

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 26th May 2021 at 18:00

Present: Pauline Sandford, Chairperson
Maggie Botham, Vice Chairperson
Carmena Nixon, Secretary
Susanne Crayton, Treasurer
Agne Zasinaite
Brian McInally
Brian Moore
Catherine McClymont
Hazel Galbraith
Jacqueline McCutcheon
John Malone
Ken Greenshields
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)
Olwyn Gaffney, SHARE Training
Elizabeth Miller, Corporate Services Officer (CSO) minute

The Vice Chairperson welcomed everyone to the meeting.

1. Apologies

No apologies were submitted.

Mary Clarke is on a leave of absence.

Agreement on Items for A.O.C.B

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

- a. TSM – Kit for Kids
- b. FM – SHAPS Pension Scheme

2. Approval of Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on 28th April 2021 was checked for accuracy and was approved by the Management Committee.

Matters Arising

- a. Page 4, Social Housing Fuel Support Fund - The CEO advised that the staff working group had met to discuss the rollout of the vouchers. He advised that a programme had been drafted and it is envisaged that the rollout would take approx. 7 weeks. He advised he would keep Committee updated on progress.

3. Conflicts of Interests

There were no conflicts of interests.

4. Outcome Report on Committee Appraisals

The Vice Chairperson invited Olwyn Gaffney from SHARE Training to present the report to Committee. Ms Gaffney gave Committee an overview of the report focusing on:

- Her observation of the Management Committee meeting she attended on 24th February 2021.
- Committee members self-reflection on their involvement with Committee
- Committee members effectiveness
- Key Roles and Committee members experience
- Committee members level of knowledge and their skills & abilities
- Feedback on the Chairperson's 360-degree appraisal
- Recommendations
- Committee's Learning & Development Plan

Committee discussed:

- Future Office Bearer roles
- Committee members preferred leaning styles
- The work being carried out by the Governance Working Group

Committee thanked Ms Gaffney for her work in planning and carrying out the appraisals.

i) Committee considered the report

Olwyn Gaffney left the meeting at 18:23

5. Referrals from the Audit & Risk Sub-Committee

5.1 2020/21 Annual Internal Audit Report

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

i) Committee noted the content of the Internal Audit 2020/2021 Annual Report
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5.2 External Auditor Appointment

The Vice Chairperson invited the FM to introduce the report to Committee. The FM made Committee aware of the External Auditor interviews that took place on the 5th May 2021. She advised that she was now looking for Committee to approve the decision taken by the Audit & Risk Sub-Committee to re-appoint Alexander Sloan as external auditor for the period from 31 March 2022 to 31 March 2026.

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| i) Committee ratified the decision of the Audit & Risk Sub-Committee to recommend the re-appointment of Alexander Sloan as external auditor to shareholding members at the 2021 Annual General Meeting |
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5.3 Amendment to Audit & Risk Sub-Committee Terms of Reference

The Vice Chairperson asked the CEO to present the report. The CEO gave Committee details of the current Sub-Committee Terms of Reference and noted two items as matters reserved for the Management Committee which the Sub-Committee advises on. The CEO advised that it was the view of the Sub-Committee that, in the interests of improving the efficiency of CHA's governance arrangements, that both of these items be removed from the Sub-Committee's Terms of Reference and that both matters be reported exclusively to Management Committee. Committee discussed:

- Membership of the Sub-Committee – Committee discussed future vacancies on the Sub-Committee. It was agreed that Committee members could, if they wish, attend meetings as an observer to view how the Sub-Committee operate.

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| i) Committee agreed to remove the following items from the Terms of Reference for the Audit & Risk Sub-Committee: <ul style="list-style-type: none">• Review of management accounts bringing to the attention of Management Committee any major areas of concern.• Review of annual budget and rent and other service charge setting and making recommendations to the Management Committee along with any areas of concern. |
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Jacqueline McCutcheon left the meeting at 18:28 due to IT issues.

6 Notifiable Events

The Vice Chairperson invited the CEO to give a verbal report to Committee. The CEO made Committee aware that the Financial Conduct Authority acknowledged registration of CHA's new Rules on 7 May 2021. CHA's solicitors have notified the Scottish Housing Regulator and a copy of the rules have been uploaded to the Scottish Housing Regulator's portal. He also advised that the OSCR notification form had been issued.

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| i) Committee consider the report and agreed the actions of the Association have been satisfactory in relation to Notifiable Events. |
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7 Actions from Previous meetings

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

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

The Vice Chairperson invited the CEO to present the report. The CEO gave Committee an overview of the Health & Safety Action Plan.

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| i) Committee consider the Health & Safety Update Report and agreed progress is satisfactory |
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9 COVID – 19 Update

The Vice Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report. He advised that the report has been structured into key subject areas and it is intended those new monthly entries will be added whilst retaining previous updates in order to provide journey tracking by the Committee. He asked Committee to consider the report, discuss its content and determine any amendments to its format, structure and content going forward. Committee discussed:

- The report content– Committee agreed that the report content should be on a month-by-month basis and give details of the last quarters entries.
- The report format – Committee agreed the report format should remain the same.
- The Office re-opening – The CEO advised the Office Working Group will resume on the 9th June 2021 to look at office re-opening arrangement.

Jacqueline McCutcheon re-joined the meeting at 18:45.

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| i) Committee considered the content of this report and agreed progress in managing the impact of Covid-19 has been satisfactory. |
| ii) Committee advised the CEO that the report should continue to be presented at meeting and advised on the content and structure of the report. |

Comfort Break - The Vice Chairperson advised a comfort break at 18:57 and asked members to resume at 19:02.

10. Annual Return on the Housing Charter

The Vice Chairperson asked the DCE to present the report to Committee. The DCE gave Committee an overview of the information contained within the Annual Return on the Charter (ARC) for 2020 2021. She advised the return has to be approved by the Management Committee before it is submitted to the Scottish Housing Regulator. Committee discussed:

- The content of the ARC – Committee agreed that it was a fantastic report and thanked staff for their achievements during what was a very difficult year.
- Comparison with other Landlords – The DCE advise that this information will be available later in the year on the Scottish Housing Regulator’s website.
- The Energy Efficiency Standard for Social Housing (ESSH) – The TSM gave Committee details of those properties currently not meeting ESSH and the reasons why they do not meet the standard. She highlighted to Committee the work the Association had already undertaken to reduce the number of properties not meeting the standard and the work that will be carried out in the current financial year to these properties including the heating programme.

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| i) | Committee considered and agreed there was sufficient information contained with the report. |
| ii) | Committee approved the Annual Return on the Charter for 2020 2021 for submission to the Scottish Housing Regulator by 31 May 2021. |

11. Annual Target Setting 2021/22

The Vice Chairperson invited the DCE to present the report to Committee. The DCE told Committee that in 2020-2021 Committee agreed not to set targets due to the restrictions imposed by Covid 19. She advised the regular Balanced Scorecard reports were replaced with a monthly Covid 19 report which provided a monthly overview of issues affecting service delivery and the steps taken to address these.

The DCE advised that with the easing of lockdown restrictions it is now appropriate to circulate the Balanced Scorecards again and to consider targets. She told Committee that the proposed targets for 2021 2022 were attached in a spreadsheet for consideration by them.

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| i) | Committee considered and agreed there was sufficient information to approve the 2021-2022 targets. |
| ii) | Committee after consideration, approved the targets for 2021-2022. |

12. Quarterly Management Accounts

The Vice Chairperson asked the FM to present the report to Committee. The FM gave Committee a summary of the report focusing on:

- The Property Revenue Account within the Statement of Comprehensive Income.
- Net rent, service charge and factoring income
- Property Revenue Costs for the year
- The Total Surplus for the Period
- The impact Covid-19 has had on budgets
- The reasons for the main variances from the budget

i) Committee approved the Management Accounts for the period to 31 March 2021.

13. Treasury Management Report

The Vice Chairperson asked the TSM to present the report to Committee. The FM told Committee that the report covered treasury management activities in the quarter and provides an update on the Association's borrowings and investments at the end of the quarter. She advised she had no further updates to the report. Committee discussed:

- Page 2, Interest – The FM advised that the sum quoted in the report was correct.

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

14. Housing Management Scorecards

The Vice Chairperson asked the DCE to present the report to Committee. The DCE gave Committee an overview of the report content and advised she had no further updates to the report. Committee discussed:

- The report contents – Committee agreed that given the challenges staff faced during the difficult year they had done an amazing job.

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

15. Customer Feedback Software Proposal

The Vice Chairperson asked the DCE to present the report to Committee. The DCE gave Committee details of the ways in which the Association currently carry out tenant feedback surveys:

- 1) A comprehensive customer satisfaction survey carried out every three years.
- 2) External company carrying out 40 phone surveys every month.

She advised that the results of the comprehensive satisfaction surveys provided valuable information which is used to influence the services provided however, given the information gathered is only a snapshot in time it is important to continue to gather customer satisfaction feedback.

The DCE told Committee that she had received a demonstration of software which connects with SDM, the Association's integrated housing management software. She gave Committee an overview of the benefits of the software and a cost comparison of software and current methods used. Committee discussed:

- Text costs to tenants – The DCE advised she would gather this information and update Committee.
- Tenant preferences (paper, digital, telephone) – The DCE advised that there are ways in which the Association could meet the tenants' preferences.
- Other Housing Associations using the software – The DCE advised that she is aware of a large local Housing Association who use the software.
- How CHA would rollout the consultation programme – The DCE advised that that they would take a cautious approach to ensure tenants did not get 'survey fatigue'
- Staff resources – The DCE advised that a working group would be set up to plan a strategic approach to sending out surveys. The CEO advised that the Association would review their staffing resources if required.
- Value for money – The DCE gave the costs for both the software and the current survey costs.
- The Terms & Conditions – The DCE advised she would gather this information and update Committee.

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| <ul style="list-style-type: none"> i) ii) | <p>Committee considered and discussed the content of the report.</p> <p>The Committee agreed to delegate the decision to pursue or abort the purchase of CX-Feedback software to the CEO subject to further information on the following being acceptable:</p> <ul style="list-style-type: none"> • Cost of replying to surveys for tenants; • Length of minimum licence period. |
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Brian Moore left the meeting at 19:56

16. Governance Working Group Update

The Vice Chairperson gave Committee an update on the progress made by the Governance Working Group. She advised that the Working Group Terms of Reference require outputs to be reported to Management Committee by the end of May 2021. However, it is anticipated that up to two more meetings of the Group will be required in order to complete its work. She asked Committee's approval to extended to the end date to September 2021. She also advised Committee that all papers and Working Group minutes are available for Committee Members to access via the secure website area.

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| <ul style="list-style-type: none"> i) | <p>Committee considered the report and agreed progress made thus far by the Governance Working Group was satisfactory.</p> |
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| ii) Committee agreed to extend the deadline for the Working Group to report to Management Committee on its outputs to the end of September 2021 |
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17. AOCB

- a. The TSM made Committee aware that staff had collected £127 for a local charity, Kits for Kids. The Charity help families who are struggling and need help from their communities. They are looking for donations to support both primary school and secondary school aged children. The TSM asked Committee if they would like to increase donation from the Association – Committee agreed to increase the donation to £300. The additional £173 should be taken from the donation budget.
- b. The FM advised Committee of a SHAPS pension event EVH were hosting and asked if anyone would like to attend. John Malone advise he would attend on behalf of the Association.

The Vice Chairperson thanked everyone for attending and the meeting ended at 20:03.