

## CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in St Nicholas Church Hall, Castlegate, Lanark ML11 9DZ on Wednesday 30 January 2019 at 18:00

Present: Pauline Sandford, Chairperson  
Patrick Ross-Taylor, Treasurer  
Jeanette Arneil  
Susanne Crayton  
Brian Moore  
Carmena Nixon  
Catherine McClymont  
Mary Clarke

A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)  
The Depute Chief Executive (DCE)  
The Technical Services Manager (TSM)  
Elaine Mclvor, Corporate Services Assistant (CSA) minutes.

Eamonn Connelly Director Employers in Voluntary Housing (EVH)

The Chairperson welcomed everyone to the meeting and introduced Eamonn Connelly from EVH.

### 1. Apologies

Apologies were submitted by Gillian Callaghan, Margaret Botham and David Robb.

### Conflict of Interest

CEO, DCE, TSM, CSA and Mary Clarke declared a conflict of interest for Item 2 and left the meeting room at 6.02pm.

### 2. Changes to Life Cover in SHAPS

The Chairperson asked Eamonn Connolly from EVH to present his report. Eamonn Connolly presented his report and further advised that the Chair had separately received a written suggestion (from a Committee member unable to attend the meeting), that the Association consider increasing the employer contribution it makes towards staff pensions.

Committee discussed:

- The Changes to Life Cover in Shaps
- Increasing the employee contribution made by CHA.

- i) Committee agreed staff need only be informed (rather than consulted) in relation to the new administrative arrangements surrounding the collection of employer pension contributions due to the Scottish Housing Associations Pension Scheme (SHAPS).
- ii) Committee agreed that senior managers would arrange the necessary communication with staff.
- iii) Committee agreed that no alternations to contributions be made at this time.

The Chairperson thanked Eamonn Connelly from EVH and he left the meeting at 6.15pm.

CEO, DCE, TSM, CSA and Mary Clarke returned to the meeting room at 6.16pm.

### **3. Approval of Previous Meeting Minutes & Matters Arising**

The minute of the Committee meeting held on 5 December 2018 was checked for accuracy and approved by the Management Committee. There were no matters arising.

### **4. Conflicts of Interest**

A conflict of interest was declared by Carmena Nixon for Item 6 and Catherine McClymont for Item 8.

### **5. Actions from Previous Meetings**

The Chairperson asked the CEO to present the report. The CEO gave an overview of the report and gave the background reasons for report being introduced as a standing agenda item. He explained:

- Actions from Previous Meetings had been reviewed from minutes dating back to September 2018.
- The colour coding system.
- The benefits of the having the report as a standing Agenda item.
- Items to be removed at Committee's request and approval.

The CEO asked Committee for any comments, feedback or changes required to the report. Committee agreed that the report was well laid out, informative and very helpful and that it contained the correct amount of information and no changes were required.

Committee discussed Action Item:

- Improving, information to tenants on Value for Money, rent affordability, financial health and cost control – Information contained in the most recent newsletter regarding % rent increase. The CEO agreed to report back at the next Committee meeting, after clarifying the information printed in the Newsletter.

- i) Committee agreed to the introduction of Actions from Previous Meetings Report as standing item at all future Committee meetings.
- ii) Committee agreed that the report was informative, helpful and contained the correct amount of information and that no changes were required to the format of the Actions from Previous Meetings Report.
- iii) Committee agreed to monitor the report and agreed to remove items when appropriate.

## 6. Election of Secretary

The Chairperson advised that Carmena Nixon had declared an interest in the position of Secretary to Committee and asked if there was any more interest. There was no further interest. Carmena Nixon left the meeting room at 6.30pm.

The Chairperson asked Committee for their views on Carmena Nixon taking up position of Secretary. Committee agreed Carmena Nixon to be an ideal candidate for the position and agreed to elect Carmena Nixon as Secretary.

Carmena Nixon returned to the meeting room at 6.33pm.

The Chairperson advised Carmena Nixon that she had been elected as Committee Secretary. Committee congratulated her on the appointment.

- Carmena Nixon declared her interest in standing for the office of Secretary. There was no other interest.
- Management Committee elected Carmena Nixon as Secretary.
- Following the election of the new Secretary, the Association's Office Bearer Register and all other relevant records will be updated to reflect Committee's decision.

## 7. Notifiable Events Policy

The Chairperson asked the CEO to present the report. The CEO presented the report highlighting the following:

- The Policy had been developed with close reference to the Scottish Housing Regulator's (SHR) Statutory Guidance.
- Specialist Advice – Mark Ewing of TC Young Solicitors and Eammon Connelly of EVH have confirmed their agreement that their assistance and advice can be sought in the event of a complaint against the CEO.
- Both Mark Ewing and Mulholland Housing Consultancy have reviewed the Policy document and have nothing further to suggest on its content.
- Staffing Sub Committee is made up entirely of Committee Members and support can be sought from staff if necessary.
- Committee Training on the Notifiable Events Policy will take place, as part of the 2019/20 Office Bearer training on a date to be agreed.

Committee discussed:

- Staffing Sub Committee
- Policy renewal timescale

- i) Committee agreed that the Notifiable Events Policy was satisfactory for CHA's purposes and approved the final policy document.
- ii) Committee agreed to adopt Notifiable Events as a standing agenda item at all future Committee and Sub-Committee meetings.
- iii) Committee members made a commitment to participate in the Notifiable Events training once a date is agreed.

### **8. South Lanarkshire Rapid Rehousing Plan**

Catherine McClymont left the meeting room at 6.45pm due to a conflict of interests with this item.

The Chairperson asked the DCE to present the report to Committee. The DCE gave a detailed explanation and advised Committee:

- Rapid Rehousing is a Scottish Government Initiative.
- It is a new approach to tackling homelessness.
- Difficulties CHA currently have in meeting 35% target in rural areas
- Expectation for CHA to provide more 1 bedroom homes.
- Proposed Assurance Statement.

Committee discussed:

- Homelessness as a protected characteristic.
- The number of housing offers Homeless offers made to homeless people.
- Implications of applicants not being tenancy ready on tenancy sustainment.
- Increased pressure of work load for staff, affecting all aspects of tenancy and estate management.
- Resources for additional funding for staff training on topics currently dealt with by other agencies.

After discussion Committee agreed that the DCE to ask about additional funding resources for staff training, at the HomeFinder meeting on Thursday 31 January 2019.

- i) Committee noted the content of the SFHA Rapid Rehousing Briefing Paper.
- ii) Committee agreed the Partner Contribution Statement was satisfactory for CHA's purpose and approved the final copy for submission to South Lanarkshire Council.

Catherine McClymont returned to the Meeting Room at 6.55pm.

### **9. Office Accommodation Update**

The CEO gave an update to advise Committee as follows:

- i) Progress against Programme: The Contractor has not yet produced a new Programme detailing their plan to recover the 8 week delay. The next meeting

with the contractor is Friday 1 February 2019, where a report should be forthcoming. The CEO will provide an update at the next Committee meeting on 6 February 2019.

- ii) Potential for Community Benefit from the Project: Clydesdale Community Initiatives is one of the groups under consideration for nomination for the surplus material and waste timber.
- iii) Community Hub - Further Capital Funding Grant Application: WREN grant administrators have advised that only furniture items will be eligible for grant funding. The decision makers will consider the application on 13 March 2019. Other funding sources are being explored. The CEO highlighted that CHA's 2019/20 Budget has adequate provision for all Community Hub fit-outs and equipment cost in the meantime.

Committee discussed:

- Age restrictions on building sites
- Health & Safety concerns in relation to work experience placements for 16 year olds from local schools
- The question of removing the work experience placements from the project

After discussion the Chairperson asked Committee for their views. The majority of Committee Members agreed to leave the work experience placements in the project.

- i) Committee approved the Community Benefit Proposal by JB Bennett.
- ii) Committee authorised the CEO to submit further funding applications in respect of the Clydesdale Community Hub as opportunities become available.

## 10. Corporate Scorecard

The Chairperson asked Committee to discuss this item or for comments or questions.

Committee discussed:

- C4 - % of 2<sup>nd</sup> stage complaints and the process when complaint targets are overdue.
- Current Tenant Rent Arrears and the implications of UC on Rent Arrears.

After discussion Committee requested a Report comparing the Rent Arrears figures for 2017/18 and 2018/19 to show the affect UC has had on Rent Arrears.

## 11. Future Development Programme

The Chairperson asked Committee to discuss this report. The CEO advised Committee:

- Future Development Planning is a major project.
- The current lack of resources CHA has to dedicate to Future Development Programme at this time.
- Future Development Planning will require a budget and to be undertaken by a consultant or staff dedicating part of their time to the programme.

After discussion the CEO agreed to continue to explore Future Development Planning as and when opportunities arise.

- i) Committee discussed the proposals contained within the Future.
- ii) Development Programme report and agreed that the CEO explore Future Development Planning as and when opportunities arise.

## 12. Post Contract Development Projects

The Chairperson asked the TSM to present the report to Committee. The TSM explained the report.

Committee discussed:

- The reason the land at Milledge, Carluke had to be acquired.

- i) Committee agreed that retrospective permission be granted for the purchase of the land.

## 13. Stage 3 Medical Adaptations

The Chairperson asked Committee for any comments or questions. Committee had no points to discuss.

- i) Committee noted the content of the report.

## 14. Housing Quality & Maintenance Scorecard

The Chairperson asked Committee for any questions comments or points for discussion.

- i) Committee noted the content of the report.

## 15. Reactive Repairs Progress

The Chairperson invited the TSM to present the report. The TSM gave an update on the report and advised Committee as follows:

- A meeting had taken place with DLES the TSM and TSO on Wednesday 30 January 2019.
- The performance issue of DLES and the implications on the Technical Services Department.
- DLES have advised that they will put in extra resources to improve both administration and performance of the contract.
- DLES are taking on extra employees and reducing the use of subcontractors.
- The situation, targets and performance will be consistently reviewed during February and March 2019.
- The contract can be extended after 1 year for a period of 3 years if CHA is satisfied with the contractor's performance.

Committee discussed:

- The performance of DLES.

- Lott 1 and Lott 2 contracts and dates for review.
- Having two contractors per Lott.

The TSM will continue to monitor the situation and will provide Committee with an update at a future Meeting.

i) Committee noted the content of the report.

### **16. Planned & Cyclical Maintenance**

The Chairperson invited the TSM to present the report. The TSM handed out a report regarding an extension to the landscape maintenance contract and apologised for it not being issued at the same time as the rest of the papers. The TSM gave an overview of the report and asked if there were any questions.

Committee discussed:

- The Tender process for the landscape contract.
- Planned and Cyclical Maintenance Contract Schedule 2018/19.

After discussion the TSM agreed that where Planned & Cyclical Maintenance was carried out to individual properties in various areas, these would be listed as Ad Hoc.

i) Committee approved the retention of McDermott Contract Services as the Association's landscape maintenance contractor for the year 2019/20.

### **17. Tenant Safety Report**

The Chairperson invited the TSM to present the report. The TSM gave an overview of the report and explained that the report would evolve over time as different programmes are added.

After discussion Committee agreed that the report provided the correct amount of information and approved the layout.

i) Committee noted the content of the report.

### **18. Policy Reviews**

#### **18.1 Rent and Service Charge Policy**

The Chairperson invited the DCE to present the report. The DCE had nothing to add and asked for any comments or questions. There were no comments or questions.

i) Committee agreed the Rent and Service Charge Policy was satisfactory for CHA's purposes, and approved the Policy document.

#### **18.2 Rent Arrears**

i) Committee agreed the Rent Arrears Policy is satisfactory for CHA's purposes, and approved the Policy document.

## 19. Committee Recruitment

The Chairperson presented the report and asked Committee if for any changes, comments or questions. Committee approved the advertisement for the recruitment of new Committee members.

The Chairperson together with Mary Clarke, Susanne Crayton and Carmena Nixon agreed:

- To attend the Committee recruitment training to be arranged with EVH.
- That the interviews with candidates would take place on the same day immediately after the training.
- Training and Interviews will be week commencing 18 March 2019.

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| <ul style="list-style-type: none"><li>i) Committee agreed the draft Committee recruitment advert and agreed it meets the needs of the proposed recruitment campaign.</li><li>ii) Committee finalised the timetable for the recruitment campaign and agreed that a meeting with candidates would take place week commencing 18 March 2019.</li></ul> |
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## 20. AOCB

### Audit Sub Committee

The CEO proposed a change of date for the Audit Sub Committee, from 19 February 2019 to Tuesday 26 February 2019 at 11.00am, to allow time to accommodate the production of an Insurance Tender Report

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| <ul style="list-style-type: none"><li>i) Committee agreed the new date of 26 February 2019 at 11.00 am for Audit Sub Committee.</li></ul> |
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### Emergency Works

The TSM advised Committee that a large retaining wall at Windsor Quadrant, Carlisle requires emergency works. The TSM asked Committee to consider the following options:

- Immediately repair a part of the wall to make safe.
- Take down the entire wall and rebuild at an additional cost.

Committee discussed:

- The costs of the work.
- The implications of repairing it in contrast to taking it down and rebuilding it.

After discussion the TSM agreed that all retaining walls be added to the Stock Condition Survey.

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| <ul style="list-style-type: none"><li>i) Committee agreed that it would be most cost effective in the long term, to take the entire wall down and rebuild to make it safe.</li></ul> |
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**Management Committee Evaluation Record**

The Chairperson advised Committee that the Evaluation Record would be sent out with Committee Papers. The Chairperson asked Committee to commit to considering the form and making the time to discussing it after the Committee meeting had ended, where time allowed. Where time is short, the Chairperson suggested that at least one question from the Form be considered each week.

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| <p>i) Committee agreed to consider the questions on the Evaluation Record and to commit time at the end of each meeting to discuss at least one in order that the meetings are evaluated.</p> |
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The Chairperson thanked everyone for attending the meeting.

The meeting ended at 8.00pm