

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 28th October 2020 at 18:00

Present: Pauline Sandford, Chairperson
Susanne Crayton, Treasurer
Maggie Botham, Vice Chairperson
Brian McInally
Brian Moore
Catherine McClymont
Hazel Galbraith
Jacqueline McCutcheon
Ken Greenshields
Mary Clarke
Ruth McElhinney

A quorum was achieved.

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

1. Apologies

The Chairperson welcomed Agne Zasinaite to the meeting.

Apologies were submitted by Carmena Nixon, John Malone and Diana MacLean.

Agreement on Items for AOCB

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

- a. The CEO, meeting dates.
- b. The TSM, notifiable event.
- c. Brian McInally, SHAPS Pension event.

Committee agreed to discuss these items under AOCB.

2. Approval of Previous Meeting Minutes

The minute of the Committee meeting held on 30th September 2020 was checked for accuracy, one amendment was noted. The amended minute was approved by the Management Committee.

3. Matter Arising

There were no matters arising.

4. Conflicts of Interest

Susanne Crayton declared a conflict of interest for agenda item 10, Post Contract Development Projects.

5. Notifiable Events

The Chairperson invited the CEO to present the report to Committee. The CEO told Committee he had nothing further to add to the report. He advised that the TSM would be discussing a notifiable event with them under AOCB.

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| i) Committee considered the report and agreed the actions of the Association were satisfactory in relation to Notifiable Events. |
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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 advised he had nothing further to add to the report

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress was satisfactory. |
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7. COVID-19 Update

The Chairperson asked the CEO to present the report to Committee. The CEO highlighted to Committee the areas that had changed from the last time the report had been submitted to Committee, they were:

- Page 3, Section G3, Risk Management: The CEO told Committee that the Management Team had completed the development of the COVID 19 Risk Log which will be presented to the Audit & Risk Sub-Committee meeting scheduled to take place on Tuesday the 10th November 2020 and thereafter to the Management Committee Meeting on the 11th November 2020.
- Page 5, Section 13, System Stability and Access: The CEO told Committee that he was pleased to announce that CHA had received the Cyber Essentials Certification. He advised that Cyber Essentials is a Government-backed, industry-supported scheme to help organisations protect themselves against common online threats. He told Committee that CHA had received valuable support and advice from their IT specialists Sabre Systems.
- Page 7, Section A1.3, Gas Safety Checks: The TSM advised Committee that, to date, 290 (98.3%) successful gas safety checks had been carried out. She advised that 4 gas meters had been capped for no access issues and that appointments had been made to attend the 6 remaining properties to carry out the checks.

Maggie Botham left the meeting at 18:25 due to technical issues.

Committee discussed:

- The impact on staff attendance in office and staff morale if Lanarkshire enters tier 4 of coronavirus restrictions – The CEO advised that it is CHA's default position that if staff feel uncomfortable coming into the office then they can continue to work from home. He told Committee that currently most staff are happy to come into the office to work as it alleviates the feelings of isolation and loneliness. Those staff members that are working in the office are on board with and adhering to office protocols. He advised that the Office Occupation Group were meeting on Thursday the 29th October 2020 to refresh the guides and present these to staff for approval.
- The impact on reactive repairs and planned and cyclical works if Lanarkshire enters tier 4 of coronavirus restrictions – The TSM advised Committee that CHA can continue with any outdoor work that has been planned. She advised that a level 4 lockdown situation could impact on indoor works as tenants may be unwilling to allow contractors to visit them at home during this period. She said that to help alleviate these fears the Technical Services Team will continue to work with and communicate with tenants on this matter. The TSM told Committee that CHA will continue to follow the guidance from the Scottish Government and will keep Committee updated on the impact this has on CHA and their contractors.
- The impact on service delivery if Lanarkshire enters tier 4 of coronavirus restrictions – The DCE advised that tier 4 restrictions may impact on the allocation of properties, however, she was confident that the new measures that CHA had put in place from the last lockdown would help lessen the impact.

Maggie Botham returned to the meeting at 18:31.

- Page 10, Housing Management, Q2, Neighbour Complaints: Committee asked for clarification on what was meant by challenging and complex complaints. The DCE told Committee that it was the Housing Management Teams experience that due to the deterioration of mental health and tolerance levels tenants expectations were difficult to manage and therefore it was proving difficult for CHA to resolve the complaints.

i) Committee considered the report and agreed no amendments to the format, structure and content were necessary.
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8. Governance

8.1 Committee Induction Update Report

The Chairperson presented this report to Committee. She thanked the working group and inductees for giving up their time and for making this project a success. She gave Committee an overview of the report and highlighted the conclusions reached and what the next steps would be.

The inductees advised Committee that:

- the report reflected the discussions they had with the working group;
- the meetings with the Management Team had helped them to settle in as a Committee member and understand how CHA operates.

Jacqueline McCutcheon joined the meeting at 18:41.

The CEO told Committee that inductees and all other Management Committee members should continue to consider training sessions from external providers. This may include face to face training (or virtual training) the use of online training modules by providers such as SHARE and to read the training materials from previous training sessions which can be found on the secure area of CHA's website.

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| i) Committee considered the report and agreed that the approach taken to Committee induction was satisfactory. |
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8.2 Update on Chair & Vice Chair Role Descriptions

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an update on the report and advised a full report will be presented at the Management Committee meeting scheduled to take place on the 9th December 2020.

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| i) Committee considered and noted the content of the report. |
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8.3 Governance Working Group Outcome Report

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

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| i) Committee considered the report and appendices. |
| ii) The Working Group members reviewed the minute of the meeting that took place on 12 October 2020 and agreed the final version. |
| iii) Committee reviewed the summary of outcomes and approved the final version for implementation |
| iv) Committee agreed extending the remit of the working group to include Committee training, induction, and appraisal. |

Comfort Break

The Chairperson advised a comfort break at 18:52 and asked members to resume at 19:03

Susanne Crayton left the meeting at 19:03

10. Post Contract

The Chairperson asked the TSM to present the report to Committee. The TSM gave Committee an update on McAlpine Avenue & Park Biggar and advised she will update Committee when the situation has been resolved.

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| i) Committee considered the report and agreed that progress was satisfactory. |
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Susanne Crayton returned to the meeting at 19:05

9. Development Activity Report

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee details of the meeting scheduled to take place on Thursday the 29th October 2020. He told Committee that he would have more to report at the meeting scheduled to take place on Wednesday the 11th November 2020. Committee were asked for their views on the potential development activity:

- Exciting and that CHA should explore further;
- Would be more inclined to go forward with it if it were not for COVID situation would like to see financial reports and plans;
- Need to know what the house mix would be and what the demand for the houses would be;
- Collaborative working could be good for CHA;
- What funding streams are available.

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| i) Committee noted the content of the report. |
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11. Stage 3 Medical Adaptations

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

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| i) Committee considered the report and agreed that performance was satisfactory. |
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12. 2019/20 & 2020/21 Planned & Cyclical Maintenance

The Chairperson asked the TSM to present the report to Committee. The TSM gave Committee an explanation of the content of the report. She told Committee that due to supply chain issues with the quantum storage heaters, CHA were now looking at alternative central heating systems. She made Committee aware of the implications of changing the contract specification and the work that is being carried out by CHA to

review the impact such a change would have on tenants, funding, and procurement rules. The TSM told Committee that she would provide a full report on the financial, contractual, and legal aspects of any change to the heating systems to Committee in the near future. Committee discussed:

- Downlighters and loft insulation – The TSM advised that CHA did not install downlighters in their properties and if these were installed by the tenant CHA would remove them once the property became void. She assured Committee that the contractor carrying out the insulation works was Trust Marked Accredited and would be aware of the specific way the insulation should be laid;
- Funding streams – The TSM advised she is currently looking into various funding opportunities such as the Renewable Heat Incentive (RHI), HEEPS etc., and would make Committee aware of the funding streams available and the costs and implications to CHA;
- Air Source Heat Pumps – The TSM advised this was an area that she is looking into. She told Committee that whatever system is installed the Technical Services Team would work closely with tenants to offer advice, support, and educate them on how the new system works.
- The TSM is aiming to have a report ready for presentation to MC in late-November 2020.

i) Committee noted the content of the report.

13. Reactive Maintenance Contract

The Chairperson asked the TSM to present the report to Committee. The TSM gave Committee an overview of the report and advised that they were being asked to consider extending the Reactive Maintenance Contract for lots 1 & 2 to Davidson & Lindsay Electrical Services (DLES).

i) Committee considered the contract for Reactive Maintenance Services for lots 1 & 2 and agreed these should be extended for a further 2 years with the current contractor from 1st November 2020.

14. Tenant & Resident Safety Report

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

i) Committee agreed that CHA's adherence to their statutory responsibilities was satisfactory.

15. Confidential Staffing Report

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report.

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| i) | Committee noted the appointments summarised in the report for the posts of Temporary Technical Services Officer and Temporary Technical Services Assistant. |
| ii) | Committee considered and agreed the proposal not to fill the temporary vacancy for the Part-Time Corporate Services Assistant at this time and agreed to review this periodically in response to reports from the CEO. |

16. Application for Membership

The Chairperson presented the report to Committee and advised she had nothing further to add.

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| i) | Committee agreed that there was enough information presented in the report to consider the application for membership. |
| ii) | Committee agreed the application for membership from Agne Zasinaite. |

The Chairperson thanked Agne Zasinaite for her attendance at the meeting. Ms Zasinaite left the meeting at 19:40.

17. Management Committee Vacancy - Discussion

The Chairperson presented the report to Committee. The asked Committee for their views on Agne Zasinaite joining the Management Committee. Committee agreed that she would be a welcome addition to the Management Committee

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| i) | Committee considered the application to join the Management Committee from Ms Agne Zasinaite and advised the CEO that they agree her appointment to the Management Committee of Clydesdale Housing Association. |
| ii) | Committee asked the CEO to advise Ms Zasinaite of their decision |

17.AOCB

- a. EVH Event - Brian McNally advised Committee that he and John Malone will be attending EVH's virtual SHAPS pension event on Tuesday 3rd November 2020.
- b. The CEO told Committee that due to personal circumstances the FM will not be able to provide the Annual Budget Training Session scheduled to take place on Wednesday the 4th November 2020. He asked Committee, if needed, to postpone the meeting scheduled to take place on the 11 November 2020 and reschedule for Wednesday the 25th November 2020.

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| i) | Committee agreed that, if necessary, the meeting scheduled to take place on the 11 th November 2020 could be rescheduled to Wednesday the 25 th November 2020. |
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- c. The TSM shared a Notifiable Event Report with Committee. She detailed the circumstances surrounding the event and made Committee aware of the work being currently carried out by CHA to address the issue.

i) Committee agreed that the course of action to date was satisfactory.

The Chairperson thanked everyone for attending and the meeting ended at 19:50.