

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in St Nicholas Church Hall, Castlegate, Lanark ML11 9DZ on Wednesday 24 April 2019 at 18:00.

Present: Pauline Sandford, Chairperson
Carmena Nixon, Secretary
Margaret Botham
Catherine McClymont
Brian Moore
David Robb
Janette Arneil
Brian McInally
Ruth McElhinney
A quorum was achieved.

In Attendance: Chief Executive Officer (CEO)
Depute Chief Executive (DCE)
Technical Services Manager (TSM)
Elizabeth Miller, Corporate Services Assistant (CSO) minute.
Claire Chalmers, Technical Services Assistant (TSA), observer
Tomilola Oke, Housing Assistant (HA), observer

The Chairperson welcomed everyone to the meeting and introduced the 2 new Committee members, Ruth McElhinney and Brian McInally, to those present.

The CEO also introduced the TSA and the HA to the meeting. [REDACTED]

1. Apologies

Apologies were submitted by Susanne Crayton, Patrick Ross-Taylor, Mary Clarke, Hazel Galbraith, Clive Malins and Christine Shookhye.

2. Previous Minutes & Matters Arising

The minute of the Committee meeting held on 27 March 2019 was checked for accuracy and approved by the Management Committee.

Matters Arising

- Page 6, agenda item 12, Staff Salary Review – EVH Ballot. The DCE advised that she had contacted EVH regarding the typing error in the report
- Page 9, AOCB, Committee Appraisals. The CEO advised that the Committee Appraisal report would be submitted at the Management Committee meeting scheduled to take place on the 12th June 2019

3. Conflicts of Interest

Maggie Botham declared a conflict of interest for agenda item 8. It was agreed that she would leave the meeting whilst this agenda item was being discussed.

4. Notifiable Events

There were no Notifiable Events.

5. Actions from Previous Meetings

The Chairperson asked the CEO to present the report to Committee. The CEO advised Committee that he had taken their instruction and removed all completed items older than 3 months from the report.

He told Committee that both he and Maggie Botham had completed the review of the revised Standing Orders Policy, Appendix 1, Page 19, section 2, The Functions of the Management Committee, and that the updated section would be presented at the Management Committee meeting scheduled to take place on the 12th June 19 for approval.

The Chairperson asked Committee for their suggestions on who they would like to open the new Community Hub and Office. Committee suggested:

[REDACTED]

Committee agreed to revisit this item at the Management Committee meeting scheduled to take place on the 29th May 2019

- Committee considered the Actions from Previous Meetings Report and agreed that progress was satisfactory.

6. Agreement on Items for AOCB

The Chairperson asked Committee if they had any items, they wished to discuss under AOCB. No items were submitted.

7. Health & Safety

There were no matters to report.

8. Election of Vice Chairperson

Maggie Botham left the meeting at 18:17. The Chairperson introduced the report to Committee. She asked Committee if there were any other candidates for the role of Vice Chairperson. There were no other candidates for the role.

The Chairperson asked Committee for their views on Maggie Botham's candidacy. Committee discussed:

- The Vice Chairperson and Chairperson's role descriptions. Committee discussed Maggie Botham's skills and knowledge and how these would be of benefit as Vice Chairperson and Chairperson.
- Her attributes and her contributions at Management Committee meetings.

In the absence of more than one candidate for the vacant Vice-Chairperson position, Management Committee:

- Asked Maggie Botham to leave the meeting while her candidacy for Vice-Chairperson was discussed;
- Considered Maggie Botham's candidacy for Vice-Chairperson while referring to the role descriptions for Vice-Chairperson and Chairperson.
- Agreed that Maggie Botham be appointed as Vice-Chairperson.

Maggie Botham returned to the meeting at 18:22 and was congratulated on her appointment as Vice Chairperson.

9. CHA Common Values – Update

The CEO gave Committee an overview of the report and asked for their views.

- Committee considered the revised Common Values and approved them without any further changes.

10. Corporate Scorecard

The Chairperson asked the CEO to introduce the report to Committee. The CEO and the TSM gave Committee an update on the report. Committee discussed:

- Processes, P3, the average length of time taken (calendar days) to relet properties. The DCE gave Committee an explanation of the challenges the Association have experienced re-letting properties which included properties being returned in a poor condition, tenant deaths and transport issues.
- Financial, F5, % of total cash held compared to forecast. The CEO gave Committee an explanation on this section of the report.

- Committee noted the content of the report.

11. Annual Customer Complaints Analysis

The Chairperson asked the DCE to introduce the report to Committee. The DCE advised Committee that CHA have adopted the Scottish Public Services Ombudsman (SPSO) Model Complaints Policy and explained the Frontline, Stage 1 and Investigation, Stage 2, complaints processes. She provided Committee with an overview of the report and asked if they had any questions. Committee discussed:

- Investigation Complaints not completed on time. The DCE advised that this was due to either staff or others not being available for interview during the investigation period.
- Upheld Complaints. The DCE explained that if a complaint was upheld it means that we agree that the service provided does not meet our standards. If a complaint is partially upheld for reporting purposes, we must treat the complaint as being upheld.
- That future reports on this activity should include a comparison of performance from the previous year.

The DCE advised Committee that the number of complaints received is relatively low across all service delivery areas. She advised that the Management Team regularly review the complaints register and they do not believe there are any issues which require changes to policies and procedures.

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| <ul style="list-style-type: none">• Committee noted the content of the report. |
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12. North Vennel New Build – Project Update

The Chairperson asked the CEO to introduce the report to Committee. The CEO summarised the main headlines within the report. He made Committee aware of the 12-week delay against the programme and the steps being taken by the contractor to reduce the delay time. He also gave Committee an update on the funding applications that have been made and others that are currently being made. Committee discussed:

- Further potential funding providers. It was agreed that Committee Members will contact the CEO with details and contacts of other potential funding providers.
- A further 2 local primary schools visiting the site. The CEO advised unfortunately only the 3 schools mentioned in the report can visit the site.
- Management Committee members visiting the site. The CEO advised that in approximately 6-8 weeks-time Management Committee members will be given the opportunity to visit the site. The visit times will be during working hours and CHA will provide the appropriate personal protective equipment. Dates and times will be confirmed at a future Management Committee Meeting.

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| <ul style="list-style-type: none">• Committee considered the report and advised the CEO that no further action was required. |
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13. Future Development Programme

The CEO provided an overview of the report to Committee and asked for their views on the proposal from Mulholland Housing Consultancy. Committee discussed:

- Identifying housing needs - the CEO advised that the Housing Management Team are currently gathering information on housing demand and needs, and that the information gathered will be passed to Mulholland Housing Consultancy.
- Turnkey arrangements. The CEO made Committee aware of several potential options available under this arrangement.

- Costs and payment of Mulholland Housing Consultancy. The CEO advised Committee of the costs of employing Mulholland Housing Consultancy and the budget arrangements in place.
- Mulholland Housing Consultancy report and proposal(s). The CEO advised that John Mulholland will be presenting his report and proposal(s) to the Management Committee at the meeting scheduled to take place on the 12 June 2019.

- Committee discussed the proposal contained within the report from Mulholland Housing Consultancy.

14. Post Contract Development Projects

The Chairperson asked the TSM to present the report to Committee. The TSM advised Committee of the background to the report. She told Committee that she had received a call from the developer that day regarding the issue. She is now looking to meet with Scottish Water soon to resolve the situation.

- Committee noted the content of the report.

15. Stage 3 Medical Adaptations

The TSM highlighted some of the key points of the report to Committee and asked Committee for their views. Committee discussed:

- Budget underspend. The TSM advised that any budget underspend is refunded to the Scottish Government.
- Funding bid applications. The TSM gave Committee details on the funding bid application process.

- Committee considered the report and agreed that the performance in completing the adaptations is satisfactory.

16. Housing Quality & Maintenance Scorecard

The Chairperson invited the TSM to introduce the report to Committee. The TSM gave Committee an update on the report focusing on the year to date Reactive Maintenance spend. Committee discussed:

- The Reactive Repairs Budget. Committee noted the difficulty in setting the Reactive Repairs Budget due to its unpredictability.
- Heating pilots that are currently taking place. The TSM advised that a full report would be presented to Committee at the meeting scheduled to take place on the 29 May 2019.

- Committee noted the content of the report.

17. Reactive Repairs Progress

The TSM gave Committee the history behind the report. She advised that the Technical Services Team have been working closely with the contractor and their performance and invoicing processes have improved. She made Committee aware that tenant satisfaction has remained high throughout the year.

- Committee considered the report and agreed that the progress was satisfactory.

18. Planned & Cyclical Maintenance

The Chairperson advised Committee that this report was for noting.

18.1 MacDiarmid Court, Biggar: Additional Works

The Chairperson asked the TSM to introduce the report to Committee. The TSM presented proposals for hard landscaping works at MacDiarmid Court which included resurfacing the car park, replacing steps to one of the blocks and three options for addressing broken slabs to footpaths.

Committee also considered the Tender Report prepared by F3 Building Surveyors in relation to resurfacing the car park. The TSM further advised Committee that a total reduction in works costs of [REDACTED] (Including vat) had been negotiated with the contractor.

Committee also discussed the upheaval and inconvenience caused to tenants during the extended works.

Following consideration of the TSM's report which confirmed that this negotiated reduction and savings made elsewhere in the planned maintenance programme could fund the more comprehensive option to replace all slabs and Monobloc, Committee agreed to proceed with that option.

Management Committee considered the three options presented in the report and agreed that option 3, details below, should be instructed in order to conclude the contract.

- Replacement of all slabs and monobloc throughout on full mortar bed and fully jointed;
- Resurface the car park with new tarmacadam;
- Replace steps to block 4 to address the current trip hazard.

18.2 Window & Door Replacement Contract 2019-20

The Chairperson asked the TSM to introduce the report to Committee. The TSM highlighted the Tender Report by F3 Building Surveyors.

Committee considered both scenarios and approved the replacement of Windows at Millburn Court, Symington, External doors at Millburn Court, Symington and Windows and French doors at Mill Place, Thankerton based on the costs contained within the report.

19. Tenant Safety Report

The Chairperson asked the TSM to introduce the report to Committee. The TSM gave Committee an overview of the report and asked for their views, Committee discussed

- Testing to tenant's properties by CHA. The TSM advised Committee of all the testing CHA is legally obliged to carry out on their properties.
- Committee highlighted the work carried out by the Technical Services Officer, Kirsty Kennedy, in ensuring the Gas Safety programme ran efficiently, in line with legal obligations and CHA procedures. Committee asked that Kirsty be commended for hard work and effort.

The Committee agreed that the work carried out was in adherence to CHA's statutory responsibilities and was satisfactory.

20. Policy Reviews

20.1 Allocation Policy

The Chairperson asked the DCE to introduce the report to Committee. The DCE gave Committee an overview of the joint working arrangements and South Lanarkshire's Common Housing Register, Homefinder. She updated Committee on the changes made to the policy and explained why this was necessary. Committee discussed:

- Support for tenants on short Scottish Secure Tenancies. The DCE advised that support would come from CHA staff and external agencies.
- The Local Connection rules. The DCE advised that there were no Local Connection rules within CHA's Allocation Policy.

- Committee considered and approved the revised Allocation Policy without making any further changes.

20.2 Short Scottish Secure Tenancy

The Chairperson requested that the DCE introduce the report to Committee. The DCE advised Committee of the purpose of the report, the changes made and why the changes were made. Committee discussed:

- If existing tenants had the right to appeal the decision to convert them from a Scottish Secure Tenancy (SST) to a Short Scottish Secure Tenancy (sSST) or for new tenants to be given an sSST rather than an SST. The DCE advised that tenants do have the right to appeal these decisions.
- The length of time an sSST can be set. The DCE advised that it can be set for a term of 12 months but can be extended to 18 months in exceptional cases.
- Other agencies that would offer support to tenants with a sSST. The DCE advised that support can come from a variety of agencies and would assist tenants to sustain their tenancies, but the level of support would be very dependent on the tenant's engagement with these agencies.

- Committee considered and approved the Short Scottish Secure Policy without making any further changes.

20.3 Tenancy Management Policy

The Chairperson invited the DCE to introduce the report to Committee. The DCE advised Committee of the purpose of the report and highlighted the main changes to the policy document. She made Committee aware of:

- i. Legislation changes.
- ii. Changes to eviction procedures.

The DCE told Committee that a copy of the policy document was sent to CHA's solicitor, TC Young, for their views on the content. The DCE advised that she was seeking Committee approval to grant her delegated authority to amend the policy document as per TC Young's instructions. Committee discussed:

- Issues surrounding tenants lighting fires in their gardens. The DCE advised that she was seeking TC Young's guidance on this matter and will insert a statement in the policy to reflect this.

- Committee considered and approved the Tenancy Management Policy without making any further changes.
- Committee granted the DCE delegated authority to amend the policy document as per TC Young's instructions.

The Chairperson thanked everyone for attending. The meeting ended at 19:55.