

MINUTES of the Management Committee Meeting held on Tuesday 26th April 2022 at 6pm
Location – 65 Golspie Street, Govan, Glasgow, G51 3EW and Zoom

Item	Agenda Item			
1.0	Welcome & Apologies –			
	Committee Present Karen Fee John Kane Maureen Mackinnon Maureen McDonald Ann McEachan Douglas Muir Lindsay Roches Duncan Smith Stephen Williamson	In Attendance Gary Dalziel (CEO) James McGeough (DFCS) David Adam (DMS) Donna Gentles (Minutes) Aidan McGuinness (DHCS) Kerry Clayton (GCS)	Apologies Janice Shields Kirsty Stoddart Kirsty Wilson	Leave of Absence Janet Evans (Chair)
2.0	Declaration of Interest			
There were no Declaration of Interests.				

3.0	Minutes		
3.1	Minutes of Previous Management Committee Meeting held on 29th March 2022	The Minutes were agreed as a true record. Proposed by: Douglas Muir Seconded by: Ann McEachan	Signed by Chairperson: [REDACTED – PERSONAL DATA] Signed by CEO: [REDACTED – PERSONAL DATA]
3.2	Matters Arising	Updates were provided on the following actions from the previous minutes that are not otherwise on the agenda: The CEO advised that the first staffing Sub-Committee had taken place on 19 th April 2022. Papers to be discussed further on in agenda.	
4.0	Governance		
4.1	Notifiable Events	<p>The CEO provided an update on actions taken place following production of the report on the notifiable event in relation to the fire safety issue which had been ongoing for some time.</p> <p>The CEO advised that the association is waiting on the contractor (Crudens) to provide a formal proposal and works package. Crudens have indicated that the cost could be in the region of [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION] however this has not been substantiated and we have appointed an Employers Agent to assist with reviewing any costings provided.</p> <p>The Chair asked the DMS what his thoughts were and the DMS commented that having spoken with the QS their view was that should push for it being that the only costs the association be liable for is to supply and fit the new insulation.</p> <p>Committee asked the DMS if the works had to be done and the DMS commented while technically to comply with regulations at time of build could request that the contractor resolves fire stop issue only however given the insulation is ‘d’ rated it would further reduce any risks of fire by replacing this insulation within the overall works programme.</p>	

		<p>The DMS gave an update on LD2 compliance, advising that the association is now fully compliant. The deadline for achieving compliance was 1st February 2022 and when submitting ARC report the association will put a narrative in explaining the reasons the deadline was missed and that the association is fully compliant now.</p> <p>The CEO provided an update on the salary increase, a [REDACTED – CONFIDENTIAL INFORMATION] was approved by EVH collective membership on 20th April 2022 although as associate members we are not one of the voting organisations. This will be effective from 1st April 2022.</p>
4.2	Regulatory Returns FOI Q4 Report	<p>The GCM gave an overview of the report, provided for information, highlighting the requirements to record and submit information to ICO on a quarterly bases regarding the volume and type of requests being received. The GCM advised the number of requests for last quarter was nil. For the financial year the association received 1 FOI request, 2 EISR requests and 1 SARs request.</p> <p>Committee noted the report</p>
4.3	Governance Report	Nothing to Report
4.4	Assurance Report	<p>The GCM gave an overview of the report. This is the final year of the current action plan currently the association has completed 50 % of the actions required including 3 of the bigger actions which are Tenant Engagement Strategy, visibility of complaints and all minutes now published on our website.</p> <p>In the last quarter, 6 of the actions have been completed.</p> <p>The GCM sought approval to review completion dates from committee as suggested in the report.</p> <p>Committee commented that would the target dates be achievable?</p>

		<p>The GCM advised that by employing the new part time Corporate Services Administrator it has freed up more time to work on Assurance Report. A lot of the action plan including Anti Bribery, Anti money laundering are actions the CEO would be responsible for.</p> <p>Committee approved dates.</p> <p>Proposed Karen Fee Seconded Ann McEachan</p>
4.5	Membership Report	<p>The GCM sought approval for a membership application that has been received since the last meeting. Confirming that all due processes have been followed in line with the Rules. Applications have been received from:</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Committee approved the membership applications.</p> <p>Proposed: Douglas Muir Seconded: Ann McEachan</p>
5.0	Health and Safety	
5.1	Health and Safety Report March 2022	<p>Stephen Williamson joined the meeting</p> <p>The DMS informed Committee the report was to provide adequate information on health and safety issues to ensure Committee are kept informed on relevant issues between meetings. The key focus this month is on LD2 compliance, COVID-19 and accidents, incidents or near misses.</p> <p>The DMS advised an incident has been recorded due to a member of staff exiting the back door, cut foot on copper coping. The member of staff cleaned foot when they returned home and continued to clean foot. Safety padding has been put on coping as a temporary measure. CCG have been notified to make repair.</p>

		<p>The DMS advised that a complaint was made by a tenant with an accident that happened over a year ago. The incident wasn't reported until 11 months after it had happened. A personal injury claim has been passed onto the Insurers, Insurers will contact tenant directly.</p> <p>Committee asked what the nature of the accident was. The DMS advised that the tenant had stated that they slipped in the close when the close cleaning was carried out. The tenant advised that they now have a problem with their leg due to the incident.</p> <p>The DFS commented that they have advised the tenant that the claim is being dealt with by the association's insurers and if the tenant hasn't heard back from insurer to get in touch with the association.</p> <p>Committee discussed that could there possibly be a press article and should the association be concerned? DHCS advised that it would be unlikely but could not really comment on what may transpire with this aspect.</p> <p>Committee also advised would it be an idea to ask cleaning contractors to put up more prominent cleaning in progress floor signs to prevent future incidents.</p> <p>The DMS provided an update with regards a tenant being abusive to a contractor. It was discussed that two Housing Officers visited the tenant and the tenant stated that they weren't abusive. The Contractor advised they will provide a recording to find out if the tenant was abusive or not. This has been logged and dealt with through our complaints procedure.</p> <p>The DMS provided an update on the office opening, reporting that this had been increasing steadily over last few weeks. It was discussed that the association would advertise more on the website and social media to advise tenants.</p> <p>There was a discussion on efforts that have been made to co-ordinate contractors to carry out EICR checks. The association has increased resources to gain access with the help of maintenance and</p>
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6.0	Other Reports for Decision / Approval	
6.1	Procurement Report 2021/22	<p>The DMS gave an overview of the report and provide information on the upcoming procurements. The DMS highlighted that contractors are being more selective in the contracts they seek to bid for due to the volume of works available on the market. The organisation is looking to be more selective supporting more local businesses and the local economy.</p> <p>Committee noted the report</p>
6.2	Procurement Strategy 2022-2025	<p>The DMS provided an update of the Procurement Strategy. Talked through the aims and to be more open and transparent, to provide better service and better value for money. Discussion took place and it was noted that too long a contract becomes less cost effective. Going forward the association aim to</p>

		<p>organise Open Days for contractors to come to office and discuss the contracts before any potential bids.</p> <p>Proposed: Douglas Muir Seconded: Stephen Williamson</p>
6.3		[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]
6.4	HR Policies for Approval	<p>The CEO provided an update advising that the staffing sub-committee had met discussions had taken place regarding the 5 HR policies.</p> <p>A question from committee was, does the salary sacrifice start from 1st April 2022. The CEO advised that it does.</p> <p>Committee approved policies</p> <p>Proposed: Maureen McKinnon Seconded: Ann McEachan</p>
7.0 Other Reports for Information		
7.1	Large Scale Tenant Satisfaction Outcome	<p>The chair welcomed [REDACTED – PERSONAL DATA] of Knowledge Partnership to meeting via Zoom.</p> <p>[REDACTED – PERSONAL DATA] gave an overview of the Resident Satisfaction Survey 2022 with the following points’</p> <ul style="list-style-type: none"> • 407 tenant surveys carried out in person. • 60 owner surveys carried out digitally. • 32% response received from tenants. • 44% response received from owners. • Been a decline in satisfaction across the sector over last 2 years primarily due to lockdown. • Overall service 91% satisfaction which varies in property type, smaller properties tend to be more satisfied.

- 9 out of 10 people are satisfied with the information they receive from the association.
- 1 in 4 residents would like to receive digital communication.
- 80% feel that rents are good value for money. Bigger properties are less satisfied with rent being good value for money.
- 70% overall owner satisfaction.
- Services tenants would like to see for improving local area would be more services for younger people, less litter, fly tipping.

The association will analyse the information received going forward, and how to put improvement plans in place

- What stands out for association?
- What the association should be focusing on?
- What barriers is stopping Elderpark HA from achieving?
- What potential solutions to these barriers?

The CEO advised that the Community Regeneration Officer has started in post, they can start looking at action planning more services for young people, fuel poverty etc.

Committee expressed that they would like a copy of the report for next Committee Meeting to allow time to look at the outcomes in more detail and have a more detailed discussion. GCM circulated report to committee via decision time.

The Chair thanked [REDACTED – PERSONAL DATA] for overview, [REDACTED – PERSONAL DATA] left the meeting.

The Chair commented that overall the results were quite positive taking into account that the office had been closed and repairs service limited.

Committee **noted** the report.

7.2		[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]
7.3	Response to Rent Consultation Survey	<p>DHSC gave an update of the response received from rent consultation. Housing staff are working on all responses with any maintenance issues or inspections being arranged. Going forward it was discussed that these responses have to be responded to more efficiently with any queries being passed over to the relevant departments for follow up.</p> <p>The CEO commented that going forward it may be advisable to get feedback from tenants out with the rent consultation. Generate a survey once a year and plan so it doesn't coincide with rent consultation.</p> <p>Committee noted the report.</p>
8.0 Chief Executive's Report		
		<p>The CEO Advised that the Business Plan Strategy Day would be looking at 9th July 2022, With a second date for Sept 2022 after the AGM.</p> <p>It was noted that another staff member Marie Lubanski Hr & Finance would be retiring after 43 years of service. Marie is the longest serving employee who started working with the association at the age of 17 Years. The CEO mentioned that this has been a challenging time for the association with a lot of staffing changes. Discussions will take place with DFCS and CEO regarding staffing & re-employment of HR & Finance.</p> <p>Glasgow West Regeneration Conference will take place in May 2022. Elder park and Linthouse will be speaking about partnership working.</p>
9.0	Training	
9.1.	Training Schedules – Staff/Committee	Nothing to report
9.2	Forthcoming Training Courses	For Information
9.3	Feedback on Training/ Events	Nothing to Report

10.0	AOCB	
		The Chair expressed that two months ago it was discussed that there would be a night out for staff to celebrate the employees that have retired from the association over the last 2 years. Some committee felt that they should be invited to this event and show appreciation to those long serving members of staff. After discussion it was agreed that committee would be invited to this event and information would be circulated. Committee collectively agreed.
11.0	Date of Next Meeting	Tuesday 31 st May 2022 at 6pm

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the meeting held on 29 th March 2022	Douglas Muir and Ann McEachan	CEO
4.4	Assurance Report	Karen Fee and Ann McEachan	GCM
4.5	Membership Report	Douglas Muir and Ann McEachan	GCM
6.2	Procurement Strategy 2022-2025	Douglas Muir and Stephen Williamson	DMS
6.4	HR Policies for Approval	Maureen McKinnon and Ann McEachan	CEO

Actions

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
7.1	Large Scale Tenant Satisfaction Outcome	Circulate report to Committee	GCM - 26/04/22
10.0	AOCB	Circulate retirement night details to committee	GCM - 31/05/22