

MANAGEMENT COMMITTEE MEETING

Monday, 27th March 2023 6:30 pm

Hybrid meeting held at the BOILER HOUSE at 146 Drip Road Stirling and Via Microsoft Teams | Management Committee

Attendees

<p>Present Ann Dickson John Jenkins Heather Arthur Lyndsay Moffat Gerry McGarvey</p> <p>By Teams James Bryce Andrea Finkel-Gates Priscilla Maramba Kenny Hutton Lynne Lavery</p>	<p>In attendance Sharon Brady-Wardrope Mareta Greig Angela Laley Fettes McDonald</p> <p>Callum MacDougall Margaret Glencross*</p>
<p>Apologies Lynore MacLeod (extended leave of absence by 1 month) Alistair Hutton Shona MacLeod</p>	<p>* for Chair's statement and presentation only</p>

1 Chair's Statement

Minute by Callum MacDougall

The Chair welcomed all committee and staff to the meeting and apologised for the delay in starting the meeting later than scheduled. The Chair then gave a brief speech and thanked Margaret Glencross for her years of service and wished her a happy retirement from all committee members. Gifts from the committee members were presented to Margaret by the Chair. Margaret thanked everyone and then left the meeting shortly after this.

2 Apologies

Minute by Callum MacDougall
Alistair Hutton, Shona MacLeod

3 Declaration of Interest

Minute by Callum MacDougall
None Declared

4 Previous Minutes

Purpose - For Approval

4.1 Management Committee 27th February 2023 - Draft

Purpose - For Approval

Minute by Callum MacDougall

These minutes were Approved as an accurate record of the meeting and Sharon Brady-Wardrope noted John Jenkins comments that had been posted on DT.

Decision: With the amendments noted and accepted the minute was Approved.

4.2 Confidential Minute of Management Committee 27th of February

Purpose - For Approval

Minute by Callum MacDougall

These minutes were Approved as an accurate record of the meeting. Andrea Finkel-Gates noted that she hadn't seen this minute but was also not present at the point of this meeting originally. Sharon advised that we check the permissions on DT to make sure all members were included.

Decision: The minute was accepted as a true record of the meeting and Approved.

4.3 Confirmed Minute of Development Sub Committee Meeting 23rd January 2023

Purpose - For Approval

Minute by Callum MacDougall

These minutes were noted by the management committee and the actions agreed and approved.

Decision: Approved

4.4 Unconfirmed Minute of Audit and Risk Sub Committee Meeting 13th February 2023

Purpose - For Approval

Minute by Callum MacDougall

The draft minutes and actions were noted and approved.

Decision: Approved: the draft minutes were approved subject to any changes made at the next Audit and Risk Sub Committee

4.5 Unconfirmed Minute of Staffing Sub committee Meeting 20th February 2023

Purpose - For Approval

Minute by Callum MacDougall

The draft minutes were noted and actions approved

Decision: Approved: the draft minutes were approved subject to any changes made at the next Staffing Sub Committee.

4.6 Unconfirmed Confidential Minute of Staffing Sub committee Meeting 20th February 2023

Purpose - For Approval

Minute by Callum MacDougall

These minutes were Approved as an accurate record of the meeting.

Decision: Approved: the draft confidential minute was approved subject to any changes made at the next Staffing Sub Committee.

5 Matters Arising

Purpose - For Information

Minute by Callum MacDougall

See 5.1 Out of hours Contractor Notice

5.1 Out of Hours Contractor Notice

Purpose - For Information

Document - 5.1 OOH Contract Notice Report.docx

Page 2 Note by John Jenkins

3.7 Are we coordinating the procurement of out of hours contractor with Rural Stirling and Ochil View HAs? Economies of scale opportunity?

1 Reply

- **Reply by Mareta Greig** - John, we did contact Rural HA and they are making their own arrangements. At this time, we maintain joint procurement for the Gas contract only.

Minute by Callum MacDougall

Mareta Greig (MG) outlined this report and noted that Logie Building Services, our Out of Hours (OOH) reactive maintenance contractor, have given notice to the Association that they wish to terminate the out of hours contract. It was noted that the same has happened with Rural Housing Association but there in a less formal agreement in place there than with us. Meantime we have contacted various other contractors and organisations to consider an alternative provision of cover. We are currently drafting a quick quote tender which will be published on Public Contract Scotland in order to secure a new contract (looking for 12 month contract ideally just now to help put interim arrangements in place for this time period).

Sharon Brady-Wardrope (SBW) noted that currently there are very few contractors looking for only OOH contracts which is making this difficult but that is happening across sector.

A discussion was had as to why the Logie Building Services decided to cancel this contract and MG explained that their reasons are that they have had changes with their business and have

been awarded another contract which is based in the East area. They had explained that they were not getting any significant volume of work from this area to allow them to allocate a dedicated resource to our contract.

Gerry McGarvey (Councillor) reinforced SBW's point that this is happening on a larger scale throughout the UK and that a lot of companies/contractors are in fact considering joint ventures to accommodate larger jobs but advised that we should not worry too much about this right now.

Decision: Committee noted the report and the actions taken by the team to secure alternative arrangements.

6 Operations

6.1 Tenants Satisfaction Report

Purpose - For Information

Document - 6.1 (1) Results Report from Research Resource JTSS 2023.docx

Page 13 Note by John Jenkins

Do we have any immediate plans to address these specific issues? It would be positive if we can include responses in the tenant newsletter giving the results. Perhaps also ask for (anonomised?) feedback from those tenants not directly surveyed?

Replies

- **Reply by Angela Laley** - Yes - action plan being drawn up. Detail in next Newsletter.

Page 14 Note by John Jenkins

It would be good to have these tenant priorities available to the governing body when looking at future resource decisions. Positive if we can demonstrate that we are directly acting on our tenants' expressed views.

1 Reply

- **Reply by Angela Laley** - Noted - agreed.

Page 15 Note by John Jenkins

Future cost saving to the organisation if we ask new tenants at sign up if they would use online tenant handbook? What about all our other regular publications such as annual reports and newsletters? If we could respond accordingly, cost savings could accrue.

1 Reply

- **Reply by Angela Laley** - Noted - agreed.

Page 26 Note by John Jenkins

Are these being logged as service user complaints on our system? Will governing body be getting a report on these in due course and our proposed responses?

1 Reply

- **Reply by Angela Laley** - All dissatisfaction will be recorded on a spreadsheet and relevant action taken.

Page 31 Note by John Jenkins

Q38 How does this tie through with our house condition survey results? Can we investigate where damp and mould is being highlighted by tenants?

3 Replies

- **Reply by Angela Laley** - There has been extra work carried out by Maintenance in this area and M Greig will advise MCM at meeting.
- **Reply by Sharon Brady-Wardrope** - Separate actions are being taken to identify where tenants have previously reported damp and mould to follow up to ensure adequate actions have been taken.
- **Reply by Mareta Greig** - 21 instances where mould & damp were reported in the past 12 months, staff are currently working through these to see if there has been a recurrence or if initial treatment has been successful.

Minute by Callum MacDougall

Angela Laley (AL) outlined this report and noted John Jenkins (JJ) comments made on DT which had been answered and JJ confirmed this and was happy.

AL outlined that these results providing reassurance to Committee that tenant satisfaction has increased in nearly all areas. Despite the current economic climate and the challenges of Covid 19 Pandemic, they are a very positive set of results. AL also confirmed that Research Resource had advised that we are bucking the trend in comparison with other social landlords results and the Scottish Average. Andrea Finkel-Gates reinforced this and added that a lot of other associations had seen results dip so to hear that ours had improved especially during difficult times was a massive accomplishment from everyone and including staff particularly.

AL mentioned as noted in Appendix 1- Pg 6, the ARC indicators have all either increased or stayed the same: none of the results have decreased. JJ found this very positive which the rest of the committee then agreed with.

Decision: Committee noted the report and expressed their thanks to the staff for their hard working in delivering such good results.

6.2 Development Sub Committee Bi-annual Update

Purpose - For Information

Document - 6.2 (1) 2023-03-16 Development Programme Monitoring Report.xlsx

Page 1 Note by Lynne Lavery

Johnston Avenue phase 2 shown as complete. There still appears to be an area fenced off with site fencing and incomplete landscaping of that area. Are FHA aware?

1 Reply

- **Reply by Sharon Brady-Wardrope** - will look into this and get back to you

Minute by Callum MacDougall

Kenny Hutton (KH) outlined this report and noted that despite challenges therefore, largely within the wider construction economy, we have retained our focus on delivering much needed affordable homes for local needs.

Lynne Lavery mentioned her comment made on DT about Johnstone Avenue Ph2 which Mareta Greig (MG) replied to saying that she had been in contact with ID Verde and spoke with Ewan McDonald about the contract commencement date for landscaping in the area. Sharon Brady-Wardrope (SBW) also noted that she would get more clarification on this and get back to committee.

Ann Dickson asked about how things are with Penman Court. SBW replied that the flats are almost complete although handover won't be achieved until foundation investigations are satisfactorily completed and RPH delivers all necessary handover documentation. There is a drain test taking place this Thursday also. There have been problems found with certain columns (that are needing exposed) which are being investigated and a cost to be proposed along with giving a reasonable cause to do this. There has been no proposal yet for potentially having to do this with internal columns yet. SBW noted that Neil Spriddle is coming out to do a walk round and give his comments on how to approach things for the coming future.

MG noted that 2 applicants who were on the waiting list for Raploch site 9 (Penman Court) have been allocated housing with ourselves in another area as we had went back to all offered applicants and asked if they were happy to continue waiting or wanted something else now instead. Both applicants are happy with new accommodation.

SBW noted that The Development Option Appraisal is on hold until the wider Strategic Appraisal has been completed.

Decision: Committee noted the report.

6.3 Proposed Revised Management Committee Paper Template

Purpose - For Approval

Document - 6.3 Proposed Revised Management Committee Paper Template 2023.docx

Page 1 Note by John Jenkins

Sustainability is a pretty wide term. Are we as governing body (and staff) clear as to what we would see reflected in future reports under this heading?

4 Replies

- **Reply by Sharon Brady-Wardrope** - This is an area for development - sustainability as you say is wide ranging from sustainability of tenancy to financial sustainability to environmental but something we should be thinking about when presenting policies etc. It may take some time to bed in but we need to start somewhere.
- **Reply by John Jenkins** - That's fine Sharon.
- **Reply by Andrea Finkel-Gates** - Agreed that sustainability is a wide ranging issue. Suggest that we include all aspects of sustainability as we embed new practice.
- **Reply by Sharon Brady-Wardrope** - agree

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined that with this proposed revised Management Committee paper template she has tried to condense this with the most important parts and format it so that it reads clearer for all.

SBW added that the sustainability section is wide ranging from sustainability of tenancy to financial sustainability to environmental but something we should be thinking about when presenting policies etc. It may take some time to bed in, but we need to start somewhere. Andrea Finkel-Gates agreed that sustainability is a wide-ranging issue and suggested that we include all aspects of sustainability as we embed new practice.

John Jenkins suggested that we relate this somehow back into the Tenant Satisfaction report also which all agreed was a good idea.

Management Committee approved the proposed revised Management Committee paper template.

Decision: Approved

7 Finance

7.1 Final Budget 2023/24

Purpose - For Approval

Minute by Callum MacDougall

Fettes McDonald (FM) outlined this report and noted that the opening position is based on the annual budget for 22/23 as amended to reflect changes included in the November 22 long term projections. The long-term information notes a surplus that is lower due primarily to changes in rental income, amortised grant, management and maintenance costs and loan interest costs. Changes made to the draft budget reduce the draft budget surplus. Main changes are due to rents having reduced due to delays in new build completions mainly at Raploch 8 and reactive repairs have increased.

FM also noted that the cash balances in March 2024 are now projected at around £3m and there are no issues regarding the cash position of the Association during 23/24 based on the assumptions employed. The annual budget currently includes Raploch 6. Tender costs are currently at a high level and the project remains under discussion, including the level of grant support. Progression of the project will be dependent on the outcome of these discussions.

John Jenkins made comment on the private finance (£1.6 million) from the 5 million we have which was confirmed by Sharon Brady-Wardrope and FM.

FM noted the figures briefly for the committee, mentioning that the most important parts had been highlighted and making it easier to see them. Overall, there is no major concerns and that things are sitting at a positive level so far.

Management Committee approved the proposed Final Budget 2023/24.

Decision: Approved

7.2 Rechargeable Repairs Balances Q3

Purpose - For Approval

Minute by Callum MacDougall

In Shona MacLeod's absence Sharon Brady-Wardrope (SBW) outlined this report and noted that the purpose of this report is to inform Management Committee of the level of Rechargeable Repairs Debt for both current and former tenants, including total invoices issued and payments received in the 3rd Quarter. SBW suggested that the case studies given in this report help give a good context to what is being given as support in this report.

SBW stated that this agenda item was not for approval but was for information only.

Decision: Committee noted the report.

8 Policy/Strategy

8.1 Rechargeable Repairs Policy - following consultation

Purpose - For Approval

Minute by Callum MacDougall

Mareta Greig (MG) outlined this report and noted that the purpose of this report is to present to the Committee a revised Rechargeable Repair Policy for approval. MG explained that this report gives good context and that this went out to the E-group but got nothing back.

Andrea Finkel-Gates noted that it is good to see the track changes.

Management Committee approved the proposed Rechargeable Repairs Policy - following the tenant and staff consultation.

Decision: Approved

8.2 Business Plan 2022/23 End of Year Review

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) provided a verbal update on this item, hence no paper attached and was looking for approval on this. SBW noted that it would be better to have a paper on this come April after the options appraisal was completed. This is a refresh of current 5-year plan and a lot of this has already been completed.

Management Committee noted and approved the proposal to bring the Business Plan 2022/23 End of Year Review to the April meeting.

Decision: Approved

9 Governance

9.1 Interim Director Report

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined this report with the purpose to update the Management Committee on issues and activities within Forth within the period and also to seek approval for an extension of 1-month additional leave of absence for Lynore MacLeod.

SBW reported that she continues with the monthly meetings with our regulation manager and that the last meeting was very positive. We have provided the regulator with our latest update on our Governance Improvement plan along with the Christine Dougan Report on our ARC Validation which has also come back positive for us.

SBW also reported that the CAF Bank Loan documentation was reviewed by our solicitors and committee approval given at the management committee meeting on the 27th February 2023, however right now we are not in a position to sign the documentation as we are still awaiting the final issue of the Professional Consultant Certificate (PCC) which we require for the properties that were being used as security for the loan. We are also waiting on Stuart Eglington to finish and pass on his final report.

Andrea Finkel-Gates (AFG) asked whether attendance is required from management committee for the Tenants Conference and if so then she is happy to attend. Angela Laley (AL) responded by saying that it's not a requirement but would be happy for AFG to come along and attend.

Management Committee noted the report and approved Lynore MacLeod's proposed extension of an additional 1 month leave of absence.

Decision: Approved

9.2 Governance Improvement Plan

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined this report with the purpose of updating the Committee on the progress made on the actions within the Governance Improvement Plan and the Governance Investigation Action Plan. The report also seeks approval from committee on the removal of any completed actions.

SBW noted that Paul McNeil has now spoken with all staff and almost all committee members and is progressing well with his consultation for our options appraisal and a final report is due to be presented to the April management committee.

SBW noted that one consultation event has already been completed in early March by Angela Laley which was supported by TPAS. A further workshop is planned at the tenant conference on 30th March with the final draft strategy to be presented to the April management committee.

SBW noted that Mareta Greig (MG) is still ongoing with SDM and the data collection which MG reported that as of now we are over our 60% target mark.

John Jenkins (JJ) asked if there is some additional way this information can get fed back to our governing body which was noted by SBW and MG.

Andrea Finkel-Gates asked if the Management Committee could get a stock tour which was agreed by MG and SBW added that there has been a tour planned for April.

JJ also asked if there is a possibility that we can weave the Tenant Satisfaction survey/ report in with the stock condition report. This was noted by SBW.

Management Committee noted the report and approved the removal of any completed actions.

Decision: Approved

9.3 Governance Learning Plan

Purpose - For Approval

Document - 9.3 (2) Draft Brief for Management Committee Appraisals and Support 2023-24.docx

Page 3 Note by Andrea Finkel-Gates

Should we be using our most recent tenant survey results in here not 2019?

1 Reply

- **Reply by Sharon Brady-Wardrope** - yes of course - this was drafted before the results were official! I will update.

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined this report with the purpose to give an update on progress with the Governance Learning Plan and to present the draft Brief for consultancy services for 2023/24 Management Committee Appraisals and induction support.

SBW noted that the management committee have completed 2 training sessions in the period which have both come back with very positive feedback. Also, in our current recruitment drive we have had 5 enquiries so far and met with 2, which will then be referred for shortlisting by the Convener of the Audit and Risk Committee. This is all in accordance with our Standing Orders Member Recruitment Process.

Management Committee noted the report and approved the brief for tendering for consultancy services for 2023/24 annual appraisal and ongoing support.

Decision: Approved

9.4 Notifiable Events

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined this report with the purpose to update the Management Committee on new and current notifiable events to give assurance that we are complying with our obligations with the Scottish Housing Regulator (SHR).

SBW noted that there were two new Notifiable Events in the period since the last meeting. The incident at Craighall Court which we have offered our full support and had no further update and then the accident on construction site which is under investigation by HSE and we have had no further update also.

SBW also proposed that we close the Milton Brae event which was then agreed by all members.

Management Committee noted the report and approved the closing of the Milton Brae event.

Decision: Approved

10 Membership

Purpose - For Approval

10.1 New Memberships - Verbal Update

Purpose - For Information

Minute by Callum MacDougall

The Chair noted this had already been covered previously and discussed. No need to discuss again.

11 Correspondence

Purpose - For Information

12 Health and Safety Monthly Report

Purpose - For Information

Minute by Callum MacDougall

Mareta Greig (MG) outlined this report with the purpose to provide information to the Management Committee with regards to health and safety issues for tenants and staff.

MG noted that in item 4.2.3 - that she checked if these changes have any impact on us and they don't currently. MG also noted that in item 4.5.3 - we are looking to get this completed by the

end of week. We are very confident with this.

MG continued to inform the committee on that we are currently 100% compliant in relation to EICRs and currently have removed all asbestos that we know of from tenanted properties.

Ann Dickson suggested that this report could be done quarterly and committee agreed with this suggestion.

Management Committee noted the report with regards to health and safety issues for tenants and staff.

Decision: Committee noted the report.

13 AOCB

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) noted that John Jenkins comment on DT regarding the comment on covenants from the treasury management training and advised that this had been reviewed and that SBW and Fettes McDonald had spoken with the bank, and everything was there was no issues in changing how we report going forward.

14 Date of next meeting - Monday 24th April 2023

Minute by Callum MacDougall

The date for the next Management Committee meeting on the 24th April 2023 was approved. The Chair thanked everyone for their attendance this evening.