-owners.

In response to a question from M McKendrick, the Housing Services Manager provided clarification on the procurement process for the carrying out of annual gas safety and quality control checks.

The report was then noted by those present.

10.0 DATE OF NEXT MEETING 31.08.23

G Shields confirmed that the next meeting of the Management Committee would take place on Thursday the 31st of August 2023.



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11.0 A.O.C.B.

Director Appraisal Sub-Committee

G Shields agreed to liaise with M Ballantyne, A Jarvis and I Ryan in order to arrange the preparatory meeting for the Director's appraisal by the end of August.

Future Meeting Dates

The date of the Annual General Meeting was discussed and it was confirmed that this would be scheduled to take place on Wednesday the 20th of September 2023. It was also agreed that there would consequently be no Management Committee meeting in September and that the first meeting following the Annual General Meeting would be held in October.

There being no other competent business the meeting closed at 20:15 hrs.

Proposed By _____

Seconded By _____