

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in St Nicholas Church Hall, Castlegate, Lanark ML11 9DZ on Wednesday 29 May 2019 at 18:00.

Present: Pauline Sandford, Chairperson
Margaret Botham, Vice Chairperson
Susanne Crayton
Catherine McClymont
Brian Moore
David Robb
Mary Clarke
Brian McInally
Ruth McElhinney

A quorum was achieved.

In Attendance: Chief Executive Officer (CEO)
Depute Chief Executive (DCE)
Technical Services Manager (TSM)
Finance Manager (FM)
Elaine McIvor, Corporate Services Assistant (CSO) minute
Jacqui Hart, Housing Assistant (HO), observer

The Chairperson welcomed everyone to the meeting.

The CEO introduced the HO and asked everyone round the table to introduce themselves for the benefit of the HO and the new Committee Members.

1. Apologies

Apologies were submitted by Jeanette Arneil, Patrick Ross-Taylor, Clive Malins, Christine Shookhye, Hazel Galbraith and Carmena Nixon.

The Chairperson advised Committee that a request for a leave of absence had been received on health grounds from Clive Malins and Christine Shookhye. Committee approved a leave of absence until 25 September 2019.

2. Previous Minutes & Matters Arising

The minute of the Committee meeting held on 24 April 2019 was checked for accuracy and approved by the Management Committee.

3. Matters Arising

There were no matters arising.

4. Conflicts of Interest

The CEO declared a conflict of interest for agenda item 17 – Chief Executive Appraisal 2019.

The Chairperson proposed that Item 17 be moved to end of the meeting after A.O.C.B. to allow all staff to leave the meeting. Committee agreed to move Item 17 to the end of the meeting.

5. Notifiable Events

There were no Notifiable Events.

6. Actions from Previous Meetings

The CEO had nothing to add and there were no questions.

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

7. Health & Safety

The CEO advised Committee that the Quarterly Health & Safety Report would be available at the next Committee meeting on 12 June 2019.

There were no Health & Safety issues to report in the meantime.

8. Annual Return on the Housing Charter

The Chairperson asked the DCE to present the report to Committee.

The TSM circulated an update on the following Indicators contained within the report: Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25) (Indicator C28.1) EESSH Return 2018-19 (C33 to C37). The TSM advised that the update contained additional information on the EESSH submission and confirmed that Committee would receive information on a quarterly basis via scorecard reports.

The DCE explained the report and confirmed that a large number of indicators are reported on the Balance Scorecard on a quarterly basis. Committee discussed:

- Annual Stock Turnover Percentage
- Number of Offers Declined
- The situation regarding CHA properties not meeting EESSH.

The CEO confirmed that the issues discussed regarding EESSH will be identified in a Planned and Cyclical Maintenance Report to be presented to Committee on 26 June 2019.

Committee commended the Housing Management Team in particular the DCE and TSM for the amount of time and effort that went into to the preparation of ARC.

- Committee agreed they were satisfied that the information contained in the ARC to be validated and accurate.
- Committee approved the completed ARC for 2018 2019.

9. Infrared Heating Pilot Outcome Report

The TSM gave Committee gave an overview of the report and explained the main differences in the running costs and ease of use of each system. She explained that the results of the pilot highlighted the Infrared operating system has presented a challenge to the tenants to operate effectively due to control panel and system complexity. Also, no definite reduction in energy costs or improved comfort levels could be evidenced. Committee discussed:

- Operating System for Infra-Red Heating System in contrast to Dimplex Quantum Storage Heating.
- Air Source Heat Pumps and the pros and cons. The TSM advised that a meeting has been arranged with F3 Surveyors and CHA to visit an SLC property to explore the operation of Air Source Heat Pumps and obtain tenant feedback about ease of use and running costs etc.
- Passive Heating System – A new way of heating homes.
- The anticipated life of different heating systems.
- The timescale for bringing properties up to EESSH standard.
- Compensation for Tenants who had taken part in the Pilot. The CEO asked Committee to consider giving the TSM delegated authority to create a compensation package, to offer those tenants who took part in the pilot.

Committee agreed to give TSM delegated authority for a compensation package to be explored.

- Committee considered the information provided in the report and agreed Dimplex Quantum Storage Heaters be pursued and also to investigate the use of Air Source Heat Pumps in order for the Association to meet its obligations in terms of the EESSH for harder to treat properties.

10. Referrals from the Audit & Risk Sub-Committee

The Chairperson invited the CEO to present the reports:

10.1 Internal Audit Programme Strategy

The CEO had nothing to add and there were no questions.

- Committee considered the recommendation from the Audit & Risk Sub-Committee and approved the Internal Audit Programme and Strategy from Wylie and Bisset.

10.2 Internal Audit Policy Review

The CEO had nothing to add and there were no questions.

- Committee considered the referral from the Audit & Risk Sub-Committee on the Internal Audit Policy, and approved the final form.

10.3 Fraud & Corruption Policy

The CEO had nothing to add and there were no questions.

- Committee considered the referral from the Audit & Risk Sub-Committee on the Fraud & Corruption Policy, and approved the final form.

10.4 Anti-Bribery Policy Approval

The CEO had nothing to add and there were no questions.

- Committee considered the referral from the Audit & Risk Sub-Committee on the Anti-Bribery Policy, and approved the final form.

10.5 Risk Management Policy Review

The CEO had nothing to add and there were no questions.

- Committee considered the referral from the Audit & Risk Sub-Committee on the Risk Management Policy, and approved the final form.

11. Office Accommodation Update

The CEO had nothing to add to the report other than to highlight the point regarding Community Hub – Further Capital Funding Grant Application. He also advised Committee that a site meeting would take place on 30 May 2019 at CHA Offices. Committee discussed:

- Current office lease.
- Financial Implications of a contract delay. The CEO will provide an update Report to Committee on 12 June 2019.
- Community Hub and prospective users. The CEO confirmed that he is in contact with the prospective users to keep them informed of progress.
- Committee visit to site. The CEO advised this will be arranged after a new revised programme has been agreed and is available.
- Security Provision at site. The CEO will highlight security concerns expressed at the meeting to the contractor.

- Committee noted the content of the report.

12. Quarterly Management Accounts

The Chairperson asked the FM to present the report. The FM advised that the budget was set in accordance with defined benefit pension accounting rules at that time which meant that the Association's past service deficit contribution was not included in Employee Costs in the Statement of Comprehensive Income but set against the liability in the Statement of Financial Position. The accounting for the revised defined benefit accounting rules has yet to be incorporated into the accounts for the year ended 31 March 2019.

- Committee approved the Management Accounts for the period to 31 March 2019.

13. Treasury Management Report

The FM had nothing to add and there were no questions.

- Committee noted the content of this report.

14. Tenant Participation Update

The Chairperson invited the DCE to present the report. The DCE had nothing to add and there were not questions.

- Committee considered the report and agreed the level of tenant participation activity to be satisfactory.

15. Housing Management Scorecards

The DCE presented the report and explained that the scorecards relate to the following Scottish Social Housing Charter Outcomes:

- Outcomes 2 & 3: The Customer/Landlord Relationship (communication & participation);
- Outcome 6: Neighbourhood & Community (estate management, anti-social behaviour, neighbour nuisance & tenancy disputes);
- Outcomes 7, 8, 9, 10 & 11: Access to Housing & Support (housing options, access to social housing & tenancy sustainment);
- Outcomes 13, 14 & 15: Getting Good Value from Rents & Service Charges (value for money, rents & service charges).

The TSM will present scorecards relating to Outcomes 4 (Quality of housing) and 5 (Repairs, maintenance & improvements) at the 26 June 2019 Committee meeting.

Committee welcomed this approach to measuring delivery of the Housing Charter and discussed:

- The number of abandoned homes during the reporting year.
- Managed Payments to Landlord compared to Universal Credit cases. The DCE commended Housing Management staff for the way they have

committed to the new approach required to cope with Universal Credit in order to provide maximum assistance to new and existing tenants of CHA.

- Committee considered the report and agreed the Housing Management Scorecard to be satisfactory.

16. Bad Debt Write Off

The Chairperson asked the DCE to introduce the Report. The DCE highlighted that at the end of March each year the Management Committee will be presented with a report for debts over £1,000 and details of any quarterly write offs. There were no questions.

- Committee agreed the information contained in this report to be sufficient and agreed to the approach outlined.

18. Targets 2019 2020

The DCE introduced the report and asked Committee to consider the Committee attendance target for 2019/20. After a discussion Committee agreed to retain the Target Attendance Figure of 70%.

- Committee considered there to be sufficient information and approved the 2019/20 Housing Management Targets.
- Committee agreed a 70% Committee Attendance target for 2019/20.

19. A.O.C.B

There was no A.O.C.B.

Staff left the meeting at 19:20.

17. Chief Executive Appraisal 2019

The Chairperson introduced the report and discussed it with Committee.

- Committee considered the report and agreed that the process and outcome achieved to be satisfactory with Management Committee's requirements.

The Chairperson thanked everyone for attending. The meeting ended at 19:30.