

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the Association's office in Lanark on Wednesday the 26th April 2023 at 18:00.

Present: Hazel Galbraith, Vice Chairperson
Agne Zasinaite, Secretary (attended remotely)
John Malone, Treasurer
Brian McNally
Jacqueline McCutcheon (attended remotely)
John Lockhart
Ken Greenshields
Pauline Sandford
Ross Gowland
Ruth McElhinney
Sharon Egan
Susanne Crayton (attended remotely)

A quorum was achieved.

In Attendance: The Chief Executive (CEO)
Housing Manager (HM)
Finance Manager (FM)
Elizabeth Miller, Corporate Services Officer (CSO) minute
Claire Chalmers, Technical Services Officer (TSO) observer
Nikki McLachlan, Technical Services Officer (TSO) observer

1. Apologies

The Vice Chairperson chaired the meeting in the absence of the Chair and welcomed everyone to the meeting.

Apologies were received from Maggie Botham and Lesley McDonald.

The Vice Chairperson advised Committee that a request for a leave of absence had been received from Gillian Anderson on personal grounds. Committee approved a leave of absence for Gillian Anderson for a 3-month period.

2. Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 29th March 2023 was checked for accuracy and accepted as a true record.

As per section 62 of the Association's rules, the Vice Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the

meeting held on the 29th March 2023 are a true record of the proceedings at that meeting.

Matters Arising

Committee discussed the stock tour that had taken place on Saturday the 22nd April 2023. Those Committee members in attendance commented positively on the condition of the Association's stock, the challenges of having housing stock in rural areas, and the challenges for tenants living in rural areas.

It was agreed that the HM would distribute the relevant Estate Profile Packs to Committee Members participating in the next stock tour in advance.

3. Conflicts of Interest

There were no Conflicts of Interests noted.

4. Notifiable Events

The Vice Chairperson asked the CEO to present the report. The CEO told Committee that the purpose of this report was to advise them of active Notifiable Events lodged with the Scottish Housing Regulator. The CEO advised that the Association currently has no active Notifiable Events lodged with the SHR.

- | |
|--|
| i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events. |
|--|

5. Actions from Previous Meetings

The Vice Chairperson asked the CEO to present the report to Committee. The CEO told Committee that the purpose of the report was to ensure that items identified for action at Management Committee and Audit Sub-Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up.

The CEO gave Committee an overview of the report and advised they had nothing further to add. Committee discussed:

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

6. Agreement on Items for A.O.C.B.

The Vice Chairperson asked Committee for items for discussion under AOCB. Committee agreed to discuss:

- a) EVH's Annual General Meeting
- b) CX-Feedback use for Committee surveys
- c) Staff Good Attendance Recognition
- d) Catering for Management Committee meetings

7. Insurance – Extended Long-Term Agreement

The Vice Chairperson asked the FM to present the report to Committee. The FM made Committee aware of the discussion that took place at the meeting on 29 March 2023. They noted that Management Committee agreed to accept a new two-year Long-Term Agreement (until 31 March 2026) on the:

- Property Owners Combined Policy - Protector
- Computer Policy - Allianz
- Contractors All Risks Policy – Allianz

subject to the proper execution of Reg 72 of the Public Contracts Regulations 2015.

They advised that the purpose of the report was to update Committee on the progress since the 29 March 2023. Committee discussed:

- The advantages and disadvantages of accepting a one-year term;
- The advantages and disadvantages of extending the current Long-Term Agreement for a further two years until the 31st March 2026.

i) Committee considered, discussed, and agreed to accept the new two-year Long-Term Agreement until 31 March 2026 on the Property Owners Combined Policy, Computer Policy and the Contractors All Risks Policy.

8. Corporate Scorecard

The Vice Chairperson asked the CEO to present the report. The CEO told Committee that the purpose of the report was to give details of the Association's performance against the key performance indicators. The CEO gave an overview of the report content and format. Committee discussed:

- PIL 4 -Senior staff turnover
- P4 – the positive performance on average re-let times
- C5 - Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service. Responses from tenants using CX Feedback and external research company.

i) Committee noted the content of the report.

9. CHA Community Hub Update

The Vice Chairperson invited the CEO to present the report to Committee. The CEO told Committee that the purpose of the report was to provide an update on the Community Hub and to propose review pricing structure for the Hub rooms. Committee discussed:

- Competitors costs
- Value for money
- Consultation responses from Hub user groups

- The facilities provided by CHA
- The work carried out by the Corporate Services Team

- | | |
|-----|--|
| i) | Committee noted the CHA Community Hub activity and agreed that this satisfactory. |
| ii) | Committee agreed to the proposed changes to the pricing structure for CHA Community Hub room hire. |

10. Future Development Programme

The Vice Chairperson asked the CEO to present the report to Committee. The CEO advised that the purpose of the report is to update Management Committee on development activity regarding [REDACTED]

The CEO gave Committee an overview of the report and gave details of the discussion they have had with [REDACTED] Committee discussed:

- What would happen to the site if the Association delayed developing it
- The developer's work with RSL's
- Tenants' views on the Association building new homes
- Current and previous unit costs for a 2-bedroom flat and market rates
- Grant funding and providers
- Impact on future rent increases for all tenants

- | | |
|-----|---|
| i) | Committee considered the report and Appendix's. |
| ii) | Committee agreed that CHA should continue to suspend its interest in the new build proposal at [REDACTED] |

11. Post Contract Development Projects

The Vice Chairperson invited the IDCE to present the report to Committee. The IDCE told Committee that the purpose of the report was to update them on progress with contracts which are either within the twelve-month defects liability period or have ongoing latent defects. Committee discussed:

- Electricity charges for pump – The IDCE advised that CHA was not responsible for these costs.
- What action would CHA take if there were issues with the pumping station.

- | | |
|----|---|
| i) | Committee considered the report and agreed progress was satisfactory. |
|----|---|

12. Housing Quality & Maintenance Scorecard

The Vice Chairperson asked the IDCE to present the report. The IDCE advised that the purpose of the report is to give details of the Association's performance against key performance indicators.

The IDCE gave Committee an overview of the report and advised they had nothing further to add. Committee asked the IDCE questions on:

- ARC return and Electrical Installation Condition Reports – The IDCE advised that the TS team are tracking and recording dates.
- Stage 3 medical adaptations – The IDCE told Committee the application for funding had been submitted and that they were waiting on a response.

i) Committee noted the content of the report

The Vice Chairperson announced a comfort break at 18:56

The meeting resumed at 19:07

13. Planned & Cyclical Maintenance Progress

The Vice Chairperson asked the IDCE to present the report. The IDCE told Committee that the report had been prepared by the TSO. They told Committee that the purpose of the report was to provide them with information on projects that are:

- Out to tender
- In progress
- Complete
- Works will not be progressed.

Committee asked the IDCE and TSO's question's on:

- The gas safety inspections - The TSO provided an update on the progress made.
- Heating contract – The TSO gave Committee details on the progress of the contract, the grants received, the changes to energy efficiency bands for those properties who have had new heating installed and tenants' responses to their new heating.
- Benefits of Solar PV systems installed – The TSO gave Committee details of the reviews received from tenants on the benefits they are receiving from the install of Solar PV systems.

i) Committee noted the content of the report.

14. Tenant Safety Report

The Vice Chairperson asked the IDCE to present the report. The IDCE told Committee that the purpose of the report is to inform them of the Association's progress against its statutory and legal obligations surrounding tenant safety in terms of the Association's Annual Assurance Statement. Committee discussed:

- Rocker switches in common areas for emergency light testing
- Legionella risk assessments

i) Committee agreed the Association were adhering to its statutory responsibilities and the evidence provided was enough for assurance purposes.

15. Annual Procurement Activities report

The Vice Chairperson asked the IDCE to present the report. The IDCE told Committee that the purpose of the report is to with information regarding procurement activities (regulated and non-regulated) that have taken place since 30th June 2022, the date on which the new Procurement Policy, Strategy & Procedure were introduced, to 31st March 2023.

The IDCE gave Committee an overview of the report and advised that for future years, the procurement activities period will run from 1st April to 31st March. Committee discussed:

- The Internal Audit on Procurement

i) Committee considered the report and associated spreadsheets and determined it was satisfactory and in line with requirements.

16. Damp & Mould Management Policy

The Vice Chairperson asked the IDCE to present the report. The IDCE told Committee that the purpose of the report is to provide them with a copy of the proposed Damp & Mould Management Policy and procedure. Committee discussed:

- Tenants and CHA'S responsibilities
- Staff training
- Engaging with tenants
- Annual 20% sample stock condition surveys and identifying properties with damp, condensation, and mould issues.

i) Committee considered the policy and procedure and agreed the version submitted was satisfactory and no amendments were needed.

17. Management Transfer Cases

The Vice Chairperson asked the HM to present the report. The HM told Committee that the purpose of the report was to provide them with information regarding proposed cases for approval of a Management Transfer within the Common Housing Register.

The HM gave Committee details of the report content, Committee discussed:

- Reasons for the changes to tenancies.

i) Committee considered the report and granted retrospective permission for 5 management transfers to take place by categorising as 'Other Categories' within the common housing register allowing joint tenancies to be created for the service users/ residents referred to within the report.

18. Annual Eviction Report

The Vice Chairperson asked the HM to present the report. The HM told Committee that the purpose of this report is to provide them with details of evictions which have taken place in 2022-2023.

The HM gave Committee a summary of the report and advised they had nothing further to add to the report content.

- | |
|--|
| i) Committee considered and agreed there was sufficient information contained with the report. |
|--|

19. A.O.C.B.

- a) EVH's Annual General Meeting – The CEO advised Committee that EVH's AGM will take place on the 19th May 2023 at 3:30pm. They asked if any Committee members wish to attend to contact the CSO.
- b) CX Feedback – The CSO gave Committee details of the format of the text/emails they will receive when a CX Feedback survey is sent to them. They advised that when a survey is sent out, they will contact Committee members to make them aware to expect the survey.
- c) Good Attendance Reward – The CSO told Committee that the purpose of this report is to provide the Management Committee with information relating to Page 10 of the Attendance Management Policy – Good Attendance Rewards. Committee discussed this report and agreed:

- | |
|--|
| i) No additional information was required to make a decision. |
| ii) To award the three staff members who had perfect attendance in 2022-2023 an additional day's annual leave for 2023-2024. |

- d) Catering for Management Committee meetings - It was agreed that Management Committee members who require a sandwich before the meeting begins to contact the CSO in advance.

The Vice Chairperson thanked everyone for attending the meeting.

The meeting ended at 19:45.