

Management Committee Meeting

Monday, 27th February 2023 6:45 pm

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

Note this meeting was preceded by the GDPR Training session delivered by Info Law Solutions

Attendees

<p>Present Ann Dickson Alistair Hutton Kenny Hutton John Jenkins Lyndsay Moffat</p> <p>By Teams Lynne Lavery Priscilla Maramba James Bryce Cllr Gerry McGarvey *</p>	<p>In attendance Sharon Brady-Wardrope Mareta Greig Angela Laley * Shona MacLeod * Fettes McDonald *</p> <p>Becky Ramage * (Minutes)</p> <p>* Excluding confidential item at AOCB</p>
<p>Apologies Heather Arthur Andrea Finkel-Gates Lynore MacLeod (Leave of absence) Ann Gordon</p>	

1 Chair's Statement

Purpose - For Information

Minute by Becky Ramage

The Chair welcomed all committee and staff to the meeting, which was the second meeting in the boiler house.

2 Apologies

Purpose - For Information

Minute by Becky Ramage

Heather Arthur, Andrea Finkel-Gates, Lynore MacLeod, Ann Gordon

3 Declaration of Interest

Purpose - For Information

Minute by Becky Ramage

None declared.

4.1 Management Committee 30/01/2023

Purpose - For Approval

Minute by Becky Ramage

Ann Dickson (AD) asked the committee if they had any questions regarding the previous minutes. No questions or concerns raised. Minutes were approved as an accurate record of the meeting.

Decision: Minutes approved.

4.2 Confidential Minutes

Purpose - For Approval

Minute by Becky Ramage

Sharon Brady-Wardrope (SBW) advised there are no confidential minutes, this is just a standard item on the agenda.

5.1 Matters Arising Report – Refusals for Cambusbarron, Updated Wording Assignment Policy and Customer Experience Policy

Purpose - For Approval

With regards to the Customer Experience Policy, A Laley advised that the revised wording requested by Committee had been issued to Committee in an e mail after the last Committee meeting and no further changes were requested. The Customer Experience was therefore approved.

Minute by Becky Ramage

This paper was presented by SBW. AD asked John Jenkins (JJ) and Kenny Hutton (KH) if they were happy with answers they received regarding their concerns over the refusals at Cambusbarron from the previous meeting. MG explained the main reason for refusal is surrounding an aspiration for a cottage style property as opposed to a flat. JJ enquired if we are not asking what specific house type the applicant wants in our housing application forms. Mareta Greig (MG) advised that we will be doing a review of housing application forms, however at this time, if the applicant only wants to be considered for a house then its only noted in the applicants diary and staff need to go through each diary to find this information.

Decision: Committee approved the reasons for refusals for the Cambusbarron property and the amended wording to the Allocations Policy and Customer Experience policy.

6.1 Telburn Way Lettings Plan

Purpose - For Approval

Minute by Becky Ramage

MG relayed this report on Ann Gordon's (AG) behalf due to apologies. SBW added point of correction paper should be under Ann's name, not Mareta's.

This report is to provide a proposed lettings plan for the development at Milnepark, the properties are likely to be ready for handover in March 2023.

To provide information on allocations per category for the last year and current demand for Bannockburn.

We propose to allocate all 10 properties based on our allocation policy whilst identifying transfers in order to free up smaller properties to offer to Stirling Council to aid with single person homelessness. AD asked if the properties freed up would be given to Stirling Council directly. MG advised that these will form part of our homeless quota to Stirling Council as opposed to given directly to the council for allocation internally.

JJ commented that we have a homeless quota of 15% for lets from our own homeless list which is correct meaning 65% to homeless overall.

Decision: The Committee Approved the lettings plan for Telburn Way.

6.2 Development Sub Committee Bi-annual Update – deferred to March meeting

Purpose - For Information

Minute by Becky Ramage

This will be deferred to March meeting.

6.3 CD Consultancy ARC Audit - Referred from Audit and Risk Sub Committee

Purpose - For Information

Minute by Becky Ramage

MG presented this report. MG advised this is to report to Management Committee the findings contained within the ARC Validation Audit undertaken by CD Consultancy, paper previously presented to the Audit and Risk Sub Committee on the 13th February 2023. MG added this is just to ask Management Committee if they have any further questions.

SBW added that she has also shared this with the regulator.

Decision: Committee noted the recommendations made by CD Consultancy and the associated action plan which will be taken to implement the required improvements to ensure compliance.

7.1 Proposed Write Off Report - Referred from Audit and Risk Sub-Committee

Purpose - For Approval

Minute by Becky Ramage

AD advised this is referred from Audit & Risk Sub Committee.

MG highlighted the purpose of this is to report to Management Committee the proposal to write off the appended former tenant rent arrears, credits, factoring accounts and rechargeable repair debt. All accounts being requested for write-off are in relation to former tenants/owners. Paper previously presented to the Audit and Risk Sub Committee on the 13th February 2023.

Decision: Committee approved write offs.

7.2 Landscape Maintenance Contract - Referred from Audit and Risk Sub-Committee

Purpose - For Approval

Minute by Becky Ramage

MG presented this report. This report is referred from the Audit & Risk Sub Committee on 13th February 2023 and they approved the recommendation of a one year extension to the landscape maintenance contract currently provided by Id Verde commencing on 1st April 2023 until 31st March 2024 at their meeting held on 13th February 2023.

Management Committee are now invited to approve this.

Decision: Committee approved 1 year extension.

7.3 CAF Bank Loan Approval

Purpose - For Approval

Minute by Becky Ramage

SBW presented this report. The purpose of this report is to seek approval from the committee on the Key Commercial Terms, the Terms and Conditions of the loan, the Draft Standard Security and to agree authorised signatories. SBW added that Management Committee has had sight of this. This has been on going from 2021.

Committee approved the appointment of CAF Bank to provide the funding in February 2022. We are satisfied that all documentation has been reviewed and approved by our solicitors TC Young.

There is a separate detailed minute proposed in the appendices which will be used for clarity.

SBW highlighted that this is a notifiable event and will advise the regulator once the agreement and securities are signed.

JJ asked about the developments that the funding is for and SBW advised that our 2 developments are progressing well. JJ added that it seems like there has been a few updated since the last Development Sub Committee on 23rd January 2023. SBW advised that there is a need to pull forward the April meeting as there are some items that we require to review – a convenient date to be agreed with the members.

SBW also added that she will touch base with signatories.

Decision: Approved.

POST MEETING NOTE – Date was agreed for Monday 13th March at 6.30pm via Teams.

7.4 Q3 Management Accounts – Referred from Audit and Risk Sub-Committee

Purpose - For Approval

Minute by Becky Ramage

James Bryce joined the meeting via teams.

AD advised this is referred from Audit and Risk sub committee meeting.

Fettes McDonald (FM) presented this report.

The purpose of this report is to present the management accounts appendix 7.4 (1) to inform the management committee the financial performance of the Association for the third quarter to

31 December 2022.

FM advised the results at the end of the third quarter ending 31 December 2022 shows a net surplus of £728,444 compared to a budgeted surplus of £694,901 giving a positive variance of £33,543. FM added the Association's financial performance shows a healthy position with nothing of concern to report on and welcomed any questions or concerns.

Decision: Committee approved the management accounts.

8.1 Joint Tenancy Policy

Purpose - For Approval

Minute by Becky Ramage

MG presented this item. MG advised this policy was previously approved by committee in February 2020 and is now due for the 3 year review. There have been no material changes to the policy and as it still meets current legislation there is no requirement to carry out tenant consultation.

JJ asked if a joint tenant can ask for a third party. MG advised no, this can't happen, can only go from sole tenancy to joint tenancy or joint tenancy to sole.

Decision: Committee approved the Joint Tenancy Policy.

8.2 Whistleblowing Policy and Ant-corruption, Bribery and Fraud Policy, Finance Regulations - Referred from Audit and Risk Sub-Committee

Purpose - For Approval

Minute by Becky Ramage

Angela Laley (AL) presented this paper. AL advised these policies were presented at the Audit and Risk Sub Committee meeting on 13th February 2023, all policies were approved although there was a recommendation for a flow chart to be added to the Whistleblowing Policy for additional clarity for the course of action available to committee members. This has been added as Appendix 1. SBW thanked Mareta for her input in to this.

KH asked if someone wants to report director and goes to chair does the chair need a budget to appoint an independent consultant. SBW advised that initially that it would likely be EVH as the first point of call so no there wouldn't be additional costs as it would be covered in the annual fee however if a deeper investigation was required then an independent consultant would be required and a cost would be incurred which would be funded from existing budgets.

Decision: Committee noted the changes and approved the Whistleblowing Policy, the Ant-corruption, Bribery and Fraud Policy and the Finance Regulations. .

9.1 Interim Director Report - deferred

Purpose - For Approval

Minute by Becky Ramage

SBW advised this paper was deferred due to most things covered in others papers.

9.2 Governance Improvement Plan

Purpose - For Approval

Minute by Becky Ramage

SBW presented this paper.

The purpose of this report is to update the Committee on the progress made on the actions within the Governance Improvement Plan and to present the new Governance Investigation Action Plan. The report also seeks approval from committee on the removal of any completed actions and the addition of any new actions that have been identified.

SBW highlighted there are 18 outstanding actions which are ongoing/progressing. There continues to be good progress with the Governance Improvement Plan and the Governance Investigation plan although fewer items complete in the period. Some delays and slippages have occurred mainly due to lack resources around staff working on other priorities such as the rent review but also those items that are interlinked with the Strategic Option Appraisal which is now underway. Paul McNeill has now met with all staff. Paul & Patricia will be meeting with committee, SBW advised they will be flexible e.g. on teams or face to face but it is extremely important that committee members are available for these meetings.

SBW advised that MG is taking to lead on Tenant profile and Insight work.

Tenant engagement strategy AL advised this was presented last month at Management Committee meeting and is progressing well. KH asked details of the events. AL advised that there are 2 events. One on 8/3 regarding the Tenant Participation Policy facilitated by TPAS and a Tenant Health and Wellbeing Conference on 30th March which Jacqueline Norwood is facilitating.

Lyndsay Moffat (LM) asked how are we putting Options Appraisal across to tenants and advised thinks we need to think about our approach. SBW highlighted that the independent consultants are taking lead on this and it is about the health and well being of the organisation.

Lynne Lavery (LL) added she would like more info on this. From a tenant perspective just getting a brief email about this is not enough information. SBW responded that the email referred to the meetings for Committee members with the consultant and that there will be 1-1 meetings getting arranged. With regards to tenants correspondence, this has not started yet. 1-1 meetings for committee will have an introduction on the email.

JJ added that in regards to the Governance Improvement Plan there was talk about testing

against 10 best principles for development and should this still be on there. SBW advised 10 principles are business as usual and have been used in reports. KH confirmed that he had seen this coming through but this can be added if needed. JJ said that that was fine it didn't need to get added back on.

LM added going back to Options Appraisal, committee don't know what tenants are going to be asked. AL advised she has spoken to Lesley Baird, TPAS and we will be publishing information regarding this on all channels, e.g. survey on My Forth, post on our Facebook page, in Easter newsletter.

LM also asked to see the detail of the proposal from the consultant SBW added that the brief will be circulated round to committee along with the brief.

Decision: Committee noted the progress made and approved the updated Governance Improvement Plan and the Governance Investigation Action Plan.

9.3 Notifiable Events

Purpose - For Approval

Minute by Becky Ramage

SBW presented this item.

This purpose of this report is to update 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 advised there are no new notifiable events but now we have approval of CAF bank we will notify that. None of the notifiable events have been closed off in the period although we would expect the one relating to the staff accident should be closed off.

4.3.1 – Incident at the leased accommodation. SBW advised that MG and herself went out and discussed with lease holders. Put suggestions out for safer environment although the family are insisting that the current property meets their needs and with the children at school mum is in a better position to keep an eye on things. Womans aid advised that there was no update from the Care Inspectorate

4.3.2 – Accident on site. SBW highlighted a positive note for site 8. Operative back on feet. HSE on site earlier in February and had some site work done and we still await the findings from HSE which will still be some time yet.

4.3.4 – [REDACTED – COMMERCIALY SENSITIVE AND CONFIDENTIAL INFORMATION]

Decision: Committee noted this report.

10 Membership

Purpose - For Approval

Minute by Becky Ramage
No membership applications.

11 Correspondence

Purpose - For Information

Minute by Becky Ramage
SBW advised no correspondence this month.

12 Governance Learning Plan

Purpose - For Information

Minute by Becky Ramage
AD asked if committee had any questions regarding this paper.

The purpose of this is to give an update on progress with the Governance Learning Plan and to present the 2022-23 Appraisal Questionnaire Responses Report from SETraining.

LM asked about the advert for new committee members, have we had any response, do housing officers know anyone. SBW advised that now we have 4 tenant members on committee and following the feedback from the appraisal process we are looking for members who have backgrounds in Finance, HR, Governance and housing professionals. SBW also added that we have had 4 enquiries so far, 3 have been sent an application pack.

SBW advised that she has the final draft report regarding the Appraisals but is going to send it back to get more information. SBW has sent over for a review as some skills have not been brought forward that we have.

SBW highlighted that Appendix 2 - Collated responses, there is quite a lot of information included in it and there is a report that goes with it that gives some recommendations.

AD asked if any of the committee had any questions regarding this paper.

SBW added welcome any feedback on training.

Decision: Committee noted the update on the learning plan, the upcoming training session and the collective responses from the appraisal questionnaire.

13 Health & Safety

Purpose - For Information

Minute by Becky Ramage

MG presented this report.

This paper is to provide information to the Management Committee with regards to health and safety issues for tenants and staff.

MG advised there is only 3 things to direct the attention to: Prior to the office closure for the festive period, 7 properties remained capped in relation to gas servicing despite the additional resources available to us. Tracy, our Income Maximisation Officer (IMO) and Callum have been active in the community with the aim of providing support to the affected residents. The IMO has now been successful in the reconnection of the gas supply and achieving a gas service certificate for 3 of these properties, therefore 4 properties remain capped at this time. Committee noted this was excellent news.

4.5.3 – Asbestos removal and Electrical Upgrade. MG advised the work has now started, all going well so far, now onto rewiring of the property.

4.6.6 – Near Miss – Staff Member. MG advised we have had word back from the Mental Health Team regarding two tenants and has had this information confirmed in writing. MG highlighted that this incident put staff and contractors at risk as we didn't know anything about this, i.e. no concerns about this tenant were passed to staff. MG also added that these tenants will now be 2 person visits.

Decision: Committee noted this report.

14 AOCB

Minute by Becky Ramage

SBW advised there was confidential item.

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

Decision: these items were considered to be confidential, and a separate confidential minute produced.

15 Date of Next Meeting 27/03/2023

Minute by Becky Ramage

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