

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday the 24th of April 2024 at 18:30

Present: Agne Zasinaite, Secretary
Brian McNally
Deborah Hay (joined meeting at 18:40)
Gabrielle McElhinney
Gillian Anderson
Hazel Galbraith, Vice Chairperson
Jonathan Main
John Lockhart, Treasurer
Ken Greenshields
Lesley McDonald
Ruth McElhinney
Sharon Egan
A quorum was achieved.

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

1. Apologies

Apologies were received from Jacqueline McCutcheon, Magie Botham and Ross Gowland.

Hazel Galbraith, Vice Chairperson, chaired the meeting in the Chairperson's absence.

2. Conflicts of Interest

There were no conflicts of interests.

3. Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 27th of March 2024 was checked for accuracy and was approved by the Management Committee.

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 27th of March 2024 are a true record of the proceedings at that meeting.

Matters Arising.

There were no matters arising.

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

The Vice-Chairperson asked Committee and staff if they had any other competent business to discuss at agenda item 16. Committee agreed to discuss:

- a) The CEO - Audit & Risk Sub-Committee meeting scheduled to take place on Wednesday the 29th of May 2024.
- b) The CEO – Management Committee Team Building Session scheduled to take place on Wednesday the 1st of May 2024.

Committee agreed to discuss these items under Agenda Item 16, AOCB.

4. 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 are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO gave Committee an update on page 3, Digital Infrastructure – cloud-based servers. They advised that there has been a delay in rationalising the server structure and archiving files therefore they were asking Committee to consider rescheduling the implementation date until after the new Housing Software has been implemented.

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| <ol style="list-style-type: none">i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory.ii) Committee agreed to extend the due date to migrate CHA's servers to the cloud. They agreed that the CEO would notify them of the new due date. |
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5. Notifiable Events

The CEO presented the report to Committee and advised that the purpose of reporting notifiable events is a positive step and a key part of Committee being responsible and accountable for the running of the Association. The CEO advised they had no further updates to report.

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| <ol style="list-style-type: none">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. Health & Safety

The CEO told Committee that the purpose of this item was to provide a verbal update on Health and Safety issues affecting the Association's duty of care to ensure a safe working environment under the Health and Safety at Work Act 1974. They advised there no updates to report.

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| <ol style="list-style-type: none">i) Committee considered the Health & Safety verbal report and agreed progress is satisfactory. |
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7. 2024 Engagement Plan

The CEO presented the report to Committee. They advised that CHA's Engagement Plan was published by the Scottish Housing Regulator (SHR) on 1 April 2024 and had been emailed to all Committee and staff members on its publication.

They advised that the Engagement Plans are published for all social landlords and set out:

- the Regulatory Status of the landlord – reflection of the landlord's compliance level with the SHR's Regulatory Framework
- information the SHR requires from the landlord.
- what the landlord needs to do
- how and why the SHR will engage with it.

The CEO told Committee that CHA's continued Compliant Regulatory Status is hard earned by both the Management Committee and CHA's staff.

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| i) | Committee considered the report and the 2024 Engagement Plan. |
| ii) | Committee agreed that CHA's continuous improvement culture and practices should be maintained to ensure that performance levels and compliance with the Regulatory Framework are protected. |

8. Complaints Summary Report

The HM presented the report to Committee. They advised Committee that the purpose of this report is to provide Committee with an overview of the service delivery complaints and compliments received between the 1st of April 2023 and the 31st of March 2024.

The HM gave Committee an explanation of the complaints profile and details of the complaints received.

Committee discussed:

- Frontline complaints, complaints breakdown, total number of reactive repairs carried out to the number of complaints received. The DCE advised that in 2023-24 1758 non-emergency reactive repairs were carried out and 480 emergency reactive repairs were carried out and 6 complaints were received for this service.

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| i) | Committee considered the breakdown of the service delivery complaints for the reporting period. |
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9. Equalities Action Plan update

The DCE presented the report to Committee. They advised Committee that the purpose of this report is to provide Committee with the outcome of the yearly review of the Equalities Action Plan to assess progress against the Action Plan.

Committee discussed:

- The Equalities & Human Rights training Committee attended on the 6th of March 2024.
- Page 2 of the report, Participation, providing opportunities for participation at different levels - Committee discussed support for the Scrutiny Panel and Residents & Tenants Organisation.

Deborah Hay joined the meeting at 18:40

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| i) Committee considered and agreed that progress against the Equalities Action Plan is satisfactory. |
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10. Annual Report on Procurement Activities

The DCE presented the report to Committee. They advised Committee that the purpose of this report is to provide them with information regarding procurement activities (regulated and non-regulated) that have taken place during the period from 1st April 2023 and 31st March 2024. They advised there no updates to report.

Committee discussed:

- Procurement Strategy, page 8 – Community Benefits.
- Procurement Strategy, page 8 – Ensure Sustainable Procurement
- Scotland's Heat Network Fund (SHNF)

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| i) Committee considered the report and attachments and agreed it was satisfactory and in line with requirements. |
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11. Housing Quality & Maintenance Scorecards

The DCE presented the report to Committee. They provided Committee with a summary of the Housing Management Scorecard. They advised the comments section of the scorecard gave information on targets that had not been met.

Committee discussed:

- Indicator 4, P4 (ESSH) Number of properties exempt from ESSH (cumulative).
- Indicator 4, F1 – Cyclical Maintenance spend achieved compared to budget (%)
- Indicator 4, F2 – Planned Maintenance spend achieved compared to budget (%)
- Indicator 5, F1 - Reactive Maintenance spend achieved compared to budget (%) in March 2024.

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| ii) Committee considered the Housing Quality & Maintenance Scorecards and agreed progress is satisfactory. |
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12. Void Repairs Performance

The DCE presented the report to Committee. They advised Committee that the purpose of this report is to provide Committee with void repairs performance

information for the last quarter of 2023/2024 and give an insight into the challenges faced across the quarter.

The DCE gave Committee an overview of the report content, Committee discussed:

- Jobs out with the 3-day timescale due to no power in property - Committee and the DCE discussed the reasons for this and potential solutions to the problem.

i) Committee discussed the void repairs performance and agreed the analysis was sufficient enough to assure them of satisfactory monitoring by the Technical Services team.

13. Planned & Cyclical Maintenance progress

The DCE presented the report to Committee. They provided Committee with a summary of the 13. Planned & Cyclical Maintenance progress report and advised they had nothing further to add to the report contents.

i) Committee noted the content of the report.

14. Tenant Safety

14.1 Quarterly Report

The DCE presented the report to Committee. They advised that the Technical Services Officer had prepared the report with the purpose of providing Committee with details 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:

- Page 7, damp, and mould monitoring.
- Page 8, damp, and mould extractor fans.

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

14.2 RAAC Reporting

The DCE presented the report to Committee. They advised that the Technical Inspector had prepared the report with the purpose of providing Committee with information regarding the presence/non-presence of reinforced aerated autoclave concrete (RAAC). Committee discussed:

- Page 2, Findings – The DCE advised that the Association will risk assess any situation where RAAC is located and take appropriate action.

i) Committee considered and agreed that the report content was satisfactory and in line with requirements.
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15. Internal Auditor Procurement

The CEO presented the report to Committee. They advised that the purpose of the report is to give Committee an update on the Internal Auditor Procurement process. The CEO gave Committee a summary of the report content, Committee discussed:

- The Internal Auditor Procurement panel scoring.
- The decision made by the panel.
- Quality and cost scoring of both submissions.
- The Internal Audit plan for 2024-25
- Joint Procurement arrangements with Rutherglen & Cambuslang Housing Association.
- Price comparison with 2023-2024 submissions.

- i) Committee noted the content of the report and results of the Internal Audit Services tendering process.
- ii) Committee appointed Wylie & Bisset LLP to provide Internal Audit Services to Clydesdale Housing Association for the period 2024 to 2027 (3 years).

16. A.O.C.B.

- a) The CEO asked the members of the Audit & Risk Sub-Committee if they were agreeable to move the meeting scheduled to take place on Wednesday the 29th of May 2024 at 5.00pm to Wednesday the 12th of June 2024 at 5.00pm. John Lockhart (Audit and Risk Sub-Committee Chairperson), Brian McInally and Gillian Anderson agreed to the date change.
- a) The CEO reminded Committee that a Management Committee Team Building Session was taking place on Wednesday the 1st of May 2024 in the Association's office.

The Vice-Chairperson thanked everyone for attending, the meeting ended at 19:15.