

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in CHA Community Hub, 39 North Vennel, Lanark ML11 7PT on Wednesday 26 February 2020 at 18:00

Present: Pauline Sandford, Chairperson
Maggie Botham, Vice Chairperson
Susanne Crayton, Treasurer
Mary Clarke
Catherine McClymont
Ruth McElhinney
Brian McNally
Christine Shookhye
Brian Moore
John Malone
Ken Greenshields
Diana MacLean
Jacqueline McCutcheon
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
Elaine Byrne, Arneil Johnstone, Observer

1. Apologies

The Chairperson welcomed everyone to the meeting.

Apologies were submitted by Hazel Galbraith and Carmena Nixon.

The Chairperson welcomed Elaine Byrne from Arneil Johnstone, to the meeting.

2. Previous Meeting Minutes & Matters Arising

The CEO advised Committee that the minutes of the 19 & 26 February 20 will be submitted at the next meeting, scheduled to take place on the 25th March 20, for approval.

3. Conflicts of Interest

John Malone, declared a conflict of interest for agenda item 9, Landscape Maintenance Contract Renewal.

4. Notifiable Events

There were no notifiable events.

5. Actions from Previous Minutes

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

- Page 2, Procure External Audit Services –Committee discussed the tender panel. After discussion it was agreed that the FM, CEO, Treasurer and Vice Chairperson will make up the tender panel.
- Page 2, Suggestions on who Committee would like to see open the Community Hub & New Office. [Redacted]
[Redacted]
[Redacted]. [Details redacted – disclosure would be an actionable breach of confidence.]
- Page 2, Invite MC members to arrive for meetings at 5.45pm in order to meet new members. Committee agreed that the invitation time for meetings should be 5.30pm for the 6pm meeting.

- | |
|--|
| i) 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.

Committee did not have any AOCB items to discuss.

7. Health & Safety Update

The Chairperson invited the CEO to present the report to Committee. The CEO told Committee that the Health & Safety risk assessments for the new office would now commence and he would report to Committee on the outcomes.

- | |
|--|
| i) Committee considered the content of the action plan and agreed the Health & Safety administration of CHA is satisfactory. |
|--|

8. Referral from Audit & Risk Sub-Committee: External Auditor Procurement

The Chairperson invited the FM to present the report to Committee. The FM reminded Committee that the Treasurer and Vice Chairperson would join her and the CEO on the tender panel. She gave Committee an overview of the report detailing the timetable of events. Committee discussed:

- Public Contracts Scotland Website – The FM gave Committee details of the information that interested parties would be able to view
- The Quality/Price ratio – The FM gave Committee the reasons why the Association opted for the 70/30 Quality/Price ratio
- The number of companies that will be shortlisted – The FM advised that they have not set a limit on the number of companies that will be shortlisted.

- i) Committee approved the proposals for the formal tendering process via Public Contracts Scotland for procuring external audit services
- ii) Committee approved the draft tender for provision of external audit services as per appendix A of the report
- iii) Committee approved a Quality/Price ratio of 70/30 for use in the external audit procurement process
- iv) Committee selected the Treasurer and Vice Chairperson to form an External Audit Tender Panel with the FM & CEO
- v) Committee granted delegated authority to the External Audit Tender Panel to implement stages 2 and 3 of the procurement Process as presented in the report

John Malone left the meeting at 18:17.

9. Landscape Maintenance Contract Renewal

The Chairperson asked the TSM to present the report to Committee. The TSM gave Committee details of the content of the report and asked for their views and questions regarding Nature, formerly McDermott Contracts retaining the contract for a further year. Committee discussed:

- Tenants Landscape maintenance complaints – The TSM told Committee that after receiving complaints from tenants in 2 estates staff visited the estates with the contractor to determine what the issues were. It was noted that the grass was not cut to the desired length but this was down to the inclement weather and moss both of which were out with the contractor's control.
- Tender specification – The TSM advised that moss treatment was part of the tender specification.
- Change from grass areas to wild flower areas – It was agreed that the TSM would review this at a later date.
- Contractor performance – The TSM told Committee that she was meeting with the contractor soon to discuss the contract specification. She advised that her team would be holding regular meetings with the contractor, throughout the contract period, to discuss their performance and any issues that may arise.
- Existing contract costs – The TSM advised the contract costs have remained the same for the last 3 years.

- i) Committee considered and agreed that, in terms of the service, the costs represented good value for money and that the services of Nurture Landscapes should be retained.

John Malone returned to the meeting at 18:29.

10. Quarterly Management Accounts

The Chairperson asked the FM to present the report to Committee. The FM gave Committee an overview of the report content and advised that the Audit and Risk Sub-Committee discussed the report at their recent meeting. Committee discussed:

- Page 2, item 1.6, Planned Maintenance Expenditure – The FM highlighted to Committee the main reasons for the overspend, as set out in the report.
- Page 2, item 1.7, Mortgage interest – The FM told Committee that the variable loans assumption on interest costs was less than expected.
- Page 2, item 1.8, Service Costs – The FM advised that this was due to the costs for electricity usage in communal areas being estimated. The estimated costs were higher than actual consumption.

i) Committee approved the Management Accounts for the period to 31 December 2019

11. Treasury Management Report

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

- CHA's borrowings compared to Housing Association average. The FM advised that the SHR will publish a summary of the findings of their analysis of RSL loan portfolio returns at 31 March 2020. When published this will allow CHA to compare their ratios to other RSL's.
- Benchmarking with other RSL's – Committee were advised that CHA have been members of the Scottish Housing Network (SHN) for the past 2 years. Committee were told that being part of the SHN gives CHA a means of benchmarking against their peers. CHA also has access to the Value for Money tool and other RSL's which allows good practice exchange and information sharing.

i) Committee considered and discussed the content of the report.

12. Housing Management Scorecard

The Chairperson asked the DCE to present the report to Committee. The DCE told Committee she had nothing further to add to the report. Committee discussed

- Scorecard 7- 9 P6, Percentage of lets during the reporting year to homeless applicants: the DCE advised that this was mainly due to the lack of demand for empty properties in more rural areas.
- Homeless profiling – The DCE advised that she will meet with SLC to discuss profiling and other issues affecting homelessness and report back to Committee.
- Information to tenants on village/town amenities. The DCE advised that the Housing Management Team talk to prospective tenants advising them on a number of matters including the village/team amenities. She also advised this information is also available on CHA's website.
- Scorecard 13, F2, Gross arrears as at 31 March each year as a percentage of rent due that financial year (all arrears). The DCE gave Committee an overview of how the gross and the Technical Arrears figures are calculated and the problems faced calculating technical arrears due to Universal Credit payments.

i) Committee noted and discussed the content of the report.

13. Housing Management Operational Update

The Chairperson asked the DCE to present the report to Committee. The DCE gave Committee an overview of the report. She highlighted the work carried out by [REDACTED], [Name redacted from public minute – disclosure would be an actionable breach of confidence] Housing Officer, in helping a tenant with a complex welfare benefit problem. Committee discussed:

- Help with Universal Credit issues – The DCE advised that staff receive support from local DWP staff.

Committee agreed that the DCE and Housing Management Team are doing an excellent job in dealing with the challenges faced by Universal Credit.

Committee also asked that [REDACTED] be congratulated on [REDACTED] excellent work assisting the tenant in what proved to be a very difficult case.

i) Committee considered and discussed the content of the report.

14. Corporate Scorecard

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. Committee discussed:

- PIL2, Percentage Committee attendance at Committee meetings. Committee agreed that after 4 years of using external venues to host meetings the new office would have a positive impact on Committee attendance.

i) Committee noted and discussed the content of the report.

15. Tenant Engagement Report

The Chairperson asked the DCE to present the report to Committee. The DCE gave Committee a detailed overview of the report and asked for their views and comments. Committee discussed:

- Alternative ways to engage with tenants – Committee discussed and suggested that using online surveys, emails and open days may help boost tenant engagement

i) Committee considered and discussed the content of the report.

The Chairperson thanked everyone for attending and the meeting ended at 19:15.