

MINUTES of the Management Committee Meeting held on Tuesday 29th August 2023
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	Apologies			
	<p>Committee present</p> <p>Maureen McDonald (Chair) Ann McEachan (Secretary) Douglas Muir Lindsay Roches Melanie Gilmour (Co-optee) Duncan Smith Kirsty Stoddart Kirsty Wilson Veronica McLaughlin (Observer)</p>	<p>In Attendance</p> <p>Gary Dalziel (CEO) James McGeough (DFCS) David Adam (DMS) Donna Gentles (Minutes) Aidan McGuinness (DHCS) Tony Sinclair (Auditor) Kerry Clayton (GCM)</p>	<p>Apologies</p> <p>Janice Shields (Vice-Chair) Eileen McCallum (Co-optee) Maureen McKinnon (Casual Vacancy) Craig Reid (Observer)</p>	<p>Special Leave</p>

2.0		Declaration of Interest	
<p>The Chair welcomed Veronica McLaughlin who is a member of the association and attending as an observer having indicated an interest in joining the committee. The Committee all introduced themselves to Veronica and she subsequently gave a brief overview of her interest in Elderpark HA and that's she is a local resident within the community.</p> <p>Interest were declared by Melanie Gilmour who is employed by SHARE. The only item the agenda specifically relating to SHARE was that the CEO noted they are administering our Elderpark and Linthouse joint committee training programme.</p>			
3.0		Minutes for Approval	
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 27 th June 2023	<p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Ann McEachan</p> <p>Seconded: Douglas Muir</p>	<p>Signed by Chairperson:</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Signed By CEO:</p> <p>[REDACTED – PERSONAL DATA]</p>
3.2	Matters Arising	<p>The CEO advised that as requested the sentence relating to action taken in the event of any deliberate action by an employee to fail to raise an issue which could be a notifiable event was adjusted to be less firm with the policy now updated to reflect this view.</p> <p>The CEO discussed that the Association has recently received 2 years funding to the value of £260k to provide support for Energy Advice albeit with a number of different elements from the previous project which recently ended. The project will be for three Energy Advice roles across the three GEL associations being Elderpark HA, Govan HA and Linthouse HA.</p> <p>The CEO informed committee that previous committee member Mhari Holmes had passed away. Mhari was a committee member for the association from 2010 – 2020, the association is saddened by her passing and condolences were sent to Mhari's family.</p>	

4.4	ARC External Validation Exercise	<p>The CEO presented the ARC External Validation Report provided by CD Consultancy who had carried out a three day validation exercise on a selection of our ARC indicators.</p> <p>The CEO advised that 29 indicators were reviewed with 12 indicators being assessed as fully validated. 6 indicators were assessed as on-line for validation and 11 indicators were partially validated, with issues identified relating to evidencing, calculation or reporting of data.</p> <p>Committee commented that given the comments it would be good for CD Consultancy to come back and validate the 2023/24 ARC with the CEO advising that this had already been discussed with the consultant as felt it would provide assurance that where any issues which had been identified in the data collection could then be assessed to ensure that changes had been implemented.</p> <p>The GCM further added that she had found the process beneficial and had helped improve the internal processes and would allow the internal validation exercise to be more specific now that a knowledge of the methodology the consultant uses is known.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>Committee approved external validation report.</p> <p>Proposed: Douglas Muir Seconded: Ann McEachan</p>
4.5	Secretary’s Report 2023	<p>The GCM(on behalf of the Secretary) gave an overview of the contents of the report which is provided in accordance with Rule 68. The report confirms that all requirements of the Association’s rules 62-67 have been complied with since the last Annual General meeting.</p>
4.6	Ending Membership Report	<p>The GCM presented the ‘ending membership’ report, it was discussed that the purpose of the report is to provide Management Committee with details of shareholding members who have either advised of a change in address, have not attended the previous five AGM’s without providing apologies or who are now unfortunately deceased.</p>

		<p>The GCM sought approval to cancel 12 shares that fall into these categories and transfer them back to the association.</p> <p>The GCM commented that similar to a number of associations the membership is lower than would prefer and we will continue to explore innovative ways to increase the number of members of the association.</p> <p>Committee approved cancellation of shares</p> <p>Proposed: Ann McEachan Seconded: Maureen McDonald</p>
4.7	Assurance Review Programme	<p>The GCM presented the Assurance Review Programme report explaining the process that will seek to undertake to review the regulatory standards and regulatory requirements as part of our on-going assurance programme. The purpose of the on-going assurance programme is to provide Management Committee with the assurance required to approve and submit the Annual Assurance Statement identifying any areas of material or non-material compliance against the regulatory framework.</p> <p>Committee queried how the association may look to engage with tenants over assurance based upon the comments provided by the Scottish Housing Regulator following their annual assurance visit.</p> <p>The CEO advised that the finalised report into the thematic study carried out by the Scottish housing Regulator didn't appear to identify any specific ideas on how to effectively engage with tenants in relation to what is primarily a governance focused exercise however we regularly publish information through a variety of different approaches providing opportunities for tenants to engage and we will consider how the assurance process could be included within these exercises.</p> <p>Committee approved the review programme for 2023/26 assurance process</p> <p>Proposed: Ann McEachan Seconded: Kirsty Stoddart</p>

4.8	Membership Application	<p>The GCM sought approval for a membership application that has been received since the last Management Committee meeting on 27th June 2023. Confirming that all due processes have been followed in line with the Rules. The application is for:</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Committee approved the membership application</p> <p>Proposed: Ann McEachan Seconded: Kirsty Wilson</p>
5.0 Health and Safety		
5.1	Health & Safety Report June 2023	<p>The DMS advised Committee the purpose of the report was to provide adequate information on health and safety issues to ensure Committee are informed of relevant issues between meetings. The key focus this month is RIDDOR- Recording of any accidents, incidents or near misses and Fire Risk Assessments.</p> <p>The DMS confirmed that there were no accidents, Riddors or incidents reported since the last committee meeting on 27th June 2023.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p>
6.0 Reports for Information		
6.1	<p>Statutory Accounts & Audit report 31st March 2023</p> <p>This agenda item was discussed at the start of the agenda.</p>	<p>The DFCS sought approval of the Financial Statements for the year ending 31st March 2023.</p> <p>The DFCS introduced Tony Sinclair from AAB to present the annual accounts.</p> <p>Tony Sinclair provided committee with a detailed overview of the Financial Statements and Annual Audit report. Tony noted that nothing has come to attention or caused any concern in terms of the preparation of the financial accounts.</p>

		<p>The key highlights from the accounts included:</p> <ul style="list-style-type: none"> • Operating surplus is positive. • Bank balance reduced from last year but this was primarily due to investment in properties. • Rental income increased from last year based on rent increase and final properties in new build which came off-site • Overall association remains in a strong financial position and retains a healthy cash balance • Pension adjustment properly processed through accounts. • Compliant with all bank covenants and lending. <p>The Auditor commented that they were previously French Duncan but had now merged and part of AAB.</p> <p>Committee approved accounts.</p> <p>Proposed: Ann Meacham Seconded: Kirsty Wilson</p> <p>The Chair thanked Tony for attending the meeting.</p> <p><i>Tony left the meeting at 18:15pm</i></p>
6.2	Management Accounts	<p>The DFCS sought approval for the Management Accounts for the period 1st April to 30th June 2023. The Management Accounts were reviewed in detail at the Audit, Finance and Risk Sub Committee meeting on 15th August 2023.</p> <p>The DFCS gave an overview of all key variances and advised that at the end of the period there was an operating surplus of £98,333 against and an anticipated budgeted surplus of £211k with the variance primarily related to increased expenditure across the reactive repairs and</p>

		<p>cyclical maintenance programmes with some elements relating to the timing of the expenditure.</p> <p>Key areas highlighted were:</p> <ul style="list-style-type: none">• Voids under budget at £6508.• Repairs and maintenance expenditure over budget by £17,956 partly due increased water penetration invoices.• Planned maintenance under budget by £1,000 due to zero spend on cookers and fridges.• Cyclical Maintenance over budget by £71,962 due to timing on gas servicing which should balance out over the year and increase in landlords electricity supply.• Loan Interest £23k over budget due to increased interest rate which may increase again in Sept 2023.• Adaptation expenditure over budget by £6,490, some adaptations held over from last year due to no access.• Legal Expenses over budget by £2,109 which was a one off case not budgeted for.• Salaries are over budget by £12,471 this is due to redundancy payments and sickness.• National Insurance over budget by £4,115 which is due to an overspend on higher salaries.• <p>Committee asked a question regarding the increased costs for office maintenance.</p> <p>The DFCS replied that this was due to a replacement boiler at the old office in Garmouth Street to allow for new tenants to lease the property.</p> <p>Committee approved management accounts</p> <p>Proposed: Kirsty Wilson Seconded: Lyndsey Roches</p>
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6.3	Value for Money Policy	<p>The DFCS sought approval for the Value for Money Policy. The purpose of this strategy is to ensure housing associations are committed to maximising VFM to ensure that the highest level of service is delivered to our service users.</p> <p>The DFCS discussed the VFM strategy and what the association is looking for in terms of value for money.</p> <p>The DFCS outlined the four main areas of activity that help the association accomplish their priorities in relation to VFM which are Development, Asset Management, Procurement, and Community Regeneration.</p> <p>The DFCS commented that the association seeks to measure VFM using benchmarking tools like Housemark / SHN etc.</p> <p>Committee approved Value for Money Policy</p> <p>Proposed: Ann McEachan Seconded: Duncan Smith</p>
6.4	Damp and Mould Policy	<p>The DMS sought approval for the Damp and Mould Policy. The purpose of this policy and procedure is to ensure that the association meets its Legal and Regulatory obligations in delivering an effective and efficient responsive repairs service in relation to Damp and Mould.</p> <p>The DMS provided a summary of the policy with the aim to ensure employees are aware of the procedures for managing potential dampness and mould incidences. It was discussed that any report of damp or mould will be inspected and monitored, should the association not find the source of any issue then we would appoint a specialist consultant to investigate further.</p> <p>The DMS confirmed that the association will occasionally offer decoration allowance for homes that are affected by damp and mould.</p>

		<p>A committee member commented that the association is taking a progressive stance by looking at the design in the properties should any problems arise.</p> <p>Committee asked how the process would impact on the officers in the association. The DMS advised that the Maintenance Officers have had some training and will consider training for other employees who will be in tenants homes to assist them in identifying and understanding damp and mould.</p> <p>The DHCS commented that as part of the new energy advisor role, the energy advisors will be educating tenants on how to set timers, thermostats etc together with advising on how to adequately heat and ventilate their homes.</p> <p>A committee member asked if the association carries out periodic house visits. The DHCS discussed that if a tenant has not liaised with the association for a certain period of time there is potential for the Housing Management Software to highlight a visit is required however there is no specific programme of house visits in place due to resource limitations.</p> <p>A committee member made a comment that it was good practice to have a Damp and Mould Policy in place. There was a short discussion about adding elements to the policy which outline the preventative steps the association takes to reduce the incidences of damp and mould including newsletter articles, regular advice and guidance on how to heat the home and the work undertaken by the energy advisors and this will be incorporated into the policy to ensure that as well as the process of managing damp and mould the methods for reducing the potential for it to occur are also a key policy principle.</p> <p>Committee approved the Damp and Mould Policy subject to the above inclusions.</p> <p>Proposed: Duncan Smith Seconded: Ann McEachan</p>
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6.5	Reactive Repairs Report	<p>The DMS presented the report outlining proposed consultation which will be carried out on changes to our reactive repairs policy, this focused on aspects like our procedures for pursuing reactive repairs, changes to the repairs priorities and focusing on a more digitalised approach to repairs reporting.</p> <p>The DMS highlighted that in a recent internal audit recommendation indicated that the association should seek to recover rechargeable repairs. The association had made an evidenced based decision not to pursue rechargeable repairs in previous years due to the limited financial outlay on these types of repairs combined with the extensive admin work in both raising invoices and pursuing debt as it was not deemed value for money.</p> <p>A committee commented that they would support the association raising rechargeable repairs, the behaviours of certain people may change if rechargeable repairs were pursued however recognition that the circumstances for individual rechargeable repairs can often vary on a case by case basis therefore ensuring that clear guidance and appropriate procedures in place to ensure it's not a subjective decision making process.</p> <p>A committee member asked the question in terms of void properties how much of the works carried out at void stage would be rechargeable.</p> <p>The DMS replied that the majority of rechargeable repairs are voids costs with little scope for recovery and in a number of instances there is already rental debt associated with the former tenant.</p> <p>A question from committee is who would pursue the charges, would the association need additional resources.</p> <p>The DMS commented that it would be likely that the Housing Services Department would be the department that would pursue any debt accrued by the tenant.</p>
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		The outcome of the discussion was to consult with tenants and bring back findings to the Housing and Maintenance sub-committee at the next meeting in 16th November 2023.
6.6	Community Regeneration Strategy	<p>The DHCS sought approval for the Community Regeneration Strategy. The purpose of the strategy is to set out how the association intends to achieve the vision of ‘creating a vibrant neighbourhood where everyone can prosper’.</p> <p>The DHCS spoke through the action plan in depth and how he would achieve the objectives and methodology used.</p> <p>Some of the key findings from the tenants were;</p> <ul style="list-style-type: none"> • Community gardens are more important to people now than were in 2019 survey • Some of the biggest issues people are facing is the cost of living rising costs and fuel poverty. • Employment and Training opportunities was the primary focus from tenants • Street Cleanliness remained a high priority • Youth activities and activities for older people <p>A committee member asked if we do an internal audit on wider role.</p> <p>The DHCS advised that we haven’t carried one out as yet. The association has a 3 year rolling programme for internal audits and still has 1 year to go and could be considered at a future date.</p> <p>Committee approved the Community Regeneration Strategy.</p> <p>Proposed: Kirsty Wilson Seconded: Kirsty Stoddart</p>

7.0	CEO Report	
7.1	KPI Analysis- Quarter 1	<p>The CEO presented the KPI analysis for Quarter 1. The purpose of this report is for the association to review and monitor our performance against a range of indicators contained within the Annual Return on the Charter.</p> <p>The CEO highlighted the following:</p> <ul style="list-style-type: none"> • Complaints look comparable to most organisations the association is benchmarking against • Average days to respond to Stage 1 complaint has improved in comparison to 2022/23 from 8.13 days to 5.41 days • Repairs and Maintenance results for Quarter 1 are all extremely positive in comparison to other RSL's in the benchmarking group and in comparison to 2022/23. • The association is one of the better performers in terms of re-let times and void loss. • Rent arrears Elderpark HA is the third or fourth worst performer in terms of gross and current rent arrears, although arrears have reduced compared to Quarter 1 in 2022/23. <p>Committee noted the report</p>
7.3	Risk Register – Six Month Review	<p>This report is a six monthly report provided to committee for noting having been discussed at the Audit and Finance Sub-Committee.</p> <p>The purpose of the report is to provide the Management Committee with an oversight on progress updates/amendments within the Risk Register.</p> <p>The GCM discussed that the last revisions approved at the last Audit, Finance and Risk sub-committee have been added to the register</p>

		<p>The GCM noted that a recent internal audit suggested putting a risk appetite against each strategic risk area. This was approved at the meeting in February and have now been applied to the register.</p> <p>Committee noted the report</p>
7.4	Internal Audit Report- Payroll	<p>The DFCS talked through the Internal Audit Report for Payroll advising that the internal audit received 'substantial assurance'.</p> <p>The purpose of the report is to ensure compliance and effectiveness in relation to all aspects of payroll policies and procedures</p> <p>The DFCS gave an overview of the report noting that Elderpark has robust communication arrangements with our external payroll provider and that the internal audit identified good practice across all areas of the process.</p> <p>The DFCS mentioned that the auditor complimented how our HR and Corporate Services Officer, Vicky Ross who was new into the position had done an excellent job getting all the information and statistics in a very timely manner.</p> <p>Committee noted the report</p>
7.5	Internal Audit Follow Up	<p>The DFCS talked through the Internal Audit follow up review by TIAA. This was established by the management action that has been taken in respect of priority 1 and 2 recommendations arising from the internal audit reviews that were carried out in March 2023.</p> <p>The DFCS talked through the recommendations and it was discussed that Business Continuity Plan has not yet been implemented as the association is looking to move onto a new cloud based system. The DFCS did not feel that the time spent on testing the system would be productive based on this.</p>

		Committee noted the report
9.0	Training	<p>Share Brochure circulated to Staff/Committee</p> <p>Staff to advise Corporate of which training sessions they would like to undertake</p> <p>The GCM discussed that the Performance Analysis training was scheduled for 12th September but as there is training on the 5th September and AGM 20th Sept it would be best to push this back to October.</p>
10.0	AOCB	The Committee wished Lyndsey good luck for the future.
11.0	Date of Next Meeting	<p>AGM taking place on the 20th September at 6:30pm</p> <p>Next Full Committee Meeting on Tuesday 31st October 2023 at 6pm</p> <p>Training Sessions</p> <p>5th Sept 2023 @ 6pm Effective scrutiny and questioning</p> <p>26th Sept 2023 @ 6pm What Committee need to know SHR Focus on remit</p>

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Management Committee meeting held 27 th June 23	Proposed: Ann McEachan Seconded: Douglas Muir	CEO
3.2	Approval for member Craig Reid to be co-opted to Management Committee	Proposed: Duncan Smith Seconded: Kirsty Wilson	CEO
4.4	ARC External Validation Report	Proposed: Douglas Muir Seconded: Ann McEachan	GCM
4.6	Ending Membership Report	Proposed: Ann McEachan Seconded: Maureen McDonald	GCM
4.7	Assurance Review Programme	Proposed: Ann McEachan Seconded: Kirsty Stoddart	GCM
4.8	Membership Application	Proposed: Ann McEachan Seconded: Kirsty Wilson	GCM
6.1	Statutory Accounts	Proposed: Ann McEachan Seconded: Kirsty Wilson	DFCS
6.2	Management Accounts	Proposed: Kirsty Wilson Seconded: Lyndsey Roches	DFCS
6.3	Value for Money Policy	Proposed: Ann McEachan Seconded: Duncan Smith	DFCS
6.4	Damp and Mould Policy approved subject to literature amendments	Proposed: Duncan Smith Seconded: Ann McEachan	DMS
6.6	Community Regeneration Strategy	Proposed: Kirsty Wilson Seconded: Kirsty Stoddart	DHCS

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of meeting 27 th June 23	Redact and publish on website	GCM
4.6	Ending Membership	Cancel shares and assign back to association	GCM
6.4	Damp and Mould policy	Add additional content discussed by Committee	DMS
6.5	Reactive Repairs Policy	Consult with tenants bring to next meeting	DMS
9.0	Performance Analysis Training	Rescheduled to a date in October	GCM