

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday the 26th of June 2024 at 18:30.

Present: Agne Zasinaite, Secretary
Brian McNally
Deborah Hay
Gabrielle McElhinney
John Lockhart, Treasurer
Ken Greenshields
Lesley McDonald
Maggie Botham, Chairperson
Ross Gowland
Ruth McElhinney
A quorum was achieved.

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

The Chair welcomed Olwyn Gaffney to the meeting.

1. Apologies

Apologies were received from Jacqueline McCutcheon, Jonathan Main, Gillian Anderson and Hazel Galbraith.

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 12th of June 2024 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 12th of June 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 Chairperson asked Committee and staff if they had any other competent business to discuss at agenda item 16. Committee agreed to discuss:

- a) CSO – Membership application received.
- b) CEO – Possible partnership opportunity.

4. Committee Appraisal Outcome Report

Olwyn Gaffney from SHARE presented the report to Committee. They gave Committee a detailed overview of the report content and highlighted the report recommendations. The recommendations being:

1. We recommend the Committee and Association agree on a learning and development plan for the coming twelve months based on the appraisal survey results and the one-to-one discussions with members.
2. We recommend that the Committee reviews the areas identified for improvement and agrees on how to progress them over the coming twelve months. This should include ensuring time for Committee members to meet face to face to support team building.

They gave Committee a summary of the report conclusions thanking Committee for their input in making the appraisal process a success. Committee discussed:

- The buddy system.
- Ways to get to know other Committee members better.

The Chairperson thanked Olwyn Gaffney for their presentation. Olwyn Gaffney left the meeting at 19:02.

5. 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 and Audit Sub-Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO gave Committee a further update on:

- Page 5, Committee Members to email CEO a 100-word biography.
- Page 5, The CEO confirmed the appointment of Mulholland Housing Consultancy for independent assurance services.
- Page 5, joint teambuilding event with Heather Ballantyne – The CEO advised that Heather Ballantyne is unable to host the session on Saturday the 5th of October 24. Committee members agreed to check their availability on the evening of Wednesday the 23rd of October 2024.
- Page 5, Arrange date for CEO appraisal training for Office Bearers and date for CEO appraisal meeting – Office Bearers have received details of the training date. The CEO is liaising with the Corporate Services Manager of Partick Housing Association and CHA Committee member, Jacqueline McCutcheon, regarding a joint session with Office Bears from both RSL's to share costs. Committee agreed to a joint training session.

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory. |
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6. 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.

For information purposes the CEO made Committee aware that a member of the Scottish Housing Regulator's team had been in contact regarding an Annual Return on the Charter data integrity check query. This related to rent lost through empty houses and the percentage of rent due that was collected – minor adjustments have been made to these calculations and amended figures shared with the Regulator. These will be reported in more detail at the next Committee meeting.

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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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7. 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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| i) Committee considered the Health & Safety verbal report and agreed progress is satisfactory. |
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8. 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 yet been met. Committee discussed:

- Outcome 4 & 5, Satisfaction questions and how they are structured.
- Outcome 4, F1 & F2, this information will be available at the next meeting scheduled to take place on Wednesday the 28th of August 2024.
- Outcome 4, P3, Number of properties that meet EESSH (cumulative) – The DCE will bring information on the number of properties that meet EESSH from other RSL's at the next meeting due to take place on Wednesday the 28th of August 2024.
- Outcome 4, F3 Percentage of medical adaptations spend compared to stage 3 grant award (cumulative) – The DCE explained the funding and referral processes.
- Outcome 5, C4, Percentage of factored owners satisfied with the factoring service they receive. The DCE gave Committee details of the current factoring fee the Association charge, what services are provided and proposals on how the Association can further engage with factored owners.

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| i) Committee considered the Housing Quality & Maintenance Scorecards and agreed progress is satisfactory. |
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9. Planned & Cyclical Maintenance Progress

The DCE presented the report to Committee. They advised Committee that the purpose of this report is to provide them with the progress made on the 2024-2025 Planned & Cyclical Maintenance Contract Schedule. They gave Committee a summary of the report content and advised they had no further updates to report.

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| i) Committee considered the Planned & Cyclical Maintenance Progress report and agreed progress is satisfactory. |
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10. Tenant and Resident Safety 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 4, hot water cylinder checks – the DCE gave Committee details on the action being taken to access the 3 remaining properties.

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| i) Committee considered and agreed that adherence to the Association's statutory responsibilities is satisfactory and evidence enough for assurance purposes. |
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11. Scottish Housing Fuel Support Fund – Air Fryer Project

The CSO presented the report to Committee. They advised Committee that the purpose of this report is to provide them with a closing statement on the funding received from The Social Housing Fuel Support Fund to purchase small energy efficient devices for CHA tenants. The CSO advised that all but one of the remaining devices had now been collected and the project was now closed. Committee discussed:

- The comments from tenants who received a device.
- Positive engagement with tenants.
- Articles in the Association's newsletters notifying tenants and other stakeholders of the project and the impact it has had on tenants.
- Staff involvement in the success of the project.
- The staff survey, the CSO advised this information will be made available to them at the next meeting scheduled to take place on Wednesday the 28th of August 2024.
- Committee thanked the Corporate Services Team for all their hard work with this project.

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| i) Committee noted the content of the report and the arrangements that were made for the purchase and distribution of the energy saving appliances to tenants experiencing the greatest difficulty in affording energy bills. |
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12. CHA Community Hub Conditions of Hire

The CSO presented the report to Committee. They advised Committee that the purpose of the report is to present revised CHA Community Hub Conditions of Hire and Health & Safety arrangements for their consideration.

The CSO advised that the Hub conditions of hire have been reviewed so to adapt to the type of services now provided at the CHA Community Hub. Committee discussed:

- Page 6, section 18, Termination of the Wi-Fi services.
- Page 7, section 21, 21.1 & 21.2 – Committee discussed an alternative form of wording for section 21.2.
- Page 8, section 23, cancelation – the CSO will review section 23a and update wording.

- i) Committee considered the updated CHA Conditions of Hire and made amendments. Committee approved the amended document.
- ii) Committee considered the updated CHA Community Hub Health & Safety arrangements and approved the document in it's final form.

13. 2024 Annual General Meeting

The CEO presented the report to Committee and advised that the purpose of the report is to inform Committee on the proposals for holding the 2024 Annual General Meeting (AGM) on Wednesday 4 September 2024 at 7.00pm.

- i) Committee considered the proposals for proceeding with the 2024 Annual General Meeting on 4 September 2024 at 7.00pm in order to meet the Association's legal and regulatory requirements.
- ii) Committee granted delegated authority to the Secretary and Chief Executive to develop procedures for ensuring that the business of the AGM can be conducted effectively and in a manner that protects the best interests of the Association and its shareholding members.

14. Committee Elections 2024

The CEO made Committee aware that the purpose of the report is to ensure compliance with Association Rules 37.6, 39 and 41.

The CEO gave Committee details of 2024 Committee elections that are required under the Associations rules to take place at the Annual General Meeting scheduled to take place on Wednesday the 4th of September 2024 at 7pm in Lanark Memorial Hall.

As Gillian Anderson had tendered their apologies for the meeting the CEO advised that they would contact them for their views on this agenda item. Committee discussed:

- CHA's adopted model rules
- Casual vacancies and those casual members seeking election.

- i) Committee Members, Ross Gowland, Lesley McDonald and Kenneth Greenshields agreed to stand down and seek re-election at the 2024 AGM in order to comply with Rule 39.1.

15. Confidential Staffing Report

The DCE presented the report to Committee, they advised the purpose of the report is to present a proposal for flexible working from the Technical Services Officer. The DCE gave Committee details of the proposal and the impact on the Technical Services Teams resources should the flexible working request be granted,

- i) Committee considered and approved the flexible working application made by Nikki McLachlan on a 3-month trial basis, after which, if successful, make the arrangement permanent and their contract to be updated accordingly

16. A.O.C.B.

- a) The CSO asked Committee to review the eligibility of the new application for membership from [REDACTED] a tenant of the Association.

- i) Committee agreed that they have the information needed to comply with section 4 of the Membership Policy and Section 7 of the Association rules.
ii) Committee approved the application for membership from [REDACTED]

- b) The CEO made Committee aware that they had been approached by [REDACTED] regarding a possible partnership opportunity. They gave Committee details of a meeting they had with a Board Member from [REDACTED] and gave Committee a plan of a potential development site that could deliver social housing and new office accommodation for [REDACTED]. Committee discussed:

- The remit of a feasibility study and its funding.
- What the Association would like to be included in the feasibility study.
- The risks and challenges currently associated with development work.
- The benefits, risks and challenges of partnership working.
- Government and local authority grant funding for new developments.
- How moving ahead with this proposal would impact on potential development opportunities identified previously.
- Scrutiny from the Scottish Housing Regulator when taking on new development work.

- i) Committee gave permission to the CEO to engage with the [REDACTED] to discuss the scope of the feasibility study.
ii) Committee agreed that the Association would not contribute financially to the feasibility study however, they would contribute staff time and experience.
iii) Committee agreed that before a final agreement on the feasibility study a meeting between the Association's Office Bearers and the [REDACTED] Office Bearers should take place.

The Chairperson thanked everyone for attending, the meeting ended at 20.40.