

Management Committee Meeting

Monday, 30th January 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 Alistair Hutton Kenny Hutton John Jenkins Lynne Lavery Heather Arthur Lyndsay Moffat</p> <p>By Teams James Bryce Andrea Finkel-Gates</p>	<p>In attendance Sharon Brady-Wardrope Angela Laley * Shona MacLeod * Fettes McDonald *</p> <p>Callum MacDougall * (Minutes) Margaret Glencross * (Minutes)</p> <p>* Excluding confidential item 4.3</p>
<p>Apologies Lynore MacLeod Priscilla Maramba Mareta Greig</p>	

1 Chair's Statement

Purpose - For Information

Minute by Callum MacDougall

The Chair welcomed all committee and staff to the new meeting space. Item 7.2 will be brought forward as speaker had other meeting to attend.

Item 4.3 on the agenda was confidential and Chair agreed to take this at the end of the meeting.

2 Apologies

Purpose - For Information

Minute by Callum MacDougall

Priscilla Maramba, Lynore MacLeod & Mareta Greig

3 Declaration of Interest

Purpose - For Information

Minute by Callum MacDougall

None declared.

4.1 Minutes of Management Committee Meeting 28/11/2022

Purpose - For Approval

Minute by Callum MacDougall

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

Decision: Approved

4.2 Unconfirmed Development Sub Committee Minutes 20th October 2022 - Note

Purpose - For Information

Minute by Callum MacDougall

John Jenkins highlighted that this document should have been water marked with DRAFT. It was agreed that this would be amended for this document and future minutes.

Decision: The unconfirmed minutes of the Development Sub Committee were noted by the Committee.

4.3 Confidential Management Committee Minute 27th November 2022

Purpose - Approval

Minute by Sharon Brady-Wardrope

This item was considered confidential and was taken at the end of the meeting after all staff left the meeting. Only Sharon Brady-Wardrope remained to present the paper.

Decision: The confidential minute of the Management Committee meeting 27th November 2022 was agreed as a true record of the discussion and approved by committee.

5. Matters Arising

Minute by Callum MacDougall

There were no matters arising.

6.1 Quarterly ARC Report – Oct to Dec 2022

Purpose - For Approval

Minute by Callum MacDougall

Angela Laley outlined this report and noted where certain targets hadn't been met.

John Jenkins had noted that he appreciated this new format of the report and that it was well presented.

Lyndsay Moffat asked if the eviction results/ information needs to come to committee or not, which Sharon Brady-Wardrope responded that it is not a requirement for approval from committee but the committee should receive anonymised information

[Post Meeting note: the policy requires the eviction to be signed off by the Chair]

John Jenkins expressed concern over the level of refusals in an area we have developments planned and wanted to make sure that there was a demand for our development.

Sharon Brady-Wardrope highlighted that referrals made in relation with certain properties in Cambusbarron were from applicants that were not looking for that area. Angela Laley also explained that there is a particular stigma connected to these properties. This was expanded upon by Angela Laley regarding the house type and family housing being over 4 storey levels.

Kenny Hutten noted that the tender for Barret is coming up soon and this may now need additional information before revisiting. Sharon Brady-Wardrope advised that we conduct an analysis of demand prior to any contracts being signed and house types agreed.

With the above comments made and highlighted, the report was approved as an accurate depiction of the quarterly performance.

Decision: Approved

6.2 Tenant Services Report

Purpose - For Information

Minute by Callum MacDougall

Sharon Brady-Wardrope outlined this report on Mareta Greig's behalf due to apologies.

This performance report is to be used to help give a more focused point on results and give an overview of the activities within tenant services based within the period given.

Sharon Brady-Wardrope noted that there has been a massive push with providing the Fuel support payments to tenants rather than arrears cases over the December period as the FSP was deemed a priority at the time due to the scale of the task.

Sharon Brady-Wardrope added that we are now taking a very in-depth approach to the arrears in January and February which will help with the overall reduction of arrears.

Ann Dickson asked if the rent cap was being extended and if the evictions ban was being lifted. Sharon Brady-Wardrope responded to this. The rent cap is not being extended but was unsure of the decision made to lift the eviction ban yet.

Committee was again impressed with the level of detail given in this report. Sharon Brady-Wardrope explained that some of the performance information in the report will be merged with the ARC Performance report to give further clarity on all our performance data. This will mean that the Tenant Services Report will focus on activities in the period.

Decision: The committee noted the report.

6.3 Development Sub Committee Bi-annual Update – to be deferred to February meeting.

Purpose - For Information

Minute by Callum MacDougall

This will be deferred to February meeting.

6.4 Amendment to Remit of Development Sub Committee

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope presented this and advise that the Amendment to Remit of

Development Sub Committee previously required by the Management Committee that the authority of the Development Sub Committee should be to 'recommend the approval of "development projects" to the management committee and this amended was agreed and approved by the Development Committee The revised Terms of Reference were approved by committee.

Decision: Approved

7.1 Rent Review

Purpose - For Approval

Note by Lynne Lavery

I have a query regarding the figures used to calculate the affordability matrix. What I pay in rent doesn't seem to add up with the figures used in the matrix figures for a couple with one dependent in a 2-bed property but using

- **Reply by Sharon Brady-Wardrope** - the ave weekly rent would need to be multiplied by 52 weeks then divide by 12 to give the monthly equivalent. Some properties are higher due to property type - semi detached end terrace and landscape charges or solar would all attract additional points. Some are lower as points are deducted for flats etc.

Lynne Lavery explained her comment that was given on Decision Time earlier and that it had been clarified with the response from Sharon Brady-Wardrope via Decision Time

Minute by Callum MacDougall

Sharon Brady-Wardrope spoke on Mareta Greig's behalf due to Apologies.

Sharon Brady-Wardrope explained that the rent consultation had been supplied to all tenants in regards the 5% or 6% rent increase and that the response rate was extremely positive. There was a high percentage vote with the 5% increase. It was explained that this would have a significant impact on the 30-year improvement program which will require cut backs elsewhere to support this. It was noted that we can maintain the 5% for a couple of years but by 3rd year we will need to look at the CPI plus more for rents.

Sharon said that due to the hard work of staff we received a fantastic response rate of over 15% which is significantly higher what is common across the sector – often as low as 6% but previously averaging at 9%.

After presenting to the Committee the rent consultation responses which support a rent increase of 5% for 2023/24. This item was approved by committee.

Decision: The committee approve the rent increase of 5% to be applied from April 2023. Approved

7.2 Draft Budget 2023/24

Purpose - For Information

Minute by Callum MacDougall

Fettes McDonald explained that this gives a narrative of figures from both previous year, noted on the right, and current year of 23/24, noted on the left.

Total Income from letting is close to the 5 million mark and is projected to be above previous year.

Letting incomes - Rents have been increased by 5%.

Expenditure - Staff costs are based on current staffing structure and take account of any increments due. Cash balance is assumed to fluctuate throughout the year.

Employee and estate costs along with office overheads and other operating costs have all increased from previous year.

SDM has more than doubled their cost which has increased that spend.

Covenant analysis was highlighted and all is fine.

John Jenkins (JJ) asked if we could see a projected budget for the coming year, which was noted by Sharon Brady-Wardrope (SBW).FMCD advise that the budget figures given were based on the actuals from the November 2022 projections previously presented to committee.

JJ asked if we are making money from factoring and highlighted that we shouldn't be with this, SBW gave response that there has been a small variance with contract and that we aren't making money from factoring. Figures to be checked.

SBW highlighted that SDM which has increased in price is our main management system that we use for all our tenants and store details for everything we do, this point was reinforced by Shona MacLeod who stated that [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]

SBW highlighted that the draft budget was presented and noted however, a final version will be produced for approval next month.

Decision: The committee noted the draft budget.

7.3 Rechargeable Repairs Report

Purpose - For Approval

Minute by Callum MacDougall

Shona MacLeod (SM) presented this report and stated as per the Management Committee's request at the September meeting, additional sample background information has been provided on 3 cases and was looking for approval on this item.

Lyndsay Moffat asked if there was a way in which a report could be given with previous & current tenants rechargeable repairs being shown. SM agreed with this and said this can be provided in future.

Decision: Approved

8.1 Policy Review - Customer Experience Policy – Tenant Engagement Policy (timetable and review) – Assignment & Succession Policy - Sub-Letting & Lodgers Policy

Purpose - For Approval

Minute by Callum MacDougall

Angela Laley (AL) presented these items along with Mareta Greig's due to apologies. Customer Experience policy – Angela Laley confirmed that this had already been approved by Committee in Nov 2022 and had been subsequently issued for tenant consultation with no further amendments requested.

John Jenkins (JJ) requested - 4.2 Inclusion for home visits regarding contractors also. 4.4 - Inclusion of email out of office. 8.0 Inclusion of details of Scottish Housing Regulator's Significant Performance Failures.

Lynne Lavery asked if the Tenant Handbook would be reviewed to take account of the changes to the Pets Policy. Angela responded that the Tenant's Handbook is under review and that we are looking to keep the handbook as generic as possible, to minimise amendments due to cost.

JJ highlighted that in the Assignment & Succession policy 4.11 - the wording doesn't quite make sense and should be looked at. Sharon Brady-Wardrope noted this.

Committee noted, with the exception of a few minor comments/corrections, that they approve the policies presented in this item. Committee also approved the proposed action plan and timetable including costings for the Tenant Engagement Strategy.

Decision: Approved

9.1 Interim Director Report

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) presented this report which gives Management Committee information on wider activities within Forth and outlines the [REDACTED – PERSONAL DATA]

SBW highlighted that she continues to meet with our Scottish Housing Regulator Engagement regulation manager to help assist with our risk assessment which she keeps everyone up to date with.

SBW noted that the Tenant Conference will be taking place on the 29th March 2023. Angela Laley confirmed this.

SBW noted that Christine Dougan's visit went well and she is looking to have her report back this week. SBW noted that this might be something that could go to the Audit & Risk Sub

Committee.

[REDACTED – PERSONAL DATA]

Decision: the committed noted the report and Approved the special leave of absence for Lynore MacLeod

9.2 Governance Improvement Plan

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) noted there has been some good progress with the Governance Improvement Plan and that there will be another meeting with Stuart Montgomery next week in relation to our equalities assessments that he had worked on before.

SBW highlighted the plan is using the 'Green Amber Red Traffic Light' approach in the 'Status' column which she believes works well to clarify what needs done for each item. Committee agreed and appreciated the layout showing those complete in the period and outstanding only.

The committee approved the removal of a further 17 completed actions on the governance improvement plan and the addition of the new outstanding items from the Governance Investigation Action Plan.

The committee also agreed that that we do not implement the action to change the position of secretary from committee to the senior officer and that they agreed this should remain the responsibility of the committee.

Decision: Approved

9.3 Annual Work Plan

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope (SBW) presented this report which outlined the challenges with the current meeting schedule and the changes to the Standing Orders necessary to reflect the new work plan. Additionally, all policies that are up for review in the coming year are present in this item for all to clearly see.

Kenny Hutton (KH) highlighted that the July Development Sub Committee meeting is on a Thursday and wondered why this was? SBW responded that this should be a Monday as all meetings moved to Mondays, the July meeting will have day changed.

KH asked about the Bi-Annual report for the Development Sub Committee. SBW explained that herself and Ewan MacDonald will formulate a draft to be presented to KH to add into this report

prior to being presented to the Management Committee.

The Management Committee approved the Annual Work plan which will be under regular review and the committee also approved the amendments to the Standing Orders.

Decision: Approved

9.4 Notifiable Events

Minute by Callum MacDougall

Sharon Brady-Wardrope presented this item and explained the new and current notifiable events. 4.3.1 - updated committee that there were more complex issues with this item, but we have put in place additional security measures as a result. 4.3.3 - This item is believed to be shut shortly and the review of PPE is closing this week. 4.3.4 - Neil Spriddle will have proposal/appraisal regarding the structural cracking at site 8/9. The update is there is no issue and that everything is safe.

Management Committee approved the update on current notifiable events.

Decision: Approved

10 Membership

Purpose - For Approval

Minute by Callum MacDougall

Sharon Brady-Wardrope presented two new memberships for approval by the committee. These were for [REDACTED – PERSONAL DATA]

Committee approved both memberships.

Decision: Approved

11.1 EVH monthly Briefing December 2022

Purpose - For Information

Minute by Callum MacDougall

SBW - no significant changes.

Decision: Committee noted the briefing.

11.2 EVH Public Holidays

Purpose - For Approval

Minute by Callum MacDougall

SBW - no significant changes.

Committee noted this.

Decision: Approved

11.3 CIH info on the draft Scottish Budget 2023

Purpose - For Information

Minute by Callum MacDougall

SBW - no significant changes.

Committee noted the budget.

Decision: Committee noted the CIH briefing.

12 Governance Learning Plan

Purpose - For Information

Minute by Callum MacDougall

Sharon Brady-Wardrope noted the progress that has been made with Governance Learning Plan and highlighted some of the new courses provided by SHARE which will be rolled out to staff and committee. Sharon also noted that the Governance Learning has been woven into the the Annual Work plan and invites had been sent out recently for those already in place.

Decision: Committee noted the report.

13 Health & Safety

Purpose - For Information

Minute by Callum MacDougall

Sharon spoke on Mareta's behalf due to apologies.

Lyndsay Moffat noted that information about condensation and dampness should be added to

this to help give more detail on the matter. Sharon Brady-Wardrope (SBW) confirmed and said this would be revised.

SBW noted that there has been positive work around ventilation for properties in regards this.

Decision: Committee noted the report.

14 AOCB

Minute by Callum MacDougall

Nothing to be added.

15 Date of Next Meeting 27/02/2023

Minute by Callum MacDougall

Staff were thanked and were asked to leave the room so the confidential item 4.3 could be discussed.

The date for next Management Committee meeting on the 27th February 2023 was approved. The Chair thanked everyone for their attendance this evening.