

## CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 8<sup>th</sup> December 2021 at 18:00

Present:	Maggie Botham, Chairperson
	Hazel Galbraith, Vice Chairperson
	Pauline Sandford, Vice Chairperson Mentor
	Agne Zasinaite
	Brian McNally
	Catherine McClymont
	Gillian Anderson
	Ken Greenshields
	Brian Moore
	Jacqueline McCutcheon
	Ruth McElhinney

A quorum was achieved.

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

### 1. Apologies

Apologies were received from Carmena Nixon, John Malone, Lesley McDonald and Susanne Crayton.

### 2. Approval of Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on 10<sup>th</sup> November 2021 was checked for accuracy and was approved by the Management Committee. There were no matters arising.

The Chairperson asked Committee if they had any items, they wished to discuss under AOCB. Committee did not have any items to discuss under AOCB.

### 3. Conflicts of Interest

There were no conflicts of interest.

#### 4. Notifiable Events

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report and advised they had no further updates. Committee discussed the report format and agreed that only current Notifiable Events should be included in the report.

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| i) Committee considered the report and agreed the actions of the Association have been satisfactory in relation to Notifiable Events. |
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#### 5. 2020/21 ARC – Data Correction

The Chairperson asked the TSM to present the report. The TSM gave Committee details of a data correction to the Scottish Housing Regulator in respect of CHA's 2020/2021 Annual Return on the Charter submission and the action taken by CHA to correct the submission information.

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| i) Committee considered the report and agreed that the subsequent action was satisfactory. |
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#### 6. Actions from Previous Meetings

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report and advise they had nothing further to add. Committee discussed:

- Page 2, Progress Electrical Works Contract under Phase 3 of CHA COVID-19 Route map – The TSM made Committee aware of the number of tenants who have had the work carried out and the number of tenants who still require the checks and install to be carried out. Committee was advised of the process in place for dealing with tenants who do not give entry to have the works carried out.

Brian McInally joined the meeting at 18:11

- Page 2, Arrange one-off MC meeting to discuss Market Road, Biggar detailed design proposals – The CEO advised Committee that a meeting with Biggar Community Council has been arranged for 10 January 2022. They advised Committee would be updated on the outcome of the meetings.

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory. |
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## 7. Health & Safety Update

The Chairperson asked the CEO to present the report to Committee. The CEO updated Committee on Page 3, Obtain advice on Display Screen Equipment risk assessment requirements for Committee Members. They made Committee aware that after taking advice from EVH & ACS, CHA does not need to carry out a full Display Screen Equipment risk assessment for Management Committee members. The CEO gave Committee details of the work currently carried out by the Association in assisting them in this area including providing Committee members with new laptops, comfort break during meetings and the continued help and advice from the Corporate Services Team.

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| i) Committee considered the Health & Safety Update Report and agreed progress is satisfactory. |
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## 8. Covid-19 Update

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report and made them aware that given the increase in the number of COVID (Omicron variant) cases in the West of Scotland it was decided to follow the guidance from the Scottish Government and ask all staff to work from home. They advised that on occasion staff may have to visit the office to carry out work that cannot be done at home, however, this will be managed to ensure staff safety at all times. The CEO told Committee that as before it is not envisaged that staff working from home will impact on the service to tenants and that a review of the decision will be made in mid-January 2022. Committee discussed:

- How the Omicron variant is affecting the repairs service – The TSM gave Committee details of the steps being taken by contractors to ensure the safety of their staff and CHA tenants.
- Page 10, H2, 27/11/21 – The DCE gave Committee details of the Tenant Hardship Fund and told Committee that the Housing Management Team had applied for almost £10,000 in discretionary housing payments for tenants. Committee asked that the Housing Management Team be thanked for all their hard work and effort in securing the discretionary housing payments.
- Page 10, H3, Evictions, 27/11/21 – The DCE gave Committee details of the current process regarding evictions during the COVID pandemic, and the work carried out by the Housing Management Team to help tenants avoid eviction.

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| i) Committee considered the content of the report and agreed progress in managing the impact of Covid-19 has been satisfactory. |
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## 9. Newsletter: Annual Budget & Rent Review

The Chairperson asked the CEO to present the report to Committee. The CEO told Committee that the newsletter and a covering letter detailing the individual tenants proposed rent liability for both options had been sent to all tenants. They advised Committee that the purpose of these communications was to give tenants as much information as possible so they could make an informed decision on what option to choose. They made Committee aware that, in future, they hoped to produce a newsletter reduced in size containing concise information yet, being as open & transparent as the one sent out. Committee discussed:

- The newsletter content – Committee agreed that the newsletter content was comprehensive and gave tenants the information they needed to make an informed decision.
- Consulting with the RTO – The DCE advised the RTO had been consulted by letter on the proposed increase and the newsletter content.

i) Committee noted the content of the report
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## 10. Business Plan Progress

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an outline of the report content. The advised Committee that the lack of progress with the ICT Strategy was due to competing priorities. They told Committee that they hoped to bring the draft strategy to the meeting scheduled to take place on 27<sup>th</sup> March 2022. Committee discussed:

- Page 3, Achieve 50% Community Hub occupancy – The CEO told Committee that due to COVID they were looking to review HUB usage. They told Committee this was the reason it is recommend extending the target completion date to 31 Mar 2023.

i) Committee considered the progress made against each Strategic Objective from the 2019/2022 Business Plan and agreed this is satisfactory.
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## 11. Risk Management:

### 11.1 Annual Risk Management Review Results

The Chairperson asked the CEO to present the report to Committee. The CEO made Committee aware that during the Audit & Risk Sub-Committee meeting held on 9 November 2021, CHA's Strategic and Operational Risk Maps were reviewed. This was done after previously referring to the following documents:

- September 2021 PESTEL Analysis Results.
- September 2021 Stakeholder Analysis Results.
- September 2021 SWOT Analysis Results.
- 2022/25 Business Plan Themes (approved on 29 September 2021).

- Current Strategic and Operational Risk Maps.

The CEO referenced that Risk Maps and Risk Management Logs included in the papers which represent the results of the Sub-Committee's work.

The CEO also made Committee aware that the Sub-Committee decided to retain the existing Covid-19 Risk Management Log that was developed in late-2020 and based on advice issued at that time by the Scottish Housing Regulator on Covid-19 specific issues. Committee discussed:

- Energy price inflation effect on fuel poverty and possible subsequent impact on rental income – it was agreed that a risk relating to this would be added to the Strategic Risk Map and Log. The CEO also made Committee aware of the work carried out by staff to help alleviate fuel poverty and rent arrears through grant funding, partnership working and hardship funds.
- Funding investment to meet Scottish Government Housing 2040 Zero Carbon challenges – it was agreed that a risk relating to this would be added to the Strategic Risk Map and Log.

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| i) Committee considered the report and the attached risk management documents and agreed CHA's arrangements for risk management are acceptable and require no further improvement. |
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### **11.2 Audit & Risk Sub-Committee Work Programme**

The Chairperson invited the CEO to present the report to Committee. The CEO made Committee aware that the report highlighted the Annual Work Programme and agreed standing items of business for the Audit & Risk Sub-Committee. They advised they had nothing further to add to the report.

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| i) Committee considered the Audit & Risk Sub-Committee Annual Work Programme for 2021 and agreed the progress made has been satisfactory. |
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### **11.3 Internal Auditor Contract Extension**

The Chairperson invited the CEO to present the report. The CEO told Committee that at the Audit and Risk Sub-Committee on the 9<sup>th</sup> of November 2021 it was their recommendation to extend the appointment of Wylie & Bisset to provide internal audit services to CHA until 31 March 2024.

The Audit & Risk Sub-Committee recommends that CHA extend the internal audit services contract with Wylie & Bisset for an additional two years until 31 March 2024.

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| i) Committee agreed with the Audit & Risk Sub-Committee recommendation that CHA extend the internal audit services contract with Wylie & Bisset for an additional two years until 31 March 2024 |
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The Chairperson advised a comfort break at 18:58 and asked members to resume at 17:05.

## **12. Finance:**

### **12.1 Quarterly Management Accounts - 30 Sep 2021**

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

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| i) Committee approved the Management Accounts for the period to 30 September 2021. |
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### **12.2 Treasury Management Quarterly Report**

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

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| i) Committee considered the content of the report. |
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### **12.3 Annual Treasury Management Summary**

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

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| i) Committee considered the content of the report. |
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## **13. Committee Training Update**

The Chairperson gave Committee an overview of the report and the work currently being carried out by the Chairperson, Vice Chairperson, Vice Chairperson Mentor, the CEO and CSO to establish systems for supporting, monitoring and evaluating Committee learning and development and how this links with the annual review process. The Chairperson advised that details of the work carried out by the group would be submitted to Committee for approval at a later date.

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| i) Committee noted the content of the report.  |
| ii) Committee agreed to ensure that the dates for relevant planned training activities are noted in diaries.   |
| iii) Individual Learning Statements: <ul style="list-style-type: none"><li>○ Committee members agreed to update their ILSs to reflect training activity they have undertaken.</li><li>○ Committee members agreed to review their ILS's and identify any further training required.</li></ul> |

#### 14. Applications for Membership

The Chairperson asked the CSO to present the report. The CSO advised they had no further updates to report. Committee discussed:

- Reasons for joining section of the application form – It was agreed that staff members would highlight to the applicant the need to complete this section.

i) Committee approved the application for shareholding membership from:  


#### 15. Complaints Profile Q1 and Q2 2021

The Chairperson asked the DCE to present the report. The DCE told Committee that the complaints profile information for Quarter 1 & Quarter 2 had been uploaded to the Website along with the complaints profile for 2020-2021. They explained that the report appendix showed the breakdown of complaints published.

In relation to Quarter 1 and Quarter 2 complaints, the information had been produced based on the Scottish Public Services Ombudsman's' (SPSO) suggested key performance indicators (KPI's) however, these have still to be formally approved by the SPSO.

They advised that at a recent meeting of the Complaints Handling Network it was suggested that the quantitative KPI's may not change so until such times as this is confirmed, CHA will continue reporting on the draft KPI's on the website. Committee discussed:

- Learning from complaints – The DCE advised that on a quarterly basis the Management Team review and discuss the complaints that have been received and determine what, if any, changes need to be made.

i) Committee considered the information contained within the report.  
ii) Committee considered and agreed that no additional information is required.

#### 16. Office Closing – Festive Period 2021 2022

The Chairperson asked the DCE to present the report. The DCE gave Committee details of the proposed closure details over the festive period and advised she no further updates.

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| i)  | Committee considered and agreed that there was sufficient information contained in the report. |
| ii) | Committee accepted the arrangements made for the festive period                                |

### 17. Gutter Cleaning Contract- cost approval

The Chairperson asked the TSM to present the report. The TSM told Committee that the gutter cleaning contract had been tendered for 2019 and 2020 annual contracts. Kingshill Roofing were awarded the contract, in both years, based on them having the most competitive price overall as well as a more favourable hourly rate.

Given the lack of tender returns last year (two returns were received) and the fact that Kingshill Roofing have provided an excellent service over the last two years, they were approached to price on the same basis as previously and they have returned a price of [REDACTED] which is approximately 8% higher than 20-21 price received and equates to £ [REDACTED] extra per property. This is to cover extra costs associated with the current market – increased wages and fuel costs. The hourly rate has remained the same and this is only used if any remedial works are required because of the clean

The TSM made Committee aware that given value of the contract it does not need to be tendered through Public Contracts Scotland and can be made as a Direct Award.

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| i) | Committee considered the report and agreed that Kingshill Roofing should be appointed to take forward the contract. |
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### 18. A.O.C.B.

There was no AOCB discussed.

The Chairperson thanked everyone for attending and the meeting.

The meeting ended at 19:30