

## CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the Association office at 39 North Vennel, Lanark on Wednesday the 25<sup>th</sup> January 2023 at 18:00.

Present: Hazel Galbraith, Vice Chairperson  
Brian McNally  
Ken Greenshields  
Lesley McDonald  
Pauline Sandford  
Ruth McElhinney  
Ross Gowland  
Susanne Crayton

A quorum was achieved.

In Attendance: The Chief Executive (CEO)  
Finance Manager (FM)  
Housing Manager (HM)  
Lorna Shaw, Research Resource  
Elizabeth Miller, Corporate Services Officer (CSO) minute

The Vice Chairperson welcomed Lorna Shaw to the meeting.

### 1. Apologies

Apologies were received from Agne Zasinate, Gillian Anderson, Jacqueline McCutcheon, John Malone and Maggie Botham.

### 2. Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 7<sup>th</sup> of December 2022 was checked for accuracy and was approved by the Management Committee.

### Matters Arising

- Page 2, agenda item 8, Newsletter: Annual Budget and Rent Review – The CEO gave Committee an update on the number of responses to the Rent Consultation survey to date. They gave details on the further action being taken by the Association to encourage tenants to respond to the survey electronically.
- Page 3, agenda item 9.2, Committee Member Recruitment – The CEO told Committee that the recruitment advert had been placed on CHA's Facebook page, CHA Website, Goodmoves, Scottish Housing News, the local press and VASLAN. They advised that posters had also been displayed in local public buildings. They let Committee know the number of application packs that had, to date, been issued and advised they would further update Committee after the 3<sup>rd</sup> February 2023, the deadline for applications.

- Page 5, agenda item 12, Committee Training Update – The CEO reminded Committee of the upcoming training taking place in February 2023.

### 3. Conflicts of Interest

There were no conflicts of interests noted.

### 4. 2022 Tenant Satisfaction Results

The Vice Chairperson asked Lorna Shaw (LS) from Research Resource to present the 2022 Tenant Satisfaction results to the Management Committee.

LS gave Committee details of the Satisfaction results focusing on:

- The number of interviews that had taken place over the period 16<sup>th</sup> November to the 6<sup>th</sup> December 2022.
- The overall satisfaction figure for 2022 and how this compared favourably to the 2016 and 2019 results. They also advised that the Association's 2022 result of 93% was above the national average of 88%.
- Tenant's thoughts on how well CHA keeps them informed and how this compared to the last two satisfaction surveys carried out. LS advised that the Association's 2022 result of 98% was above the national average of 91%
- How tenants viewed the opportunities given to them to participate in the decision-making process and how this compared the 2016 and 2019 results. They also advised that the Association's 2022 result of 98% was above the national average of 87%.
- Tenant's views on the quality of their homes and the 10% increase in satisfaction levels from 2016. LS advised that the Association's 2022 result of 94% was above the national average of 85%
- Tenant's opinions on the management of their neighbourhoods and the increase in tenants stating they were very satisfied with this service. It was noted that the Association's result of 91% was above the national average of 85%
- Tenant's views from 2016, 2019 and 2022 on the rent they pay representing good value for money. LS told Committee that the Association's result of 87% was above the national average of 83%.
- Tenant's contact and communication preferences and internet access information
- Rent affordability and tenants financial concerns over fuel bills
- Tenant's views on what were their top priorities.

Committee discussed:

- Keeping tenants informed, Newsletters – Committee agreed that, for the time being, the newsletter should continue to be sent to tenants in paper format.
- Social Media – LS told Committee that tenants were asked about Social Media platforms when asked about the contact methods they prefer to use when being kept informed and also the contact methods they would prefer to use when contacting the Association.
- National Average trend – LS advised that after reviewing ARC returns, it is their opinion that the national average trend is going down.
- The 6% increase from 2019 in the number of tenants satisfied with the quality of their homes – the CEO told Committee that the increase could be as a result of the Association's investment programme in tenant's homes in particular the heating contract.

Committee agreed that the results were very positive and thanked staff for their hard work.

The Vice Chairperson thanked LS for presenting and explaining the satisfaction results to Committee. LS left the meeting at 18:40.

## 5. Notifiable Events

The Vice Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report and advised they had no further updates.

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| i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events. |
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## 6. Actions from Previous Meetings

The Vice Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report and advised they had no updates to add. Committee discussed:

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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 Vice Chairperson asked the CEO to present the report. The CEO told Committee that they had no health and safety matters to discuss.

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| i) Committee considered the Health & Safety Update Report and agreed progress was satisfactory. |
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## 8. Social Housing Rent Cap Update

The Vice Chairperson invited the CEO to present the report. The CEO gave Committee details of the report content and advised that avoiding the continuation of the Act's powers to restrict RSLs' rent setting is an achievement for the sector. They advised that this will allow Management Committee to consider introducing a rent increase when it meets on 8 February 2023 to review the results of the tenant's consultation process and final draft budget for 2023/2024.

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| i) Committee noted the report and considered the consequences for the 2023/24 rent setting decision that will take place on 8 February 2023. |
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## 9. CHA Mould and Dampness Report

In the TSM's absence the Vice Chairperson invited the CEO to present the report. The CEO gave Committee details of the letter to Registered Social Landlords (RSL's) from the Scottish Housing Regulator (SHR), detailing the need for RSL's to review their current arrangements for managing mould and dampness within their properties.

The CEO made Committee aware of the Association's current position on this matter. They advised the steps the Association are currently taking to assess current practices and how these match up against the recommendations noted in the Housing Ombudsman's report. Committee discussed:

- Home visits – The CEO told Committee that if a tenant reports that they have mould, condensation or dampness issues a member of the Technical Services Team visits the tenant's home to view the issue. The staff member will assess if follow up action is required. They also made Committee aware the Technical Inspector visits all Association properties over a 5-year period and reports any signs of mould, condensation or dampness in a property.
- The report content – Committee agreed that it was a very pro-active report and reflected the culture of the Association on this issue.

i) Committee considered the report and agreed the progress noted was satisfactory.
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The chairperson announced a 10-minute comfort break at 18:58.

Committee returned to the meeting at 19:08.

## 10. Post Contract Development Projects

In the TSM's absence the Vice Chairperson invited the CEO to present the report. The CEO told Committee that they had nothing further to add to the report content.

ii) Committee considered the report and agreed progress was satisfactory.
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## 11. Housing Quality & Maintenance Scorecard

In the TSM's absence the Vice Chairperson invited the CEO to present the report. The CEO gave Committee details of the content and format of the report.

i) Committee noted the content of the report.
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## 12. Planned & Cyclical Maintenance progress

In the TSM's absence the Vice Chairperson invited the CEO to present the report. The CEO told Committee that they had nothing further to add to the report content.

i) Committee noted the content of the report.

## 13. Tenant Safety Report

In the TSM's absence the Vice Chairperson invited the CEO to present the report. The CEO explained to Committee that this was a recurring report, updating CHA's Tenant Safety compliance. Committee discussed:

- Legionella, cold water tanks in Association properties - It was agreed that the HM would discuss a concern raised at the meeting with the DCE and advise the Committee member on the outcome.

i) Committee agreed that the Association's adherence to its statutory responsibilities was satisfactory and evidence enough for assurance purposes.

## 14. AOCB

- a) The CEO told Committee that they had approached the local MSP regarding attending the formal opening of the Community Hub. They advised that Committee would be updated on progress.

The Vice Chairperson thanked everyone for attending and the meeting ended at 19:30.