

MANAGEMENT COMMITTEE MEETING

Tuesday, 27th August 2024 6:30 pm

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

Attendees

<p>Present</p> <p>Ann Dickson (AD) – <i>Chair</i> Kenny Hutton (KH) - <i>Joint Vice Chair</i> Andrea Finkel-Gates (AFG) - <i>Joint Vice Chair</i></p> <p>Andrea Mina (AM) Callum Wynd (CW) Elaine Rosie (ER) Jillian Fearnside (JF) Kerry Dawson (KD) Lyndsay Moffat (LM)</p> <p>By Teams Priscilla Maramba (PM)</p>	<p>In attendance</p> <p>Sharon Brady-Wardrope (SBW) - <i>Director</i></p> <p>Mareta Greig (MG)** – <i>Head of Tenant Services</i> Paul Fraser (PF)***** - <i>Senior Property Services Officer</i> Samantha Buggy (SB)** - <i>Head of Corporate Services</i> Shona MacLeod (SM)***** - <i>Finance Officer</i> Alison Smith*** – <i>Allanpark Consultancy</i> Amie Laing (AL)**** – <i>Auditor from Alexander Sloan</i></p> <p>Callum MacDougall (CM)** – Minutes</p>
<p>Apologies</p> <p>Abira Sarwar (AS) Hazel Robertson (HR) John Jenkins (JJ)</p> <p>Cllr Gerry McGarvey (GM)</p>	<p>*Comment made on Decision Time (DT) **Excluding item 9.6 Only ***Only item 9.6 ****Only item 7.1 *****Excluding item 9.4 and onwards *****Excluding item 9.4 & 9.6 only</p>

1 Chair's Statement

Purpose - For Information

The Chair welcomed all Management Committee (MC) members, staff and guest speakers to the meeting.

AD thanked everyone for their support following her accident and during her recovery towards getting back to the committee meetings. A special thank you was noted for AFG and KH as Vice

Chairs, who stepped in to assist in AD's absence to allow continuity of the Management Committee.

It was explained to the MC that we would take the presentations from Alison Smith, our committee consultant and Amie Laing our Auditor representative first to allow them both to leave early before the rest of the order of business could continue.

Alison Smith presented first and all staff and AL, apart from SBW, were asked to leave the meeting as this point as this presentation was confidential and a separate confidential minute was taken by SBW.

2 Apologies

Purpose - For Information

Abira Sarwar
Hazel Robertson
John Jenkins

Gerry McGarvey

3 Declaration of Interest

Purpose - For Information

None.

4.1 Draft Minute of Management Committee - 25th of June 2024

Purpose - For Approval

A number of minor corrections to the minutes were noted on Decision Time (DT) and with the changes made from the notes by Committee members on DT, these minutes were approved as an accurate record of the meeting.

Decision: Approved

4.2 Draft Confidential Minute Management Committee - 25th of June 2024

Purpose - For Approval

There were no corrections made by committee members to this confidential minute on Decision Time (DT). This minute was approved as an accurate record of the meeting.

Decision: Approved

4.3 Unconfirmed Minute of Staffing Sub Committee Meeting - 18th of June 2024

Purpose - For Information

*AFG wanted to note that she fully supports the move to 2 scheduled meetings per year, with the ability to call additional meetings (given reasonable notice) should this be required.

These minutes were for information only and will be presented at the next Staffing Sub Committee (SSC) meeting for approval. The MC noted these unconfirmed minutes.

Decision: Noted

4.4 Unconfirmed Confidential Minute Staffing Sub Committee - 18th June 2024

Purpose - For Information

This confidential minute was for information only and will be presented at the next Staffing Sub Committee (SSC) meeting for approval. The MC noted this unconfirmed confidential minute.

Decision: Noted

4.5 Unconfirmed Minute Development Sub Committee Meeting - 16th of July 2024

Purpose - For Information

These minutes were for information only and will be presented at the next Development Sub Committee (DSC) meeting for approval. The MC noted these unconfirmed minutes.

Decision: Noted

4.6 Unconfirmed Minute of Audit and Risk Sub Committee - 13th August 2024

Purpose - For Information

These minutes were for information only and will be presented at the next Audit & Risk Sub Committee (ARSC) meeting for approval. The MC noted these unconfirmed minutes.

Decision: Noted

5.1 Referrals from Audit & Risk Sub Committee

Purpose - For Information

5.1.1 Referral from ARSC - Item 8.1 Q1 Performance Report - ARC Data

Purpose - For Information

SB gave a brief overview of this referral from the ARSC and then opened up to committee for any questions.

*KD highlighted that it is fantastic news about MyForth figures increasing. This is really positive news.

*KD also asked, what will the plan for adaptations be, if the funding is not what is expected to receive. SBW explained that we will take this into account as part of our mid year budget review. We have spoken before about this becoming part of our maintenance costs and will model the impact of this through our 30 year financial projections.

The MC noted the referral from the ARSC regarding the Q1 Performance Report - ARC Data as this referral was for information only.

Decision: Noted

5.1.2 Referral from ARSC - Item 9.2 Annual Tenant Recharge Repairs Report (2023-2024)

Purpose - For Information

As a referral from the A&RSC, members were invited to discuss further. There were no further questions at this time, the MC noted the referral from the ARSC regarding the Annual Tenant Recharge Repairs Report (2023-2024) as this referral was for information only.

Decision: Noted

5.1.3 Referral from ARSC - Item 9.4 Treasury Management Report

Purpose - For Approval

SM gave a brief overview of this referral from the ARSC and highlighted that £1m will be reinvested when the fixed term ends in October 2024. Options will be brought to the October ARSC meeting for approval.

SM explained that Nationwide Building Society (NBS) still not accepting direct applications, so she will most likely be in touch with office bearers before the next ARSC meeting for approval to invest via Charities Aid Foundation (CAF) Flagstone portal on short term deposit as previously

reported to the MC.

SM then opened up to committee for any questions.

As there were no further questions at this time, the MC noted the referral from the ARSC regarding the Treasury Management Report and approved the TM report.

Decision: Approved

5.1.4 Referral from ARSC - Item 9.3 Q1 2023/24 Management Accounts

Purpose - For Approval

SM gave a brief overview of this referral from the ARSC and explained that the Quarter 1 (Q1) accounts were scrutinised by the ARSC and all queries raised by the ARSC were answered in the provided minutes. SM also highlighted that it is not unusual for budgets to be underspent in Q1 due to timings.

SM then opened up to committee for any questions.

As there were no further questions at this time, the MC noted the referral from the ARSC and approved the Q1 Management Accounts.

Decision: Approved

5.1.5 Referral from ARSC - Item 6.1 Internal Audit Report

Purpose - For Information

SB gave a brief overview of this referral from the ARSC and then opened up to committee for any questions.

As there were no further questions at this time, the MC noted the referral from the ARSC regarding the Internal Audit Report as this referral was for information only.

Decision: Noted

5.2 Referrals from Development Sub Committee

5.2.1 Referral from DSC - Item 6.1 Development Q1 2024/25 Report

Purpose - For Information

SBW gave a brief overview of this referral from the DSC and noted that we are due 3 blocks back by the 13th of September from RPH and that we have a meeting Tuesday 3rd September with RPH and our structural engineer to discuss the final outstanding queries regarding the remedial solutions.

SBW then opened up to committee for any questions.

As there were no further questions at this time, the MC noted the referral from the DSC regarding the Development Q1 2024/25 Report as this referral was for information only.

Decision: Noted

5.2.2 Referral from DSC - Item 6.4 Croftside Prinhall Development update – Allia funding discussion (Verbal Update)

Purpose - For Information

SBW gave a brief verbal update of this referral from the DSC regarding the Croftside Prinhall Development in that the Scottish Government had now confirmed and offer for grant for April 2025 and given the delay due to the contractor stopping the works, there was no need to consider any other options.

Decision: Noted

5.2.3 Referral from DSC - Item 6.5 Development Services (Verbal Update)

Purpose - For Information

- MG who left the meeting after the auditor's report, returned to the meeting at this point -

SBW gave a brief verbal update of this referral from the DSC regarding the Development Services, that prestart meetings were to be arranged with the two preferred bidders, however as there was no new developments this would be done in due course.

There were no further questions at this time, the MC noted the referral from the DSC regarding the Development Services as this referral was for information only.

Decision: Noted

5.2.4 Referral from DSC - Item 6.2 Raploch Structural Cracking Update

Purpose - For Information

SBW gave a brief update of this referral from the DSC regarding the Raploch Structural Cracking Update and then opened up to committee for any questions.

*KD asked will the structural warranty be extended from final resolution and completion date or will the association have lost 2 years of the build warranty already. SBW explained that it should be from handover but has yet to be confirmed.

As there were no further questions at this time, the MC noted the referral from the DSC

regarding the Raploch Structural Cracking Update as this referral was for information only.

Decision: Noted

6.1 Complaints Report

Purpose - For Information

SB presented this report and gave a brief overview to the MC which outlined a summary report of our complaints handling performance for 2023/24 in line with Scottish Public Services Ombudsman (SPSO) guidance which also included a section on compliments.

*AM suggested naming (using pseudonyms) and grouping of the complaints by person and topic to add depth and insight. This provides texture to better understand area(s) of business most affected and if repeat issues reported by same people. This would help for internal analysis within the organisation, not for public reporting. SB highlighted that this is a good idea and that we can adapt our current report to showcase this style and report back to the Committee.

*AM asked how many Stage 1's moving to Stage 2 are under a customer request and separately how many were about a staff member and an immediate Stage 2. SB explained that there were 2 escalations and 8 staff conduct complaints. Staff member complaints automatically refer to SMT, due to small amount of senior managers but also give a longer timescale (20 working days) to fully investigate complaint.

*JJ gave a well done to all staff concerned, noting that it's always great to hear that your efforts are appreciated by our tenants and service users.

SB then opened up to committee for any questions.

As there were no further questions at this time, the MC noted this report regarding the Complaints Report as this was for information only.

Decision: Noted

6.2 EICR Tender Report

Purpose - For Approval

PF presented this report, written by Stephen Dougherty (Property Officer), and gave a brief overview to the MC which outlined the outcome of the Electrical Installation Condition Report (EICR) Tender and to seek approval to award the 5-year contract to Moffat Projects Fife Ltd (MPF).

PF then opened up to committee for any questions.

AM asked if we had even used MPF before and PF explained that they are totally new to us but have a strong reputation for EICR completions.

As there were no further questions at this time, the MC approved this report regarding the EICR Tender Report as this was for approval.

Decision: Approved

7.1 Financial Statements 2023/24 and Annual External Audit (referral from A&R)

Purpose - For Approval

- This item was taken at the beginning of the meeting -

AD noted that since AL, representative from Alexander Sloan, has kindly come along in person to our meeting that it would be best to take her presentation now at the start of the meeting on our Annual Audit and Financial Statements for the year ending 31st March 2024. AD handed over to AL at this time.

AL presented to the committee the Draft accounts and noted that our overall Net asset position has increased and that we are in a strong financial state currently. It was noted that we have brought in a section on 'useful lives of components' which has also been reassessed during the year. After AL had provided a full audit summary report, she noted that Forth Housing Association (FHA) had been given a clean audit and that there were no issues to bring to the attention of the committee. At this point, AL asked if the committee had any questions regarding the presentation.

There were queries about some of the terminology used in the report i.e. non-current assets and covenants. This was explained by the auditor however it was agreed a financial terms glossary would be shared with the full Committee for future reference.

At this point there were no further questions and AL handed back over to AD.

As there were no further questions at this time, the MC approved this report regarding the Financial Statements 2023/24 and Annual External Audit as this was for approval.

Decision: Approved

AD thanked AL for her time and in depth presentation of the accounts. AL & MG (MG would return) then left the meeting at this point.

AD then continued with the normal order of business.

7.2 SHAPS – Verbal Update

Purpose - For Information

SM provided a verbal update on this item regarding The Scottish Housing Association Pension Scheme (SHAPS), noting that we have submitted the figures early this year and we have come in low which is a positive.

As there were no further questions at this time, the MC noted this report regarding the verbal SHAPS Report as this was for information only.

Decision: Noted

8.1 Policy Reviews

Purpose - For Approval

MG presented this report and gave a brief overview to the MC on the revised policies which are due for their 3 year review. It is recommended that the MC consider and approve the revised Abandonment Policy and the Estate Management Policy.

Both of these Policies were given approval from MC with comments and notes attached to the individual policies below.

8.1.1 Abandonment Policy

Purpose - For Approval

MG presented this report and gave a brief overview to the MC of the revised policy.

*AM noted if consideration could be made towards offering "pre-tenancy training" and asking new tenants for feedback on how to improve engagement. Does FHA cover this already. MG highlighted that we have spoken about this in the office about having pre tenancy workshops so that tenants can prepare themselves for a potential offer but at this time, we don't have the resources to deliver this. The way we are combatting this is via our pre allocation visit where we gather all information prior to offer, then our Assistant Tenancy Sustainment Officer picks up all the areas where assistance is required. The New Tenant Visit also asks about the level of satisfaction with the process and if they wish to become more involved via the E-group or tenancy scrutiny panel. This form does, however, need re-worked and will be something we take forward in the coming months.

As there were no further questions at this time, the MC approved this report regarding the changes made to the Abandonment Policy as this was for approval.

Decision: Approved

8.1.2 Estate Management Policy

Purpose - For Approval

MG presented this report and gave a brief overview to the MC of the revised policy.

*AM asked if we engage with factored owners regularly. For example, at the point of home purchase, via a factoring e-newsletter, asking their opinion etc. In other words, contact beyond issuing a quarterly factoring invoice. MG explained that at the point of home purchase the standard items are issued including apportioned invoices, written statement, annual breakdown of costs etc. We do not have a separate factoring newsletter however we do issue an annual factoring survey. We will get out to these owners, particularly those how are dissatisfied to discuss their issues.

As there were no further questions at this time, the MC approved this report regarding the changes made to Estate Management Policy as this was for approval.

Decision: Approved

8.2 Tenant Engagement Update and TIS Report

Purpose - For Information

SB presented this report and gave a brief overview to the MC on the Tenant Engagement Update and asked MC to review the attached Joint Scrutiny Project Feedback Report and to identify any areas for future tenant scrutiny projects.

*AM asked in relation to estate walkabouts, should we perhaps consider inviting factored owners to attend and contribute. MG agreed and noted that we have had issues in mixed blocks recently and she has advised Housing Management staff to organise to speak to owners on site about issues.

*JJ asked if feedback from tenant engagement could also be routinely fed back to governing body members too. SB explained that yes, we are working on collating this data going forward and will provide it back to the Committee.

*JJ asked should we also look to have local "get togethers" at our new developments, once all houses are occupied. Opportunity for responsible Housing Officers and other staff such as Welfare Rights (governing body members too) to introduce themselves. SB said that this is a great idea, especially in a new development. We will add this to the suggestions list.

*JJ asked if we could also offer direct access to the governing body, should the tenants group wish to speak with us. SB explained yes, we are hoping the Group can join a Management Committee meeting and present their next report, as they will be more settled but in the interim, we feel if Committee are able to join a session (or part) the Group would really benefit and welcome this.

*JJ noted that from experience, tenant's groups love to see new build projects. If we are looking to let Development Sub members routinely visit new developments, is it possible to extend the invitation to the tenant's group in order to potentially gather informal or formal feedback on our product. SB agreed and highlighted that we will make sure this is programmed in for tenant groups and also will mention this to Rural and they can visit each other's estates.

As there were no further questions at this time, the MC noted this report regarding the Tenant Engagement Update and TIS Report as this was for information only.

Decision: Noted

9.1 Directors Report - Not Required for This Meeting

Purpose - For Information

SBW noted that this item is not really a requirement any longer and we may look to drop it completely come next April 2025.

9.2 Registers Paper

Purpose - For Approval

SB presented this report and gave a brief overview to the MC asking for committee to approve this report which is confirmation that the Registers for the period 1st April 2023 to 31st March 24 have been reviewed and signed in accordance with the Rules of the Association. These registers have been reviewed and signed by the Secretary.

As there were no further questions at this time, the MC approved this report regarding the Registers Report as this was for approval.

Decision: Approved

9.3 H&S Quarterly Report

Purpose - For Information

PF presented this report, written by Stephen Dougherty (Property Officer), and gave a brief overview to the MC which outlined the quarterly Health & Safety Update that provided information on fire detection systems within tenant's properties, gas servicing, legionella, electrical safety, asbestos and tenant health and safety.

PF noted that in accordance with our new Dampness and Mould Policy, the MC will now receive information on dampness cases and action taken to resolve or mitigate uses within the quarterly Health and Safety Report, which is also provided in this report.

PF highlighted, which is contained within the report, we failed to complete one gas service before its anniversary date in the last quarter therefore we are currently 99.8% compliant in relation to gas servicing. On top of what has been mentioned in the report, PF explained that there is a face to face meeting taking place tomorrow at the Saltire office where we will have discussions as to where the errors came from and why and how we look to prevent this from happening again in the future. MG added that across the sector the consensus is that in-house audits are being used to prevent any gas safety errors.

SBW added that at the last Health and Safety briefing, we reported that we have one commercial building which contains asbestos. Our Asbestos Policy had been reviewed in February 2022 however, it appears that it was not submitted to the management committee, that it had gone to the development sub committee for approval, for completeness this will now be revised to our current format and presented to the September 2024 committee for approval. AFG noted the importance of this getting done.

KD asked if tenants have started to panic a little more or stress over mould issues due the Government delivering Awaab's Law (Awaab's Law will force social landlords to fix damp and mould within strict time limits, in new amendment to the Social Housing Regulation Bill). MG mentioned that we haven't really had many reports in relation to this new law getting delivered.

As there were no further questions at this time, the MC noted this report regarding the Health & Safety Quarterly Report as this was for information only.

Decision: Noted

- PF left the meeting at this point -

9.4 Notifiable Events - Confidential

Purpose - For Approval

- A SEPARATE CONFIDENTIAL MINUTE TAKEN -

This matter was considered confidential and staff were asked to leave, SBW remained to present the report and CM took a minute of the discussion.

SBW outlined this report to the Committee.

The Committee gave approval of the Notifiable Events update.

Decision: Approved

9.5 AGM Arrangements

Purpose - For Information

SB presented this report and gave a brief overview to the MC which outlined the arrangements and requirements for the upcoming Annual General Meeting (AGM). SB highlighted that it is important for the committee to note the requirements for the members to resign and confirm their intentions to stand and to consider the office bearer roles of Joint Vice Chairperson.

*JJ noted for the record that he is happy to be the third governing body member retiring from the governing body and also confirm that he would like to seek re-election to the governing body.

*AFG also noted that she confirms her intention to stand for re-election and her interest in standing for election for chair. AFG did note that if she was to be elected as chair, she would need step down from role of ARSC chair.

*AFG also reiterated that she thinks the post of joint vice chairs has worked very well this year, should we have interest she would encourage this to continue.

SB highlighted that AD and PM are due to stand down due to their longest standing date, both advised they wish to be re-elected.

SB mentioned that LM will not be standing for re-election this year and will be stepping down from the committee due to personal reasons and that she will be greatly missed.

SD thanked LM for her hard work over the years on the committee and both the development sub committee and the staffing sub committee.

SB added that we need to start having a conversation quite quickly regarding who would like to take up certain office bearer positions. SBW mentioned that Alison Smith's presentation helped the committee feel more comfortable as to what is required of these roles depending on who took on them on.

AFG asked if next year, we can do the re-election of committee members right after our AGM. SBW noted this and explained that we will look into this option for next year.

As there were no further questions at this time, the MC noted this report regarding the AGM Arrangements as this was for information only.

Decision: Noted

9.6 Management Committee Review Report - Confidential

Purpose - For Approval

- This presentation was taken at the beginning of the meeting -

As this presentation was deemed confidential, all staff and AL, apart from SBW, were asked to leave the meeting at this point.

Alison Smith presented this presentation to the committee and SBW took the minute of this item.

Once the presentation finished, all staff and AL returned to the meeting and then Alison Smith left the meeting at this point after being thanked by the Committee.

Decision: Approved

10. Membership

Purpose - For Information

No new memberships currently.

11. Correspondence

11.1 SHR Business Planning Advisory Guidance June 2024

Purpose - For Information

AFG highlighted that this is a useful reference to have going forward.

This item was noted by the MC as it was for information only.

Decision: Noted

11.2 Model Governing Body Guidance

Purpose - For Approval

SBW mentioned that this guidance could be adopted if the committee were satisfied with it.

This item was noted by the MC and that it had been covered by AS in the presentation to new MC as part of the induction and that they were happy to adopt the guidance.

Decision: Approved

11.3 SFHA Programme for Government Briefing August 2024

Purpose - For Information

This item was noted by the MC as it was for information only.

Decision: Noted

12. AOCB

Purpose - For Information

SB highlighted that due to James Bryce's immediate resignation, the Health and Wellbeing Group is now needing a new committee member representative. AD expressed an interest in joining this group and all agreed that AD would be the new committee representative for the Health and Wellbeing Group.

13. Date of Next Meeting - 24/09/2024

The date for the next Management Committee meeting on Tuesday the 24th of September 2024 was approved. The Chair thanked everyone for their attendance this evening.