

**MINUTES** of the Management Committee Meeting held on 29<sup>th</sup> March 2022 at 6pm  
Location – 65 Golspie Street, Govan, Glasgow, G51 3EW and Zoom

Item	Agenda Item			
1.0	<b>Welcome &amp; Apologies –</b>			
	<p><b>Committee Present</b></p> <p>John Kane (Acting Chair) Maureen McDonald (Secretary) Ann McEachan Douglas Muir Lindsay Roches Janice Shields Kirsty Wilson Karen Fee Kirsty Stoddart Maureen McKinnon</p>	<p><b>In Attendance</b></p> <p>Gary Dalziel (CEO) James McGeough (DFCS) Donna Gentles David Adam (DMS) Aidan McGuinness (DHCS)</p>	<p><b>Apologies</b></p> <p>Duncan Smith (Co-optee) Stephen Williamson</p>	<p><b>Leave of Absence</b></p> <p>Janet Evans (Chair)</p>
2.0	<b>Declaration of Interest</b>			
There were no Declaration of Interests.				

3.0	Minutes		
3.1	Minutes of Previous Management Committee Meeting held on <b>22<sup>nd</sup> February 2022</b>	<p>The Minutes were agreed as a true record.</p> <p>Proposed by: Douglas Muir</p> <p>Seconded by: Kirsty Wilson</p>	<p>Signed by Chairperson: [REDACTED – PERSONAL DATA]</p> <p>Signed by CEO: [REDACTED – PERSONAL DATA]</p>
3.2	Matters Arising	<p>Updates were provided on the following actions from the previous minutes that are not otherwise on the agenda:</p> <ul style="list-style-type: none"> <li>• Summary Business Plan has been produced and included within the papers</li> <li>• SHR has been updated with the most recent report.</li> <li>• The Staffing Sub-committee meeting has been scheduled for 19<sup>th</sup> April 2022.</li> <li>• The DHCS advised that all tenants who provided specific feedback to the rent increase have been contacted either by letter, email or phone call. DHCS to provide a Summary report for next meeting.</li> <li>• Chair had questioned if we had been answering high level repairs issues identified and DHCS advised that the Maintenance Manager is dealing with these directly. A committee member queried whether the issues identified had been logged as a complaint and the CEO advised that in his view any expression of dissatisfaction should be recorded however advised that as discussed previously the current complaints module is not particularly effective and will hopefully be resolved by the implementation of Rubixx.</li> </ul>	
3.3	Draft Minutes of Housing & Maintenance Sub-Committee held on 17 <sup>th</sup> Feb 2022	<p>Committee asked what the relet timescales were currently and the CEO advised that didn't have the information to hand but as recalled from the last KPI report it was around 40 days on average. The DMS has advised that this is due to change of procedures and new staff coming in.</p>	
3.4	Draft Minutes of Audit, Finance and Risk Sub-Committee held on 15 <sup>th</sup> February 2022	<p>Nothing to report</p>	

4.0	Governance	
4.1	Notifiable Events	<p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>Committee were informed of a Notifiable Event which had been recorded and subsequently closed on the day of the meeting in relation to a data breach which occurred. The data breach shared personal information in the form of an email to another tenant in error and swift action was undertaken by the GCM with support from the external DPO to ensure any risks were mitigated. Following discussions with the ICO it was determined that this was not a recordable breach given that appropriate steps had taken place and the potential risk had been reduced.</p> <p>The DFCS advised that internally staff have been advised to be vigilant when sending emails and the scanner functionality has been adjusted to require a subject field to be entered.</p> <p>Committee <b>noted</b> the current position.</p>
4.2	Regulatory Returns	Nothing to report.
4.3	Governance Report	<p>CEO reported that having spoken with Maureen McDonald she has withdrawn her initial interest in undertaking the Vice-Chair duties on a temporary basis. Whilst our current Chair Janet Evans remains on leave of absence John Kane will continue as Acting Chair with Karen Fee as Acting Vice-chair.</p> <p>Committee <b>approved</b> the appointment of Karen Fee as Acting Vice-chair.</p> <p><b>Proposed:</b> Maureen McKinnon      <b>Seconded:</b> Ann McEachan.</p> <p>CEO discussed draft Scottish Housing Regulator Engagement Plan which he had been given sight of but remains confidential until published. The plan advises that the association is Compliant however will engage with us regarding the ongoing fire safety issue.</p> <p>The CEO advised another engagement the association has had with SHR related to a change in the SHQS guidance element 35 which meant that properties with an EPC 'D' rated or below were failing the SHQS.</p>

		<p>When this was identified by SHR we reviewed the existing data and information was provided and has been amended within the 2020-21 ARC information.</p> <p>Committee <b>noted</b> the report.</p> <p>The CEO provided an update on membership of the Staffing Sub-Committee with Kirsty Wilson, Kirsty Stoddart, Janice Shields and Duncan Smith all being members of this sub-committee. The first meeting will take place on Tuesday 19<sup>th</sup> April. The group will be looking at terms &amp; conditions and updated policies and anticipated there will be a few meetings over the next few months to go through the suite of policies reviewed by EVH as part of their consultancy project.</p>
4.4	Membership Report	<p>The GCM sought <b>approval</b> for two membership applications that have 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 <b>approved</b> the membership applications.</p> <p><b>Proposed:</b> Douglas Muir      <b>Seconded:</b> Ann McEachan.</p>
<b>5.0</b>	<b>Health and Safety</b>	
5.1	Health and Safety Report March 2022	<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 RIDDOR- Recording of any accidents, incidents or near misses, office opening COVID-19 and LD2 update</p> <p>The DMS advised an incident has been recorded due to an officer being verbally abused by a tenant. This was a constant no access property, emergency access was required from tenant which may have had an impact on the tenants behaviour. Two members of staff attended the property later on in the</p>

evening at 6pm where the tenant's behaviour had changed, tenant was calm and the incident was resolved. The team will have a discussion to see if we will be taken any further action however as a one-off incident important not to consider what is appropriate.

The DMS advised that one of the Maintenance Officers unfortunately found dead body in a flat when forcing access for LD2 installation. The officer was understandably a bit shaken and went home for the day. The officer was offered counselling but felt that going home was enough.

The DMS provided an update on the office opening, when drafting report there were no update on government website. The association continued with the March 21<sup>st</sup> opening and after 2 days staff remained wearing masks. A revised risk assessment (Version 6) was issued with the associations approach and precautions to ensure staff felt safe with the office opening. Since opening we have had 2 or 3 visitors per day on average, mostly for Housing Application forms.

The DMS talked through the final aspect of the report on LD2 compliance, advising the deadline for compliance was 1<sup>st</sup> February 2022 and at that time the association still had 175 properties which weren't compliant. We took advice from solicitors, clause 5.12 of the Scottish Secure tenancy Agreement (SST) which confirmed that we have the authority to force access. There were 38 forced access arranged but only 11 had to be carried out as tenants had provided access on the day. We now have 2 properties remaining to receive LD2, one the tenant in property has COVID and the 2<sup>nd</sup> property is of the deceased tenant. These properties should be completed on 2<sup>nd</sup> April 2022.

Committee asked if the contractors give any notice or just show up. DMS advised that the HA have been making arrangements with tenants directly to ensure that compliance was achieved however it was our understanding that the contractor had made attempts to contact tenants prior to attending.

Committee **noted** the report.

6.0	Other Reports for Decision / Approval	
6.1	Annual Budget & Cashflow for approval	<p>The DFCS talked through the Annual Budget and Cashflow for 2022/23. This having been discussed at Audit, Finance and Risk Sub-committee and now seeking formal approval from Management Committee. The budget has been based upon 3.5% rental increase approved at the end of February. The association is budgeting for £342,509 surplus for the financial year 2023 albeit a negative cashflow of £232k which is manageable and planned for this year however the DFCS advised that ongoing negative cashflows are not sustainable for any organisation.</p> <ul style="list-style-type: none"> <li>• 5.7 million rental income</li> <li>• 637k day to day repairs</li> <li>• 1.76 million planned maintenance</li> <li>• 265K cyclical</li> <li>• Loan interest 534K</li> <li>• 1.0 million for salaries</li> </ul> <p>The Chair asked what discussions we are having with staff regarding salary increases. The CEO advised that the association follows the approved EVH salary scales and members of EVH negotiate with Unite to set salary increase. The recommendation has been received from EVH for full members to consider and [REDACTED – CONFIDENTIAL INFORMATION] is proposed but negotiations are still taking place and a final outcome should be known by the end of April 2022.</p> <p><b>Proposed:</b> Karen Fee                      <b>Seconded:</b> Douglas Muir</p>
6.2	Fire Safety Policy	<p>The DHCS provided an overview of the Fire Safety policy advising that the policy has been reviewed by our auditors at Housing Health &amp; Safety Compliance to make sure we are compliant in following the recording and processes outlined in the policy. This is a robust audit and will be available at the end of April along with the Legionella Policy as this policy was also subject to review.</p> <p>The policy has incorporated all Fire Safety elements including office, old office, commercial properties, LD2, electrical inspections as well as fire drills and fire risk assessments.</p>

		<p>The DHCS sought approval by committee and commented by approving this policy Management Committee are aware that they will take full responsibility for the production of this policy with the CEO responsible for day to day implementing of the policy.</p> <p>The DHCS advised that there is a typo on page 15 of the policy, should be 19 Automatic Opening Vents and not 18, also should read pressure test not pressure water.</p> <p>Committee <b>approved</b> the Fire Safety policy.</p> <p><b>Proposed:</b> Kirsty Wilson                      <b>Seconded:</b> Karen Fee</p>
<p><b>7.0 Other Reports for Information</b></p>		
7.1	Rubixx Progress Report	<p>The DFCS provided an update advising that from 31<sup>st</sup> March the association will no longer use the current software Open Housing and Rubixx software will ‘go live’ on the 4<sup>th</sup> April. No postings will be posted on or after 31<sup>st</sup> March in Open Housing to make sure all accounts are finalised. The Association will continue to have meetings with Rubixx to iron out any issues.</p> <p>The DFCS advised that Rubixx staff will be onsite next week (4<sup>th</sup> April) on Mon, Tues and Weds to work with staff on any concerns/ issues.</p> <p>The resource cost for the new software currently stands at [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION].</p> <p>The CEO noted that the association has had a lot of enquiries from other housing associations interested in the Rubixx software.</p> <p>Committee commented that they liked the HA have introduced champions to help staff with support.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p>

		<p>Committee questioned do we think that the new Rubixx system will be fit for purpose. DFCS replied yes and that over time will be a benefit to the association [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>Committee <b>noted</b> the report.</p>
<b>8.0 Chief Executive’s Report</b>		
		<p>The CEO advised he would talk through the key elements of the detailed report which sets out to keep the Committee informed on key activities.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p><b>Office Break In</b></p> <p>The CEO advised that the office experienced a break in on the 13<sup>th</sup> March around 9pm. An individual managed to force open one of the grilles outside the janitors house, smashing the window and entering the building. Police attended very promptly and caught the individual who was entering through the window.</p> <p>The result of this is that we have £3k to £4k of costs to repair and manufacture new window, new TV and some decorative works. This will be claimed through the associations insurance with the individual being charged by the police.</p> <p>Committee <b>noted</b> the report.</p> <p><b>Business Planning Strategy Day</b></p> <p>The CEO outlined a proposal for the strategy event to be held on 28<sup>th</sup> April. Some Committee advised that they would be unable to attend 28<sup>th</sup> April. The CEO gave an option of a Saturday at a future date if</p>



		that would be more suitable. A selection of dates to be circulated to Committee and will arrange for the date where can maximise attendance of the Management Committee.  Committee <b>noted</b> the response.
<b>9.0</b>	<b>Training</b>	
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
<b>10.0</b>	<b>AOCB</b>	
		[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]  DMS advised that there are new contractors entering the market from recent press releases.  <b><i>Authorised signatory application requested by the DHCS to be signed by Chair which was carried out.</i></b>
<b>11.0</b>	<b>Date of Next Meeting</b>	Tuesday 26 <sup>th</sup> April 2022 at 6pm

## Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Meeting held on 22 <sup>nd</sup> February 2022	Douglas Muir and Kirsty Wilson	CEO
4.1	[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]	Collectively approved	CEO
4.3	Governance Report	Maureen Mckinnon and Ann McEachan	CEO
4.4	Membership Report	Ann McEachan and Douglas Muir	GCM
6.1	Annual Budget & Cashflow Report	Karen Fee and Douglas Muir	DFCS
6.2	Fire Safety Policy	Kirsty Wilson and Karen Fee	DHCS
8.0	[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]	Collectively approved	CEO
10.0	Funding Application	Collectively approved	DHCS

## Actions

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
4.1	Notifiable Event	[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]	CEO –
6.2	Rent Consultation Feedback Report	Update Management Committee on progress	DHCS – 26/04/22
8.0	[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]		CEO
8.0	Chief Executive Report – Business plan Strategy Day	Circulate selection of dates to Management Committee	CEO – 15/04/22