

**MINUTES** of the Management Committee Meeting held on 31<sup>st</sup> January 2023  
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
<b>1.0</b>	<b>Apologies</b>			
	<b>Committee present</b> Maureen McKinnon Maureen McDonald Ann McEachan Douglas Muir Lindsay Roches Janice Shields Duncan Smith Kirsty Stoddart	<b>In Attendance</b> Gary Dalziel James McGeough Kerry Clayton Aidan McGuinness David Adam	<b>Apologies</b> Kirsty Wilson John Kane	<b>Special Leave</b>
<b>2.0</b>	<b>Declaration of Interest</b>			
<p>There were no Declaration of Interests.</p> <p>Apologies were noted, due to the Chair not being in attendance Maureen McDonald kindly offered to stand in for the Chair for tonight's meeting.</p>				

<b>3.0</b>	<b>Minutes for Approval</b>		
3.1	Minutes of Previous Management Committee Meeting held on <b>29 November 2022.</b>	The Minutes were agreed as a true record of the meeting.  Proposed: Ann McEachan  Seconded: Douglas Muir	Signed by Chairperson:  [REDACTED – PERSONAL DATA]  Signed By CEO:  [REDACTED – PERSONAL DATA]
	Matters Arising	The CEO reported on the following actions from the previous minutes that are not otherwise on the agenda: <ul style="list-style-type: none"> <li>• Equalities data survey completed, the association is waiting on the report which will feed into overall strategy.</li> <li>• 600 food bags distributed for people in the community over 5 to 6 days with funds received from CX Feedback.</li> </ul>	
3.2	Minutes of Audit, Finance and Risk Sub Meeting held on <b>15 November 2022</b>	For Noting	
3.3	Minute of Housing and Maintenance Sub Meeting held on <b>17 November 2022</b>	For Noting	
<b>4.</b>	<b>Governance</b>		
	Notifiable Events	The CEO provided an update on the Fire Safety. It was discussed that the DMS had a meeting with building control and Crudens last week. It was advised that a permit for erecting scaffolding was holding the work up. Works should be completed by end of March.  Notification received from the regulator regarding 3 notifiable events. The CEO had gone back to the regulator and has advised that 2 of the events weren't notifiable. The 3 <sup>rd</sup> Notifiable event was approved and closed off.	

		Freya Lees from North Star joined the meeting at 18.12pm
4.2	Governance Report	<p>The CEO discussed that following the resignation of Karen Fee from the Management Committee the association has a vacancy for the role of Vice-Chair. Although there is no requirement in the rules to have one it may be crucial that the association has one as the Chair didn't attend tonight's committee meeting. The CEO advised if any member would be interested in becoming Vice-Chair that they get in touch with Corporate Services.</p> <p>Committee commented if members take a turn off being Vice-Chair until the association appoints one.</p> <p>Annual Committee Reviews, Freya Lees of North Star talked through the recommendations from the report.</p> <p>The CEO looking for approval for Maureen McKinnon to come back as a casual vacancy. The committee welcomed back Maureen McKinnon who has joined the Management Committee as a casual vacancy after taking time out.</p> <p><b>Proposed by:</b> Douglas Muir    <b>Seconded by:</b> Janice Shields</p> <p>The CEO advised that the association is looking to hold a staffing sub-committee meeting. The proposed date will be week commencing 13<sup>th</sup> March 2023 to look at a range of revised policies. Corporate services to circulate date to Staffing Sub-Committee members. Committee requested that the policies be circulated to the members of staffing sub-committee prior to the meeting.</p> <p>The CEO gave an overview of letter from Scottish Housing Regulator regarding notifying the regulator of the associations systems around damp and mould.</p>

4.3	Committee Review Report	<p>The Chair welcomed Freya Lees to the meeting.</p> <p>Freya talked through the process and findings of the Committee Review report. It was discussed that part of the process was carrying out individual appraisals to Committee members, personal effectiveness , competency , collective appraisal for all Committee members of how effective the board works well together. Feedback on chair, observations of committee meeting and also sub-committee meetings.</p> <p>Questions were asked about overall governance knowledge. In terms of overall committee the answers were really positive.</p> <p>The observations were:</p> <ul style="list-style-type: none"> <li>• Good level of questioning and discussions</li> <li>• Members provided objective challenging and scrutiny</li> <li>• Timing issues with meetings</li> <li>• Asking questions in advance</li> </ul> <p>Freya advised that she found the tone of the meetings relaxed, members were at ease and the meetings attend to the required business.</p> <p>Two tenant chair Committee Members have asked for support to achieve their goals.</p> <p>The CEO thanked Freya for the work that has been carried out and for all future work.</p> <p>The GCM to come back with a date possibly in March.</p> <p>The Committee <b>noted</b> the report.</p>
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4.4	KPI Framework	<p>The CGM is seeking approval for the Key Performance Report. The purpose of reporting KPI to committee is to provide effective oversight on performance and to provide assurance about the activities the association carried out.</p> <p>Discussions have been ongoing for some time about improving performance reporting to committee and sub-committees. The association has drawn together indicators from the ARC, varies materials from Housemark, SHN, Health and Safety, compliance</p> <p>The CGM discussed that in terms moving to reporting, Rubixx is progressing. The association is working closely with Rubixx and Housemark. Gaps analysis is due imminently, the association is progressing to be in a position to be reporting regularly.</p> <p>The CGM talked through 1 of the recommendations that was made from Freya to increase customer feedback. The association will be utilising CX Feedback more to survey varies services.</p> <p>The GCM advised the draft strategic plan was to demonstrate how the intended layout for reporting will be. As Directors objectives are set through there appraisals these will be reported quarterly along with quarterly KPI's.</p> <p><b>Proposed by:</b> Lindsey Roches                      <b>Seconded by:</b> Ann McEachan</p>
<b>5.0 Health &amp; Safety</b>		
5.1	Health & Safety Report to Jan 2023	<p>The DMS informed Committee the report was to provide adequate information on health and safety issues to ensure Committee are advised on 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 highlighted that there is still outstanding work regarding Fire safety.</p>

		<p>It was discussed the association had an evacuation in December 2022 as the fire alarm had be let off accidentally. During the evacuation it was highlighted that the evacuation plan would have to be reviewed due to the number of Fire Marshalls that have now left the association.</p> <p>The DMS confirmed that Fire Safety training has been carried out to all staff.</p> <p>It was discussed that a Fire drill would take place during a Committee Meeting. During the drill the lift would be out of operation. The CGM discussed that the association has purchased an evacuation chair in the event of a fire, however staff will need training on how to operate this.</p> <p>Fire risk assessments have been carried out by Caledonian. These will be followed up every two years.</p> <p>Committee <b>noted</b> the contents of the report.</p>
<b>6.0</b>	<b>Reports for Decision/Approval</b>	
6.1	Rent Increase	<p>The DHCS sought approval for the Proposed Rent increase.</p> <p>The DHCS gave an overview on the 297 responses received from the CX Feedback survey.</p> <p>It was discussed that 26% agreed with the proposed rent increase of 6%. The DHCS commented that 30% of the responses weren't sure and 45% of tenants weren't happy with a proposed rental increase of 6%.</p> <p>The DHCS talked through the impact it could have on the association if the 6% increase wasn't applied. Tenants are concerned about finances which is why 45% of tenants didn't agree. By not increasing rents it was discussed that a number of services would be reduced, Wider Role, Community Regeneration, Energy Advise and also if we do not invest in homes , maintenance services will be impacted.</p>

		<p>Committee commented that a 6% rent increase is quite high and really hard for people at the moment but the proposed rent increase is half of what inflation is. The association still has a business to run. The association has got to preserve the buildings and safeguard the future of houses.</p> <p>Committee questioned if all 1345 tenants got the chance to feedback. The DHCS advised that it was only the tenants who received the CX feedback survey who received the leaflet. [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>The CEO questioned how many tenants received the survey.</p> <p>The DHCS advised that 297 tenants received the survey through the CX Feedback.</p> <p>Committee commented that all tenants should have the chance to respond to the rent increase survey. Going forward this has to change. If the CX Feedback don't have all tenants details to contact them, then tenants should receive the survey by other means post, email etc.</p> <p><b>Proposed by:</b> Janice Shields      <b>Seconded by:</b> Ann McEachan</p>
6.2	Factor Fee Review	<p>The DFCS talked through the proposed Factor Fee Review. It was proposed that the association add a 6% increase to the current factor fee.</p> <p>It was discussed that the last 3 years the current factor fees do not cover the factoring costs, but with only a short margin.</p> <p>Committee asked what the procedure is if owners do not pay.</p> <p>The DFCS advised that the association would put a charge over the property and claim back the costs once the property is sold on. If the costs go above £1500 the association could look at</p>

		<p>court proceedings. It was also noted that charges get added on to owners when no payment is made.</p> <p>Committee asked if there would be consultation with owners re the proposed increase.</p> <p>The DFCS replied that the association doesn't have to consult owners as the proposed increase is under inflation.</p> <p><b>Proposed by:</b> Janice Shields      <b>Seconded by:</b> Douglas Muir</p>
6.4	Donations Policy	<p>The CEO sought <b>approval</b> for the Donations Policy which is due for renewal. The CEO discussed that the purpose of the policy is to provide clear guidance in relation to the donations that the association will make to relevant individuals, organisations or groups to support the community and wider housing sector.</p> <p>The CEO talked through the policy, very little changes made from current policy. The following points were noted: It was discussed that 0.01% of our income can be used for donations which amounts to £6000 per year. As a charity organisation the association is allowed to receive donations.</p> <p>The Committee <b>approved</b> the policy</p> <p><b>Proposed by:</b> Ann McEachan      <b>Seconded by:</b> Maureen McKinnon</p>
6.5	Gifts and Hospitality Policy	<p>The CEO sought <b>approval</b> for the Gifts and Hospitality Policy which is due for renewal. The CEO talked through the policy on how offers of gifts and hospitality would be dealt with and the procedure for providing gifts and hospitality.</p> <p>There were no changes to note.</p>



		<p>The Committee <b>approved</b> the policy</p> <p><b>Proposed by:</b> Janice Shields    <b>Seconded by:</b> Ann McEachan</p>
6.6	Call Out Policy	<p>The DMS sought <b>approval</b> for the Call Out policy which is due for renewal. The DMS talked through the policy, with the following changes made from current policy.</p> <p>It was discussed that 3 retired members of staff were on call out duty. After reviewing the policy it was decided that going forward staff from Officer grade and above to be on call out duty, with the Maintenance first to being contacted.</p> <p>The DMS commented that 4 current staff are being paid a lump sum annually to be on Call Out duty. Discussions had taken place with EVH and it was decided that that the association buy out that term from the staff members giving them payment for the next 3 years.</p> <p>The Committee <b>approved</b> the policy</p> <p><b>Proposed by:</b> Maureen McKinnon <b>Seconded by:</b> Douglas Muir</p>
7.1	Procurement Update	<p>The DMS gave the committee a detailed discussion around procurement for the association.</p> <p>The following points were highlighted:</p> <p>Kingdom Gas (part of McGill's) who were the associations gas contractors went into administration in July 2022. At that time their contract had come to an end but had received a short extension to allow for a procurement exercise to be undertaken. We are currently using James Frew on a non-contractual basis and tenders have recently been received for these works with seven contractors submitting a tender. Once a review of the tenders concluded a</p>

		<p>contractor will be appointed with an anticipated start date of the 1<sup>st</sup> April 2023. [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>The DMS reported that for Reactive Repairs and void work we are considering seeking to appoint two contractors instead of one to potentially reduce the reliance on a single contractor combined with the challenges around the current market. The association is using the Dynamic Purchasing System through Procurement for Housing and dependent on the timescales should have a new contractor(s) in place by May 2023.</p> <p>The DHCS advised that two contracts were awarded for Close Cleaning and Bulk uplift. The service level will remain same, the contract terms for both contracts are 1 year + 1 year extension up to a maximum of 3 years. The base for selecting these contractors were 30% quality / 70% price. Mainline Facilities Management Ltd will be the contractor for Close Cleaning with Orbis securing the contract for Bulk Uplift.</p> <p>The DHCS talked through the Landscaping Tender highlighting that the current contract is due to end on 31<sup>st</sup> March. The new contract which is due to commence on 1<sup>st</sup> April 2023 will likely be delayed as they develop the tender document and an interim solution may be put in place.</p> <p>The DHCS also commented that we have employed a landscape architect to prepare drawings of all the hard and soft landscape in area to ensure all areas are maintained and kept neat.</p> <p>Committee commented on parts of the area where there are black bags lying everywhere.</p> <p>The DHCS replied that the association is aware of the issues and are looking at working with the tenants to put systems in place to encourage tenants to maintain their community.</p> <p>The CEO commented that there has been very tentative discussions with Govan HA and Linthouse HA to share services i.e. Bulk Uplift and that's something the organisation will explore again this financial year.</p>
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8.0	Chief Executives Report	
		<p>CEO appraisal been carried out and objectives have been set for 2023/24 and the Management Committee were provided a summary from North Star on the appraisal.</p> <p>The CEO talked through the Scottish Government Rent Cap and noted that the rent cap has now been withdrawn. It was discussed that it has raised the public profile and a lot of public negativity around housing sector which is being seen across various areas at the moment.</p> <p>The CEO provided the Management Committee with a summary of the post completion report carried out by Glasgow City Council on the development at Nethan Street which highlighted a positive overall view of the project with some issues identified for future learning.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p><b>Culture Audit</b></p> <p>The CEO talked through the proposed culture audit which was one of the objectives included within his appraisal – given the significant change in the staff team, the changes in the world through Covid and moving to the new location this will all have had an impact on the existing culture. The proposal from a consultant to undertake this project which will identify the organisational culture was outlined including initial completion of a survey by all employees, focus groups and one-to-one interviews which should provide clear indication of our existing culture and potential areas to work on further.</p> <p>The CEO looking for <b>approval</b> for Culture Audit project at a cost of [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p><b>Proposed by:</b> Ann McEachan <b>Seconded by :</b> Douglas Muir</p>

	<p><b>Away Day</b>  The CEO discussed that the Association carried out an away day for staff on Friday 27<sup>th</sup> January at the Hilton hotel in Glasgow. The day was a huge success all staff thoroughly enjoyed it. It was commented that staff do not see other members in different departments due to the layout of the office and this event helped create a positive environment and beginning of relationships for some colleagues.</p> <p><b>People Development Programme</b>  The CEO advised he was looking to implement a training programme in 2023/24 which would focus on enhancing individuals awareness of themselves, develop their personal attributes and support them on various aspects – these elements would including resilience, unconscious bias, assertiveness, mental health and a variety of other topics still to be determined with an expectation that 8 sessions in the year that would be open to all.</p> <p><b>Staffing</b>    [REDACTED – PERSONAL DATA]    The CEO discussed that recruitment is also taking place for a Customer Services Advisor with a closing date for applications of 31<sup>st</sup> January 2023.</p> <p><b>Training</b>  Share conference will take place 24th-26th March 2023 should any committee member wish to attend. Ann McEachan and Maureen McDonald attending.</p> <p>EVH conference takes place on 19<sup>th</sup>- 21<sup>st</sup> May 2023, Ann McEachan and Maureen McDonald interested in attending however should any other committee members wished to attend they should contact the corporate team.</p> <p>The Committee <b>noted</b> the contents of the report.</p>
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<b>10.0</b>	<b>AOCB</b>	
		The CEO noted that the CEO from Govan HA will be retiring end of March. Contact was made with Govan HA to see if they would be interested in collaboration however they are currently undertaking an options appraisal with the expectation that they will seek to recruit a new CEO.
<b>11.0</b>	<b>Date of Next Meeting</b>	
11.1	Management Committee Meeting: Tuesday 28 February 2023 at 6pm	
	The CEO thanked Maureen McDonald for chairing the meeting.	

## Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of 29 <sup>th</sup> November 2022	Ann McEachan and Douglas Muir	CGM
4.2	Approval for Casual Vacancy Committee Member	Douglas Muir and Janice Shields	CEO
4.4	KPI Framework	Lindsey Roches and Ann McEachan	CGM
6.1	Rent Increase	Janice Shields and Ann McEachan	DHCS
6.2	Factor Fee Review	Janice Shields and Douglas Muir	DFCS
6.4	Donations Policy	Ann McEachan and Maureen McKinnon	CEO
6.5	Gifts and Hospitality	Janice Shields and Ann McEachan	CEO
6.6	Call Out Policy	Maureen McKinnon and Douglas Muir	DMS
8.0	CEO Report – Culture Audit	Ann McEachan and Douglas Muir	CEO

### Additional Actions from Meeting

<b>Item No</b>	<b>Agenda Item</b>	<b>Action Required</b>	<b>Lead Officer / Date to be Actioned by</b>
3.1	Minutes of 29 <sup>th</sup> November 2022	Redact and publish on website	CGM
4.2	Governance Report	Committee to advise if interested in taking on role of Vice Chair	CGM
4.2	Governance Report	Staffing Sub Committee date to be confirmed	CEO