

## CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 22<sup>nd</sup> of November 2023 at 18:00.

Maggie Botham, Chairperson  
John Lockhart Treasurer  
Agne Zasinaite, Secretary  
Brian McNally  
Jacqueline McCutcheon  
Lesley McDonald  
Gillian Anderson  
Ruth McElhinney  
Sharon Egan  
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)  
The Depute Chief Executive (DCE)  
Finance Manager (FM)  
Housing Manager (HM)  
Elizabeth Miller, Corporate Services Officer (CSO) minute

The Chairperson welcomed everyone to the meeting.

### 1. Apologies

Apologies were received from Ross Gowland, Hazel Galbraith, and Ken Greenshields.

### 2. Approval of Previous Meeting Minutes

The minute of the Committee meeting held on 25<sup>th</sup> October 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 25<sup>th</sup> of October 2023 are a true record of the proceedings at that meeting.

### 3. Matters Arising from Previous Minutes

There were no matters arising.

### 4. Conflicts of Interest

Conflicts of interests were noted by:

- Ruth McElhinney, Agenda Item 10 – Landscape Maintenance Contract Update.

- The CEO, DCE, HM and FM Agenda Item 13 – Festive period office closure proposals.

## 5. Notifiable Events

The CEO presented the report to Committee and advised they had no further updates to report.

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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 CEO presented the report to Committee. They advised that the purpose of the report is to ensure that items identified for action at Management Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO advised they had no further updates to report.

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory. |
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## 7. 2024/25 Draft Budget & Rent Review

The FM presented the report to Committee. The FM advised that the purpose of the report is to introduce and summarise the first draft budget and rent review for the year to 31 March 2025.

The FM gave an overview of the report focusing on:

- Page 1 - the Association's rent policy;
- Page 2 - the table summarising the results of the rent increase scenarios;
- Page 4 - budget main assumptions;
- Page 4 - Revenue expenditure;
- Page 5 - Capital expenditure;
- Page 5 - Balance sheet;
- Page 6 - Cashflow;
- Page 7 - Projected covenant compliance;
- Page 7 – Budget Ratio Analysis.

The CEO stated it was the intention to consult with the tenants over a 5 & 8.7% rent increase if approved by Committee. A discussion took place, and the following was noted:

- CPI may reduce in the coming months.
- Inflation rates on construction materials have slowed, but costs are still increasing, albeit at a slower rate than previously.
- The consultation newsletter would be more condensed than previous year, a maximum of four pages.
- The consultation process would provide two options for a rent increase, 5 & 8.7% with a recommendation of 5%

- The impact on tenants of each of the options would be explained in an accompanying letter.
- It will note that the Association's rents compare favourably with the rural benchmarking group and the Scottish Housing Associations average.
- Increases applied by South Lanarkshire Council and other RSL's – Committee was told that information obtained from Glasgow and West of Scotland Forum of Housing Associations showed several RSL's were consulting on a rent increase of around 5%. It was also noted that South Lanarkshire Council were consulting on rent increase options of 6% and 6.5%.
- Rent comparability with peer group – the CEO gave Committee details of last year's 7.5% increase and how the Association's average rent levels compared favourably with the rural peer group and national RSL averages..

- i) The Committee considered the draft budget for the year to 31 March 2025.
- ii) The committee discussed the rent increase for the year to 31 March 2025.
- iii) The committee agreed the rent increase options of 5% and 8.7% to be presented as part of the rent consultation exercise.

## 8. Budget & Rent Review – Tenant Consultation

The HM presented the report to Committee. The HM told Committee that the of the report covers how the Association intends to consult with tenants over the proposed rent increase for 2024 – 2025.

They told Committee that the Tenant Consultation will run from the week beginning the 4<sup>th</sup> of December 2023 until the 26<sup>th</sup> of January 2024 – 8 weeks in total, two weeks longer than the agreed consultation period contained in the Association's tenant Participation Strategy. They made Committee aware that as part of the consultation process tenants would receive an individual letter showing the proposed weekly rent increase for their home. Consultation is also planned with the Clydesdale Tenants' & Residents' Group along with tenant-wide consultation via a newsletter and feedback return form.

The HM advised that the newsletter would contain information on:

- Rent Comparability.
- Proposed Rent Increase information;
- the rent consultation process;
- information on the support the Association has provided to tenants.
- Tenant feedback.
- The deadline for Tenant comments regarding the proposed increase.

- i) Committee considered the report and agreed that it provided sufficient information.
- ii) Committee approved the rent increase consultation process and timetable as presented in the report.

## 9. Housing Management Scorecards

The HM provided Committee with a summary of the Housing Management scorecards. They advised the comments section of the scorecard gave information on targets that had not been met.

i) Committee noted the content of the report.

Ruth McElhinney left the meeting at 18:31

## 10. Landscape Maintenance Contract update

The DCE presented the report to Committee. The DCE advised Committee that the purpose of the report is to provide an update on the Association's landscape maintenance contract proposals for the remainder of financial year 2023/24 and 2024/25.

The DCE gave Committee an overview of the report detailing the contracts and budgets for the financial years 2023/24 and 2024/25. Committee discussed:

- Current contractor invoicing.
- What works each contractor would undertake?
- Notifying tenants of the change.
- Number of visits each contractor will make to estates.
- Number of staff visits to estates.

i) Committee considered the content of the report and agreed that they were assured that the measures being taken to service the landscape maintenance contract throughout the rest of this financial year and next were satisfactory.

Ruth McElhinney returned to the meeting at 18:47

## 11. Rechargeable Repairs

The DCE presented the report to Committee. The DCE advised Committee that the purpose of the report is to provide Committee with information on the level of rechargeable repairs outstanding.

The DCE gave Committee details of the report content and explained why it was being proposed that the Association do not pursue all rechargeable repairs costs prior to 31st March 2023, and why they should be removed from the former tenant accounts. Committee discussed:

- Collection of rechargeable repair charges prior to 2019.
- The tenancy contracts.
- Using debt collection agencies and tracing companies and the fees they charge.
- Payment arrangements made by former tenants and how these are managed.

- Difficulties in collecting debt from former tenants.
- The Association Rechargeable Repairs procedure.
- Staff time and resources in pursuing the debt.
- The economic reasons not pursuing the debt.
- A rechargeable repairs report should be presented to Committee six monthly.

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| i)  | Committee discussed and agreed that former tenant rechargeable repairs valued at a total of £190,756.54 should no longer be pursued and removed from the relevant former tenant accounts – these represent former tenants up to 31/03/2023. |
| ii) | All rechargeable repairs balances on current tenant accounts will be retained.  |

Agne Zasinaite left the meeting at 18:55.

## 12. Social Housing Heat Fund: Proposals

The DCE presented the report to Committee. The DCE advised Committee that the purpose of the report is to provide them with an update on the Social Housing Heat Fund monies which we hold with The Wise Group.

The DCE gave Committee an overview of the report content and asked for their views on the option should be used to administer the remaining surplus from the Social Housing Heat Fund. Committee discussed:

- The options detailed in the report and how these make best use of the remaining surplus.
- How the Association would distribute the remaining surplus to tenants
- The Management Fee costs.
- Tenants with blank meters
- Other options on how to distribute the remaining surplus to tenants.

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| i) | Committee discussed and agreed that option one, detailed in the report, should be used to administer the remaining surplus from the Social Housing Heat Fund. |
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## 14. Digital Strategy – Infrastructure Proposals

The CEO presented the report to Committee. The CEO advised Committee that the purpose of the report is to provide them with an update on the Digital Strategy and the current IT support and infrastructure in place and made recommendations for the Association to migrate all systems and data to cloud hosted solutions.

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

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| i)   | Committee agreed to progress the Microsoft Business Premium licences with Vodafone.   |
| ii)  | Committee agreed that they no longer required C Davidson to share comparison costs of the cloud backup solution with Sabre Systems.   |
| iii) | Committee agreed to reset the relationship with Sabre Systems and agree acceptable SLAs for responses.  |
| iv)  | Committee agreed a timeline for delivering a pilot project to migrate a test folder to SharePoint. If successful and the training is delivered well, agree the full migration to SharePoint, OneDrive, and Microsoft Teams. |
| v)   | Committee agreed payment milestones to be linked to deliverables.   |
| vi)  | Committee agreed that C Davidson should explore the cloud v on-prem rationale with Sabre Systems.   |
| vii) | Committee agreed that if the pilot project delivers a negative experience with Sabre Systems, CHA should seek proposals from other suppliers for long term support.   |

### 15. AOCB

There were no items of AOCB to be discussed.

The CEO, DCE, HM and FM left the meeting at 19:15

### 13. Festive Period Office Closure Proposals

The Chairperson presented the report to Committee They advised the purpose of this report is to discuss the proposal for working arrangements over the festive period, and to outline what will be put in place for repairs reporting.

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| i)  | Committee agreed that there was sufficient information contained in the report. |
| ii) | Committee accepted the arrangements made for the festive period.                |

The Chairperson thanked everyone for attending and the meeting.

**The meeting ended at 19:16.**