

MANAGEMENT COMMITTEE MEETING

Monday, 26th June 2023 6:30 pm

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

Attendees

Attendees

<p>Present Ann Dickson Alistair Hutton Andrea Finkel-Gates</p> <p>By Teams Priscilla Maramba Lyndsay Moffat</p>	<p>In attendance Sharon Brady-Wardrope* Mareta Greig** Paul Fraser (partial)*** Callum Wynd Abira Sarwar Kirsty Morrison</p> <p>Callum MacDougall (minutes)*</p> <p>By Teams Fettes McDonald**** Shona MacLeod**** Jacqueline Norwood*****</p>
<p>Apologies Kenny Hutton John Jenkins Lynne Lavery James Bryce Heather Arthur Lynore MacLeod Cllr Gerry McGarvey</p>	<p>* Excluding Item 9.7 ** Items 1. – 6.3 only *** Excluding Item 9.7 and 10 **** - Items 1. – 7.1 ***** Item 9.7 Only</p>

Meeting Information

1 Chair's Statement

Minute by Callum MacDougall

The Chair welcomed all staff and committee to the meeting. SBW advised that the attendance was checked and the meeting was quorate.

As a friendly welcome to the new committee members Sharon Brady-Wardrope (SBW) suggested that we go around the room and all give a brief introduction as to who we are and what our roles are within Forth Housing Association. This was welcomed by all in attendance.

*It was also agreed that the committee would take agenda item 9.7 which was confidential after agenda item 9.8 to allow for better meeting continuity.

2 Apologies

Minute by Callum MacDougall

Kenny Hutton
John Jenkins
Lynne Lavery
James Bryce
Heather Arthur
Lynore MacLeod
Gerry McGarvey

3 Declaration of Interest

Minute by Callum MacDougall

None Declared.

4 Previous Minutes

4.1 Draft Minute of Management Committee - 22nd May 2023

Purpose - For Approval

Minute by Callum MacDougall

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

Decision: Approved

4.2 Unconfirmed Minute of Staffing Sub Committee Meeting - 12th June 2023

Purpose - For Information

Minute by Callum MacDougall

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

Decision: Approved

4.3 Unconfirmed Minute of Development Sub Committee Meeting - 31st May 2023

Purpose - For Information

Minute by Callum MacDougall

After noting John Jenkins's (JJ) comments on Decision Time (DT) and making the amendments these minutes were Approved as an accurate record of the meeting.

Decision: Approved

5 Matters Arising

Purpose - For Information

Minute by Callum MacDougall

Mareta Greig (MG) gave a brief update to the committee on our adaptations policy and noted that it will be mentioned in our upcoming summer newsletter.

MG noted that in the policy under point 4.16, following committee request - Where an adaptation is requested for a member of the household who does not reside in the property full time (e.g. visiting children), the same decision making process will apply. This is now added into the policy.

Decision: Committee noted and approved this update.

6 Operations

6.1 Procurement Services Contract

Purpose - For Approval

Minute by Callum MacDougall

Paul Fraser (PF) outlined this report and noted that we have completed a procurement exercise in order to find a consultant to provide a tender procurement service Construction Design Management (CDM) and Quantity Surveying (QS) Services. The contract services are for our 4-year external paintwork, a 1 year kitchen and gas boiler replacement contracts.

Sharon Brady-Wardrope noted there had been a couple of comments made on Decision Time (DT) and responses had been given on these also.

Management Committee approved the proposed Procurement Contract.

Decision: Approved

6.2 Gas Servicing Contract

Purpose - For Approval

Minute by Callum MacDougall

Paul Fraser (PF) outlined this report and noted that approval is needed on the outcome of the procurement exercise for the 4-year gas servicing and maintenance contract for 2023. It is recommended that Saltire become our principal gas servicing and maintenance contractor.

Ann Dickson (AD) noted that we don't really have any other alternative as Saltire were the only response we had from the procurement exercise that took place.

[REDACTED – COMMERCIAL SENSITIVE INFORMATION]

Alistair Hutton (AH) asked how many notes of interest we did actually have come in. PF replied that due to it being an open tender we were unable to know how many actually put in for the contract.

Sharon Brady-Wardrope (SBW) noted that across the board gas suppliers are struggling and that there is a pattern developing in the sector at present as there has been some key contractors leaving the market (Kingdom Gas/McGill FM).

SBW noted that we will also go back and see why others didn't price.

Andrea Finkel-Gates noted that she had made comment on this report through Decision Time (DT) and was happy with the response given by PF in regard to her comments.

Management Committee approved the proposed Gas Servicing and Maintenance Contract.

Decision: Approved

6.3 Window Replacement Contract

Purpose - For Approval

Minute by Callum MacDougall

Paul Fraser (PF) outlined this report and noted that it is recommended to approve the appointment of Sidey for the window and door replacement contract at Barnsdale Road and agree to additional funding to allow the contract to proceed.

PF noted that as explained in his paper the overall cost for windows replacement has gone up which means that the contracted prices have also gone up hence why the cost of the project is more than what we had budgeted for.

Sharon Brady-Wardrope (SBW) noted a comment made on Decision Time (DT) time by Andrea Finkel-Gates (AFG) which asked if we had considered ScotExcel's procurement framework instead of SPA. The response was that this will be getting looked into as this option might provide better value for money and this is for all procurement, not just windows and doors specifically. SBW noted that even with committee approval this evening this is still an option we can look at.

Alistair Hutton (AH) made the suggestion of mini tenders which was PF replied with that it would still have to go out to all contractors.

Ann Dickson (AD) asked whether or not our tenants had been given any correspondence in regard these window replacement works, which PF replied by saying that letters will be going out shortly to update tenants and there has also been information added to the newsletter about the works that will be taken place and in which areas as well.

Kirsty Morrison (KM) asked if there had been any major complaints from tenants about windows needing replaced in their homes. PF noted that windows were one of the areas mentioned by tenants as an area of concern and a priority during the recent Tenant Satisfaction Survey which is why we want to get this contract rolled out as early as possible.

SBW noted that questions had been asked on DT in regard this paper which had all been replied to with no further response needed. SBW also noted that the PSO will pick up on additional questions asked at this meeting and investigate the alternatives.

Management Committee approved the appointment of Sidey for the window and door replacement contract at Barnsdale Road and agreed to additional funding to allow the contract to proceed.

Decision: Approved

*Paul Fraser left the meeting at this point after conclusion of his papers.

7 Finance

7.1 Loan Portfolio - SHR Submission

Purpose - For Approval

Minute by Callum MacDougall

Fettes McDonald (FMD) outlined this report with the purpose to present to Management Committee the details of the Association's loan portfolio at 31 March 2023 and to receive approval for submission of the return to the Scottish Housing Regulator (SHR).

FMD noted that there is nothing controversial within the report and that item 2 outlines the main points of the report. There are no concerns regarding any aspect of the loan portfolio return for the Association and the loans are due to be fully repaid by 2041.

Andrea Finkel-Gates (AFG) noted that lenders are asking RSL's about Environmental, Social and Governance framework (ESG) and then asked if this is something we are going to do? FMD noted that we are not due to seek new finance yet but it will be something that eventually comes up later in regard to the ESG.

The Management Committee approved the submission of the Loan Portfolio Return to the Scottish Housing Regulator.

Decision: Approved

*FMD left the meeting at this point after the conclusion of his paper.

8 Policy/Strategy

8.1 Tenant Engagement Strategy - Deferred

Purpose - For Approval

8.2 Data Protection Policy and Retention Schedule - deferred to August 2023

Purpose - For Approval

8.3 Policy Reviews Report - Voids Policy, Mortgage to Rent Policy, Rent Arrears Policy

Purpose - For Approval

Minute by Callum MacDougall

Mareta Greig (MG) outlined this report and noted there are two main changes to the Voids policy that relate to charges to a mutual exchange and an incentive payment for a property which can be turned around quickly.

Ann Dickson (AD) asked if this is a standard practice these days which MG replied saying that it is commonly used now a days as it helps with budget and also the condition of the returned properties. Sharon Brady-Wardrope (SBW) also added that this does help us and is happening more and more in different associations across the board.

MG noted that with the Mortgage to Rent policy had not been reviewed since 2012 and was overdue the review. There are no major changes and it's purpose was to reflect any changes made by the Scottish Government since the last review and to align this with how Forth will action any requests.

Abira Sarwar (AB) asked if we get a grant to help with some of the rent recovery. MG advised that there is a purchase subsidy capped at 60% of the purchase price. There is also a repairs subsidy up to a value of £8500 to bring the property up to SHQS.

MG noted that with the Rent Arrears policy only main change was in regard its procedures and that this policy again has had no major changes, and any changes are primarily to bring it into alignment with the recently reviewed policies in terms of the new policy format.

MG noted that there had been questions posted on Decision Time (DT) by John Jenkins in regard to all three policies which had been responded to by MG and SBW and no further response was needed.

Management Committee gave approval on the revised Voids Policy, Mortgage to Rent Policy & Rent Arrears Policy.

Decision: Approved

8.4 Business Plan Delivery Plan 2023/24

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined this report with the purpose to seek approval of the one-year Delivery Plan for the Business Plan for 2023-28 which was developed during the November and December 2023 Strategy days and influenced by both the Development Option Appraisal and the Strategic Option Appraisal.

SBW noted that the information provided here in this report is information we already know from our business strategy day and that the format is the same keeping the key business areas mostly but combining learning and development with staff. Once approved this will be sent to the regulator.

Andrea Finkel-Gates suggested that we re-name this item Business Delivery Plan for the future, which all members agreed with. SBW noted that this change will be implemented going forward from now on.

Management Committee considered the proposed objectives within the plan and approved the plan.

Decision: Approved

8.5 Notifiable Events Protocol - deferred

Purpose - For Approval

9 Governance

9.1 Interim Director Report

Purpose - For Information/Approval – Office closure

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 and the wider housing sector and to seek approval for an additional office closure on Thursday 21st September for a combined Management Committee and Staff Event.

SBW noted that we have now received the Professional Consultant Certificate (PCC) which had been a requirement for the CAF Bank Loan funding and it has also now been forwarded to TC Young and CAF Bank. This should be in place for signing by the end of July 2023.

Andrea Finkel-Gates (AFG) asked if the regulator is to meet with the senior team next which SBW confirmed will be our next step.

Lyndsay Moffat (LM) noted that the comment from the regulator in regard to the EESSH2 seemed a bit unfair. SBW agreed with this and noted that the regulator hasn't ever properly met

with our committee previously.

SBW noted that John Jenkins had given his apologies for the combined Management Committee and Staff Event on Thursday 21st September in a note on Decision Time (DT).

The Management Committee approved the closure of the office on Thursday 21st September for the combined Management Committee and Staff Team event.

Decision: Approved

9.2 Governance Improvement Plan

Purpose - For Information/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 new Governance Improvement Plan 2023. Also, to provide an update on the Governance Investigation Action Plan.

SBW noted that there were 13 outstanding actions from the last update in May 2023 and we are proposing to close a further two - (2.2) Culture change & (5.1) Staff Satisfaction Survey.

AFG commented that it is a good job well done so far by all the staff team.

The Management Committee approved the removal of the actions listed in section 2.1 and noted the update on outstanding actions on the Governance Improvement Plan 2023 as well as the outstanding action on the Governance Investigation Plan.

Decision: Approved

9.3 Governance Learning Plan

Purpose - For Information

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) outlined this report with the purpose to update the Committee on the progress with the governance learning plan developed for 2023/24 .

SBW thanked all committee for their training involvement and asked Committee to note the key dates for the Stock tour 24th July and the joint staff and committee team building event which is planned for Thursday 21st September.

SBW noted that the remaining items of training to be booked is the Risk Management Sessions with SHARE however dates for this has not been released yet. There will also be additional H&S training for governing bodies to help the members understand their roles and responsibilities. This training is delivered online by ACS/EVH and runs for

approx. 1.5 - 2hrs. Invites will be issued for this once a date is agreed.

Andrea Finkel-Gates (AFG) noted that the Dampness, Condensation and Mould Training course that herself and Ann Dickson (AD) to part in went very well. AFG noted that hygrometers were mentioned in the training and asked if this would help our tenants and us for measuring humidity levels within properties and do we have a need for these meters. SBW replied that we have a data logger to track this information already but it is needing updating so these hygrometers could be an explored option and might even provide better value for money.

Mareta Greig (MG) noted to the committee that out of all the jobs reported in the last 12 months in regard to mould in properties there is only 2 outstanding and that's down to the fact that the tenants are not responding to all correspondence given to help with this issue.

The Management Committee noted the progress to date and the training activities planned for the coming months.

Decision: Committee noted the report

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 5 open notifiable events. It had previously been recommended to the committee to close some events however they had remained open on the SHR portal. The SHR has since closed off 4 of these events therefore we have only one open notifiable event.

SBW noted that there were no new notifiable events in the period since the last update but committee will be notified when there is a new that comes in.

SBW noted that in item 4.1 (Ref 30246 - Structural Cracking Raploch Site 8/9) the cover report appended to this report is to give the full committee a broader understanding of the current situation. This update has also been presented to the SHR which was greatly appreciated by them. Penman Court is still causing problems with the columns which we are unsure yet of having to pay this but the risk is acceptable. We are taking advice on this currently to ensure best outcome.

Alistair Hutton (AH) asked who outlined the parameters of this report. SBW replied that it was Robertsons who had outlined this but we want to make sure its narrowed down and properly agreed first.

The Management Committee noted the update on the open notifiable events and approved closing event Ref 30415 when contract award is approved.

Decision: Approved

9.5 Annual Assurance Statement - Review of Standard 5 & 6

Purpose - For Information

Minute by Callum MacDougall

Mareta Greig (MG) outlined this report with the purpose to provide evidence to allow the Management Committee to review the requirements for Standards 5&6 of the Annual Assurance Statement to the Scottish Housing Regulator (SHR).

MG noted that Patricia Gallagher had reviewed these standards as part of the Strategic Options Appraisal. There are two outstanding items for standard 5 to be completed including signing of the Code of Conduct after the 2023 AGM and Registers of Interest added to the website.

MG also noted that for Standard 6 there will be the succession policy going to the Management Committee meeting in August and a new Induction Policy which is currently being drafted.

Andrea Finkel-Gates (AFG) asked if there was a way in which Decision Time (DT) can allow signatures on documents etc. and if this could be looked into. MG replied that she would get this looked into.

Management Committee noted the evidence provided including the updated position of these standards within the Governance Improvement Plan.

Decision: Committee noted the report

9.6 Consultancy Services - Tender Approval

Purpose - For Approval

Minute by Callum MacDougall

Ann Dickson (AD) outlined this report with the purpose to present the outcome of the tender process and seeks approval from the committee to appoint the successful proposal from Allanpark Consultants who will provide support to the management committee for a 3 year contract covering appraisals, induction support and ongoing coaching and mentoring where required.

AD noted that the interviews were conducted by the Chair and the Chair of the Audit and Risk Sub Committee and supported by the Interim Director.

[REDACTED – CONFIDENTIAL INFORMATION]

Andrea Finkel-Gates (AFG) and Sharon Brady-Wardrope supported this comment and noted that Allanpark Consultancy was the stand out candidate.

The Management Committee approved the appointment of Allanpark Consultancy for the 3 year contract to provide the Management Committee Consultancy Support.

Decision: Approved

9.8 ARC 2022/23 Indicator 26 Correction

Purpose - For Approval

Minute by Callum MacDougall

This item was taken prior to 9.7 to allow 9.7 and 10.0 to be taken together as proposed new committee members were excluded from these items of business.

Mareta Greig (MG) outlined this report with the purpose to present to the Management Committee for approval corrections to indicator 18, 26 and 27 in relation to the ARC submission for 2022/23.

MG noted that following the request from the SHR to query our submission, we checked the report again and it seems that two payment types were not included in rent collected (credit cards and cash payments) which we found out was an error by SDM. It was also found that prepayments for current tenants (as per the technical guidance) from last year's period 12 were not included. Again, an error by SDM.

MG explained that the result of the SDM errors is that SDM have now corrected both of these and it has left us with a better rent collected figure than first reported and a marginally increased void loss figure. Following our discussion with SDM, it appears other RSLs using this report may also require corrections, as this report seems to be wrong from the initial set up. We have formalised this with a complaint to SDM.

MG noted that although we are disappointed that we have corrections to make to the ARC, after staff had worked so hard to ensure we had robust data and we have paid SDM for automated reports, it has allowed us to further analyse the raw data used to pull the report together and restate a slightly better position on percentage rent collected.

Sharon Brady-Wardrope thanked Shona MacLeod (SM) and MG for all the hard work they put into fixing this issue and noted that the regulators were appreciative of this also.

Ann Dickson (AD) noted that SDM really let us down here but again thanked the staff involved for all their hard work on this matter.

The Management Committee noted and approved the correction to Indicators 18, 26 and 27 which will be restated to the SHR by the deadline of Friday 23rd June 2023.

Decision: Approved

***At this point Jacqueline Norwood joined the meeting to present the paper of agenda item 9.7 which was confidential.**

***At this point all staff and new committee members stepped out so that the confidential item 9.7 could be discussed.**

9.7 Senior Officer Recruitment Proposal - Confidential Item

Purpose - For Approval

Minute by Callum MacDougall

This matter was considered confidential and all staff and proposed new committee members left the meeting.

Jacqueline Norwood (JN) joined the meeting at this time and outlined this confidential report to the committee which detailed the Senior Officer Recruitment Proposal.

A separate confidential minute has been produced separately for this item however the Management Committee approved the confidential Senior Officer Recruitment Proposal.

Decision: Approved

**Jacqueline Norwood left the meeting at this point after conclusion of her papers.*

**All staff returned to the meeting at this point.*

10 Membership and Committee Recruitment

Purpose - For Approval

Minute by Callum MacDougall

Staff rejoined the meeting at this point.

Sharon Brady-Wardrope (SBW) outlined this report with the purpose of presenting to the Management Committee for approval the outcome of the recent recruitment exercise to appoint new committee members and the associated membership applications. To also present to the committee a point of correction regarding the minute of 27th March Meeting regarding the approval of a member application.

SBW briefly noted that all new members offer skills we were looking for to help strengthen the Management Committee further.

The Management Committee approved the two new membership applications from Callum Wynd and Kirsty Morrison. The Committee also approved the appointment of Abira Sarwar as a Casual Member of the Committee, Callum Wynd as a Co-opted Member of the Committee and Kirsty Morrison as a Co-opted Member of the Committee. Furthermore, committee noted and approved the correction to the minute of the 27th of March 2023 meeting, Agenda item 10.1 New Memberships Update should read...

10.1 New Memberships - Verbal Update

Purpose - For Approval

Minute by Callum MacDougall

The Chair noted this had already been covered at the start of the meeting and the

membership application for Abira Sarwar was discussed and approved.

Decision: The Committee Approved the membership applications for Callum Wynd and Kirsty Morrison and the appointment of Abira Sarwar as a Casual Member and both Callum Wynd and Kirsty Morrison as Co-opted Members.

*At this point the new members were welcomed back into the meeting and informed of the approved decision made by the committee.

11 Correspondence

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) noted that this item of 'correspondence' will be utilised more in the resource library through Decision Time (DT) in the future. Items (11.1 - 11.4) were noted as a briefing note for committee to view in their own time.

SBW noted the comment John Jenkins made on DT in connection to agenda item 11.4 and that there was some interesting recommendations made within the report which we do not follow and it would be worthwhile getting a fuller report outlining the potential changes to our process for recording minutes, for the governing body to consider. It was agreed that this will be provided at a future meeting.

The Management Committee noted the briefing notes from agenda items (11.1 - 11.4).

Decision: Committee noted these briefings.

11.1 Putting Safety First - briefing note Governing body member assurance Publication - May 2023 - CIH/SFHA/ALACHO

Purpose - For Information

11.2 Regulatory Framework Review - SFHA

Purpose - For Information

11.3 EVH Presentation re Finance and RSLs 2023

Purpose - For Information

11.4 SHR Publication on Lessons Learned for Recording Decisions

Purpose - For Information

12 Health and Safety Quarterly Report

Purpose - For Information

Minute by Callum MacDougall

Mareta Greig (MG) outlined this report with the purpose of providing the Management Committee with the quarterly Health and Safety update. This report is completed by the Property Services Officer.

MG noted the ongoing compliance in respect of Health & Safety in all business areas and noted the work being undertaken by the HS&W group to address the actions included in the ACS audit.

MG added that staff can now use fobs for lone working when entering a property alongside an application on their mobiles when recording interactions with tenants.

The Management Committee noted the actions taken to date.

Decision: Committee noted the report

13 AOCB

Minute by Callum MacDougall

Sharon Brady-Wardrope advised committee on how we should all be attaching notes/comments to decision time as there seemed to be some confusion prior to the meeting.

Management Committee noted this for future reference.

14 Date of Next Meeting - Monday 28th August 2023 at

6:30pm

Minute by Callum MacDougall

The date for the next Management Committee meeting on Monday the 28th of August 2023 was approved. The Chair thanked everyone for their attendance this evening.