

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the Association office at 39 North Vennel, Lanark and via Video Conferencing on Wednesday the 30 August 2023 at 18:00

Present: Maggie Botham, Chairperson
Agne Zasinaite, Secretary – video conferencing
Pauline Sandford
Brian McNally
Hazel Galbraith – video conferencing
Gillian Anderson – video conferencing
Jacqueline McCutcheon
Ruth McElhinney
Ken Greenshields – video conferencing
Lesley McDonald
John Lockhart
Ross Gowland – video conferencing
A quorum was achieved.

In Attendance: The Chief Executive (CEO)
The Interim Depute Chief Executive (IDCE)
Finance Manager (FM)
Housing Manager (HM)
Steven Cunningham, Alexander Sloan (External Auditor)
Dougie Gold, Gold Consultancy Ltd (DG)
David Bonnar, F3 Surveyors (DB)
Elizabeth Miller, Corporate Services Officer (CSO) minute

1. Apologies

Apologies were received from John Malone and Sharon Egan.

The Chairperson welcomed Steven Cunningham, Dougie Gold, and David Bonnar to the meeting.

2. Reactive Maintenance & Voids Tender Outcome Report

The Chairperson asked DG and DB to present the report to Committee. DG & DB advised Committee of the outcome of the tender process for the Association's Reactive Maintenance, Out of Hours, and Void Framework. They gave Committee details of:

- a. The procurement processes.
- b. The design of the contract.
- c. The outcomes if the successful contractor fails to meet key performance indicators.
- d. The framework periods.

- e. The Community Benefits clause.
- f. The number of submissions received.
- g. The quality/cost assessment.
- h. How tenders were evaluated.
- i. Clarifications and checks carried out on tender submissions.

Committee discussed:

- The price difference, what clarification was sought and validation.
- The quality/cost assessment process.
- The experience of the contractors who tendered.
- How the community benefit agreement works.

- i) Committee discussed and agreed that Clydesdale Housing Association appoint [REDACTED] as the first ranked contractor and Consilium Contracting Services Limited as the second ranked contractor for the contract based on the Quality/Cost assessment process.

The Chairperson thanked DG and DB for attending the meeting. DG and DB left the meeting at 18:25.

3. Financial Statement for Year Ending 31 March 2023

The Chairperson asked Steven Cunningham (External Auditor) to present the report to the Committee. The External Auditor gave Committee an overview of the report and provided them with details of the Financial Statements for the year ended 31 March 2023, the Audit Summary Report, the Draft response to the Audit Summary Report, and the Letter of Representation. The External Auditor asked Committee if they had any questions.

The FM explained that in the 2023 accounts the HEAT income and expenditure is shown in the Statement of Comprehensive Income on page 14 via Note 4 on page 23 of the accounts. The 2022 figures were netted off against each other and were not shown separately in Note 4. The 2022 figures have been restated to show the HEAT income and expenditure separately to ensure consistency and comparability between the 2023 and 2022 accounts. The effect of this restatement is zero as the income and expenditure are the same.

The Committee discussed:

- Appendix 1, Page 30, Section 17, Retirement Benefit Obligations – Increase in defined benefit liability. The External Auditor advised that they would provide Committee with details of the last report produced by the pension scheme actuary.

- i) Committee considered the Financial Statements for the year end 31 March 2023.
- ii) Committee approved the Financial Statements for the year end 31 March 2023.
- iii) Committee delegated authority to the Chairperson, Secretary, and treasurer to sign the Financial Statements for the year end 31 March 2023
- vi) Committee considered the Audit Summary Report and draft Committee response to the Audit Summary Report.
- v) Committee approved the draft Committee response to the Audit Summary Report and delegate authority to the Chairperson to sign the Committee's response to the Audit Summary Report on behalf of the Management Committee.
- vi) Committee considered the letter of representation.
- vii) Committee approved the letter of representation and delegated authority to the Chairperson and Treasurer to sign the letter of representation on behalf of the Management Committee.
- viii) Committee delegated authority to the Finance Manager to upload the information required from the Financial Statements to the Scottish Housing Regulator's portal with a copy of the signed Financial Statements, the Audit Summary Report and the Association's reply to the Audit Summary report.

The Chairperson thanked the External Auditor for attending the meeting. The External Auditor left the meeting at 18:40.

4. Covenant Compliance Certificate

The Chairperson asked the FM to present the report to the Committee. The FM told Committee that the purpose of the report is to provide assurance to them that the financial covenant conditions within the Royal Bank of Scotland loan agreement are being satisfied.

- i) Committee authorised the Finance Manager to send the signed Covenant Compliance Certificate to the Royal Bank of Scotland.

5. Approval of Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 28th June 2023 was checked for accuracy and was approved by the Management Committee.

As per section 62 of the Association's rules, the Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the meeting held on the 28th June 2023 are a true record of the proceedings at that meeting.

There were no matters arising.

6. Conflicts of Interest

Conflicts of interests were noted by:

- The CEO, Agenda Item 11.5 – CEO Annual Appraisal Outcome.

7. Notifiable Events

The Chairperson asked the CEO to present the report to the Committee. The CEO gave the Committee an overview of the report content and advised that they had received notification from the Scottish Housing Regulator that the notifiable event was now closed.

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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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8. Actions from Previous Meetings

The Chairperson asked the CEO to present the report to Committee. The CEO advised Committee they had no updates to add to the report. Committee discussed:

- Page 2, Proceed with the disposal of land currently being used as a play area at Braidwood – The IDCE advised that tenants have been asked for feedback on their preference before pursuing removal of planning condition. Committee will be advised of the survey results at the next meeting scheduled to take place on Wednesday the 26th September 2023.

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory. |
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9. Housing Management Scorecards

The Chairperson asked the HM to present the report to Committee. The HM gave Committee details of the information contained within the report and made Committee aware that the comments section explains areas where the Association's target was not being met. Committee discussed:

- Score card 7,8 & 9, C3, Percentage of lettable homes that became vacant in the last year.

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| i) Committee noted the content of the report. |
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10. Quarterly Complaints Summary – Quarter 1

The Chairperson asked the HM to present the report to Committee. The HM advised that the purpose of the report is to provide Committee with an overview of the service delivery complaints and compliments received between 1st April 2023 and 30th June 2023. The HM told Committee they had nothing further to add to the report. Committee discussed:

- The format of the report – Committee agreed that the format of the report allowed them to easily read and digest the information being presented.

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| i) Committee considered the breakdown of the service delivery complaints and noted their outcomes for the reporting period. |
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11. Governance Issues:

11.1 Annual Report by the Secretary

The Chairperson asked the Secretary to present the report to Committee. The Secretary advised that the report presents progress against rule 68 'The Committee's Minutes, Seal, Registers and Books. They confirmed that Rules 62 to 67 had been followed and that they had nothing further to add to the report.

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| i) Committee considered the report and agreed that progress against Rule 68 is satisfactory. |
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11.2 2023 Assurance Action Plan Update

The Chairperson asked the CEO to presented the report to Committee. The CEO told Committee that the report gave details on the progress made against activities contained within the Assurance Action Plan. They gave Committee an overview of the report and advised there were to further updates to add.

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| i) Committee considered the report and the Improvement Action Plan. |
| ii) Committee agreed that progress against the Assurance Action Plan has been satisfactory. |

11.3 2023 AGM

The Chairperson invited the CEO to present the report. The CEO provided Committee with details of the agenda for the AGM, Health, and Safety arrangements the venue have in place and the Management Committee members seeking re-election in order to comply with Rule 39.1. Committee discussed:

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| i) Committee noted the details of arrangements made for the 2023 AGM. |
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11.4 Membership Register Report

The Chairperson invited the CSO to present the report. The CSO informed Committee that the purpose of the report is to show progress against Association rule 7.2, Applying for membership and 11.1, Ending your membership. The CSO gave Committee an update on the report content. Committee discussed:

- Reasons for ending a membership

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| i) Committee agreed to cancel the members shares and record the ending of their memberships in the Register of Members fo [REDACTED]. |
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The CEO left the meeting at 18:57.

11.5 Chief Executive Appraisal 2023 - Outcome

The Chairperson gave Committee details of the work carried out by the appraisal panel in preparing for the interview, the appraisal process, and the appraisal interview outcomes. Committee discussed:

- Appraisal recommendations - The Secretary told Committee that the CEO was taking forward a recommendation from their recent appraisal that they should report to Management Committee on the outcomes from staff appraisals. They advised the first report will go to Management Committee on the 26th September 2023 and would tie in with both workforce planning and the Association's Business Plan.

i) The follow up meeting with the CEO in November 2022. Committee noted the content of the report.

The CEO returned to the meeting at 19:00.

11.6 2023/24 Committee Meeting Schedule

The Chairperson invited the CEO to present the report. The CEO provided Committee with details of the meeting schedule and asked for their views on:

- Changing the date and time of the Audit Sub-Committee meetings.
- Holding Management Committee meetings during the winter months via zoom for all Management Committee members and staff members.

i) Committee agreed that the CEO should bring a paper with proposals to the next Management Committee meeting scheduled to take place on Wednesday the 26th September 2023 for discussion and approval.

11.7 Committee Training Plan 2023/24

The Chairperson asked the Vice-Chair to present the report to Committee. The Vice Chair told Committee that the purpose of the report is to present a draft Training Plan to them based on the recommendations of the Management Committee Appraisal Feedback Report presented by SHARE on 28 June 2023.

The Vice Chair gave Committee an overview of the report and asked for their views and thoughts, Committee discussed the report recommendations and how these would be put into practice.

- i) The Office Bearers agreed to provide an overview of their role to Committee on a quarterly basis in order to raise awareness and encourage Members to take interest in future roles.
- ii) Committee considered and agreed the proposal to arrange a facilitated session for 6 March 2024 to focus on areas for improvement listed under recommendation 2 of the Management Committee Appraisal Feedback Report presented by SHARE on 28 June 2023.
- iii) Committee agreed that a stock tour be arranged for the Autumn of 2023.
- iv) Committee agreed that they would consider what areas of innovation they wish to focus on for engaging with other RSLs on.

11.8 2023 Committee & Staff Event

The Chairperson invited the CEO to present the report. The CEO advised Committee that a CX Survey is currently underway to check the availability of Committee and staff for a joint Business Plan Review event on either Saturday the 30th September 2023 or Saturday the 7th October 2023. The outcome of the survey will be shared with Committee as soon as possible.

They advised that the main-focus of the event will be to ensure that the 2022/25 Business Plan is still relevant and, if not, identifying what changes are required. Committee discussed the event programme and how it relates to the Business Plan.

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| i) Committee noted the report and agreed to respond to the CX Survey to select a date for the business plan review event. |
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12. Quarterly Management Accounts to 30 June 2023 - Summary Report

The Chairperson invited the FM to present the report. The FM gave Committee a summary of the Management Accounts for the period to 30 June 2023 and advised they had no further updates to report. Committee discussed:

- Bad Debt – The HM gave Committee details of the Associations escalation process, the Housing Management Teams early intervention to prevent the arrear increasing and the routes taken to maximise tenants' incomes.

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| i) Committee approved the Management Accounts for the period to 30 June 2023. |
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13. Quarterly Treasury Management Report

The Chairperson asked the FM to present the report. The FM told Committee that the report covers treasury management activities in the quarter and provides an update on the Association's borrowings and investments at the end of the quarter. They gave Committee a summary of the report and advised there were no further updates to report.

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| i) Committee considered and discussed the content of the report. |
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14. Equalities Action Plan update

The Chairperson asked the IDCE to present the report. The IDCE told Committee that the report gives details on the outcome of the half yearly review of the Equalities Action Plan. They gave Committee details of the action plan content and advised they had nothing further to add to the report or action plan content.

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| i) Committee agreed that progress against the Equalities Action plan is satisfactory. |
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15. AOCB

There was no AOCB to discuss.

The Chairperson thanked everyone for attending and the meeting ended at 19:40.