

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in St Nicholas Church Hall, Castlegate, Lanark ML11 9DZ on Wednesday 25 September 2019 at 18:00

Present: Pauline Sandford, Chairperson
Carmena Nixon, Secretary
Maggie Botham, Vice Chairperson
Patrick Ross-Taylor, Treasurer
Brian Moore
Ruth McElhinney
Hazel Galbraith
Catherine McClymont
Susanne Crayton
Jeanette Arneil

A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)
Finance Manager (FM)
Technical Services Manager (TSM)
Elizabeth Miller, Corporate Services Officer (CSO) minute

1. Apologies

The CEO welcomed everyone to the meeting and advised that he would chair the first item and the appointment of the Chairperson in accordance with CHA protocol.

The CEO advised Committee that David Robb had resigned from the Management Committee due to personal reasons. The CEO also advised Committee that he had been advised that it was the intention of Patrick Ross-Taylor and Jeanette Arneil, to retire from Committee after the meeting.

Apologies were submitted by Mary Clarke and Brian McNally. Christine Shookhye is on a leave of absence.

2. Appointment of Office Bearers

Appointment of Chairperson

Pauline Sandford was nominated as Chairperson by Susanne Crayton and the motion was seconded by Patrick Ross-Taylor. There were no other nominations.

- In accordance with the Association's Standing Orders, Management Committee appointed Pauline Sandford as Chairperson for the next 12-month period.

The CEO passed the meeting to the Chairperson.

Appointment of Vice Chairperson

Maggie Botham was nominated as Vice Chairperson by Susanne Crayton and the motion was seconded by Brian Moore. There were no other nominations.

- In accordance with the Association's Standing Orders, Management Committee appointed Maggie Botham as Vice Chairperson for the next 12-month period.

Appointment of Secretary

Carmena Nixon was nominated as Secretary by the Chairperson and the motion was seconded by Susanne Crayton. There were no other nominations.

- In accordance with the Association's Standing Orders, Management Committee appointed Carmena Nixon as Secretary for the next 12-month period.

Appointment of Treasurer

Susanne Crayton was nominated as Treasurer by the Secretary and the motion was seconded by the Vice Chairperson. There were no other nominations.

- In accordance with the Association's Standing Orders, Management Committee appointed Susanne Crayton as Treasurer for the next 12-month period.

Appointment of Signatories

The FM gave Committee an overview of the report.

Committee approved the following as signatories on the Association's bank accounts:



[Names of signatories removed from public minute – disclosure would compromise anti-fraud measures.]

3. Approval of Previous Meeting Minutes

The minute of the Committee meeting held on 28 August 2019 was checked for accuracy and approved by the Management Committee.

There were no matters arising.

Agreement on Items for AOCB

The Chairperson asked Committee if they had any items, they wished to discuss under AOCB:

- Confirmation of training venues - Committee agreed to discuss this item under AOCB.

4. Conflicts of Interest

There were no conflicts of interest.

5. Notifiable Events

There were no notifiable events.

6. Actions from Previous Meetings

The Chairperson asked the CEO to present the report to Committee. The CEO referred Committee to:

- a) Page 2, Meeting of the 5 December 2018. He told Committee that both he and the Chairperson had now met with the new Committee members to discuss the induction process. He advised the meeting was productive and told Committee that one of the suggestions was for Committee to meet 15 minutes before each meeting, to interact on a social basis. He told Committee that if agreeable, and if they can make it, this would be introduced when we move to the new office.
- b) Page 2, Meeting 27 February 2019. He advised Committee that the revised financial procedures to comply with the revised policy are now complete.

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| <ul style="list-style-type: none">• Committee considered the Actions from Previous Meetings Report and agreed that progress was satisfactory. |
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7. Health and Safety

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

The CEO advised Committee that the CSO would discuss H & S training during agenda item 8.2 and that he had nothing further to add the report.

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| <ul style="list-style-type: none">• Committee considered the Actions Plan and agreed Health & Safety administration was satisfactory. |
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8. Governance Issues

8.1 Committee Succession Planning

The Chairperson presented the report to Committee. She gave Committee an overview of the report and asked for their views. Committee discussed:

- Recruiting new tenants. The CEO advised that as part of the advertising campaign adverts would be placed in the local press, CHA's website and social media page, and posters in our offices.

- Advertising on external agencies, such as VASLAN, Social Housing News, etc. websites/e-nesletters. The CEO advised he would investigate this suggestion.
- How to encourage better representation of people with a disability, males and people within the age group between 16-44. The CEO advised he will consider Committee's suggestions when composing the advertisement.
- The recruitment process start date. The CEO advised he will compile a timetable and update Committee.

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| i) | Committee agreed the recruitment priorities for filling the four Management Committee vacancies. |
| ii) | Committee authorised the Chairperson to oversee the recruitment campaign in accordance with the Management Committee Recruitment Policy. |

The Chairperson gave Committee an overview of the Office Bearer Succession Planning section of the report. Committee discussed:

- Governance workshop. After discussion it was agreed that the CEO will look at dates in March/ April 2020 for this workshop.

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| i) | Committee considered the report and agreed the succession planning arrangements were satisfactory. |
| ii) | Committee agreed the election of Susanne Crayton as treasurer following the resignation of Patrick Ross-Taylor. |
| iii) | Committee agreed the timescale for participating in a governance workshop. |

8.2 Committee Training

The Chairperson asked the CSO to update Committee on the training plan. The CSO made Committee aware of changes to the Committee Induction Programme. She also asked Committee to confirm a date for Health and Safety training. Committee agreed that the Health and Safety training should take place on Tuesday 14 January 2020 at 6pm.

The Chairperson asked those who attended the training sessions on the 10 & 21 August 2019 for their feedback. Committee agreed that the training on the 10 August 2019, Senior Officer Remuneration, was very useful.

Committee members who attended the induction session on the 21 August 2019, Code of Conduct, advised that they had collectively provided feedback at a meeting they had with the CEO and Chairperson on the 25 September 2019. The Chairperson said that a minute of their feedback is available if anyone would like to view it.

Committee discussed Study visits and networking with other RSL's. Suggestions were made including projects involving young person support, tenant engagement, green infrastructure, energy efficiency and electric car sharing. After discussion it was agreed that Committee would review this item at the next meeting as this would allow them time to reflect on/prioritise the ideas raised, how they would organise the visits, visit dates and who would participate.

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| 1) | Committee considered the Annual Committee Training Plan and: |
| a. | Provided feedback on the training session that took place on the 10 August 2019. |

- b. Provided feedback on the induction session that took place on the 21 August 2019.
- c. Advised the CEO on:
 - the topics of interest for study/networking with other RSL's. Committee advised they would notify the CEO on the timing and delivery of study/networking visits at a later date.

8.3 Exercise of Delegated Authority

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report and advised he had nothing further to add.

- i) Committee considered the report and the appendix that detailed the levels of adherence to the Scheme of Delegated Authority contained within CHA's Standing Orders.
- ii) Committee agreed that the reported level of compliance against the Scheme of Delegated Authority was satisfactory.

8.4 Annual Returns: OSCR & FCA

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an explanation of the details contained within the report.

- i) Committee noted the content of the report and the attached 2019 Annual Returns to OSCR & FCA.
- ii) Committee approved the submission of the 2019 Annual Returns to OSCR & FCA.

9. Strategy

9.1 Referral from Audit & Risk Sub-Committee: External Review of Long-Term Financial Plans

The Chairperson invited the FM to present the report to Committee. The FM advised Committee that FMD Financial Services (FMD) had carried out a review of the Association's long term financial projections and had presented the attached report to the Audit & Risk Sub-Committee on 17 September 2019. She had nothing further to add to the report. Committee discussed:

- The Association's planned maintenance costs being higher per unit compared to other RSL's - the TSM explained this is due to several factors including, the age of properties and the date components are renewed. The TSM advised Committee that a stock survey is currently being carried out which will assist in reviewing the costs per unit.
- The frequency in which the Association will carry out an external review of long-term financial plans - The CEO advised that the Audit & Risk Sub Committee agreed that a review should be carried out every 2-3 years but sooner if there is a major change to the business plan.
- Rent Affordability – The CEO told Committee that rent affordability is a topic that the Association reviews annually during the rent setting exercise. He also told Committee that the new Value for Money policy and Statement would be discussed at agenda item 12.3.

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| <ul style="list-style-type: none">i) Committee noted the content of the report.ii) Committee agreed to the proposal to implement the recommendations in the FMD report by 12 February 2020. |
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9.2 2019/2022 Business Plan Progress

The Chairperson asked the CEO to introduce the report. The CEO gave Committee an overview of the report. With reference to Objective 4 (Review E-Business Strategy) Committee discussed the possibility of paperless meetings - it was agreed that Committee would discuss possible solutions at a future meeting.

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| <ul style="list-style-type: none">i) Committee considered the progress made against each Strategic Objective and agreed that it was satisfactory. |
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9.3 Risk Management Report

The Chairperson asked the CEO to present the report to Committee. The CEO advised Committee that at the recent Audit & Risk Sub Committee meeting it was agreed that the risk posed by service disruption by the new reactive contractor was low and should be moved.

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| <ul style="list-style-type: none">i) Committee considered the Risk Maps and Risk Management Logs and agreed they represented a robust approach to identifying and managing the risks faced by the Association.ii) Committee agreed that Risk Management Logs should be amended to include a column to display the date when each risk was added. |
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9.4 Treasury Management Report

The Chairperson asked the FM to present the report to Committee. The FM advised she had nothing further to add to the report.

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| <ul style="list-style-type: none">i) Committee noted the content of the report. |
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9.5 Stakeholder Communication Plan

The Chairperson asked the CEO to present the report to Committee. The CEO advised he had nothing further to add to the report.

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| <ul style="list-style-type: none">i) Committee considered that stakeholder communication plan and agreed no changes were necessary.ii) Committee agreed that progress against the stakeholder plan was satisfactory. |
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10. Scorecards

10.1 Corporate

The Chairperson asked the CEO to present the report to Committee. The CEO advised he had nothing further to add to the report. Committee discussed:

- Processes P2, (SHQS) – Percentage of housing stock meeting the SHQS. The TSM advised that this item will be discussed at the meeting scheduled to take place on 30 October 2019.
- Customers, C5, Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service. The TSM told Committee that July's figures are below the target set mainly due to tenants answering neither/nor satisfied.

i) Committee noted the content of the report.

10.2 Communication & Participation

Committee discussed:

- Customers, C2 Percentage of tenants who feel their landlord is good at keeping them informed about the services and decisions. The TSM told Committee that, as discussed previously, July's figures are below the target set mainly due to tenants answering neither/nor satisfied.
- Processes, P3, (EEESH) Percentage of properties that meet EEESH. The TSM gave Committee an overview of the tendering process for the 2019/20 heating replacement contract and the timescales involved. She advised further details will be discussed at the meeting scheduled to take place on the 30 October 2019.

i) Committee noted the content of the report.

11. Office Accommodation Update

The Chairperson invited the CEO to present the report to Committee. The CEO advised Committee that he had attended a site meeting on Friday 20 September 2019. He advised that a hand over date of the 1st November 19 now seems unlikely and that handover is expected either week beginning 11 or 18 November 2019.

He also advised that 2 Committee Members had recently attended a site visit along with funders from the Leader Programme.

i) Committee considered the report and advised the CEO that no further action was required.

12. Policy Review's

12.1 Health & Safety Statement

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee details of the Health and Safety Policy Statement.

- i) Committee noted the content of the report and the attached Health and Safety Policy Statement.
- ii) Committee approved the Health and Safety Policy Statement.

12.2 Repairs & Maintenance

The Chairperson invited the TSM to present the report to Committee. The TSM gave Committee a summary of the report, Committee discussed:

- Tenant Consultation – The TSM told Committee that Research Resource had conducted a tenant focus group on the draft policy. Research Resource reported that the focus group members were very positive and actively participated in the review of the document. A copy of the report on the focus group was included in the TSM's covering report.

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| i) Committee considered the revised Repairs and Maintenance Policy and approved the final version without amendments. |
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12.3 Value for Money (new policy)

The CEO gave Committee a summary of the report and the new policy. He advised Committee that there is a question on value for money in the Tenant Satisfaction Survey that is currently being carried out by Research Resource. Once the value for money information is received from Research Resource he will return to Committee with an update on the policy in March 2020. Committee discussed:

- The importance of the Annual Value for Money Statement in demonstrating CHA's performance against this policy.

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| i) Committee considered the draft Value for Money Policy and approved the final version without amendments. |
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13 Membership Applications & Removals

The Chairperson asked the CSO to present the report to Committee. The CSO advised Committee she had nothing further to add to the report.

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| i) Committee agreed there was enough information presented for them to consider the applications for membership. |
| ii) Committee agreed the applications for membership from: |

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| a) [REDACTED]; |
| b) [REDACTED]. |

[Names of membership applicants redacted from public minute – disclosure would be an actionable breach of confidence.]

14. AOCB

- a. The CEO advised Committee that the induction training taking place on Wednesday 23 October 2019 would be held in St Nicholas's Church Hall, Lanark.

The Chairperson thanked everyone for attending and the meeting ended at 20:00.