



**Minutes of the Management Committee Meeting
Held on Thursday, 24th October 2019 at 6.00 pm
in Cadder Housing Association, Community Centre**

Present: L Brown, G O'Donnell, H McNab, E Doherty
J Flynn, K Bowie, L Thomson, C McGraw

In Attendance: K Mollins (Director),
G. Casey (Finance & Corporate Services Management - FCSM),
J. McShane (Customer Services Manager - CSM)
S. McPhee (Corporate Services Officer - CSO)
S Eglinton (SE Training) – Governance Consultant
L. Ewart - Governance Consultant

8. Governance /Wider Role

a) Governance Action Plan

L. Ewart met with the Committee to discuss the Governance Action Plan.

L Ewart left the meeting

K Mollins, G Casey, J McShane & S McPhee joined the meeting

1. Apologies

V Davies submitted her apologies for the meeting.

2. Declaration of Interest

The following Declaration of Interests were declared

- S McPhee and K Mollins declared an interest in Agenda item 8g) – Confidential Item.

3. Meeting of the Management Committee held on 25th September 2019

a) Minutes

The minutes were approved by E Doherty and seconded by L Thomson as a true and accurate record of the meeting.

b) Matters Arising

- Page 12, Community Centre Flooring

The Director advised Committee there is on-going discussion with Clark Contracts through the Architects, Cooper Cromar to attend to the remedial work on the flooring throughout the Centre. The Director reaffirmed that Clarks Contracts had proposed to replace the floor from the Café to the Gym, also sectional strips in other halls. The Maintenance Manager is awaiting costs from flooring contractors for replacing the floors to inform our discussions with Clark Contracts.

The Director also advised that he will be in contact with Clark Contracts and Cooper Cromar to seek a resolution to the flooring issue.

i) Action List

- Page 14, Item 7h) – Demand Assessment

A Committee member referred to the slippage in the Demand Assessment report, and can staff guarantee that the report will be presented to the Committee meeting in December? The CSM confirmed that the report will be presented to Committee at the meeting in December.

- Page 17, item 6a) ii – Road Safety

The Director advised Committee that work is due start week beginning 4th November to re-instate the speed bumps at the new build development on Tresta Road.

4. Meeting of the Community Centre Sub Committee meeting held on 3rd October 2019

a) Minutes

The minutes were for information only.

b) Matters Arising

There were no matters arising.

5. Minutes of Audit & Staffing Sub Committee held on 12th September 2019

a) Minutes

The minutes were for information only.

b) Matters Arising

There were no matters arising.

6. Customer Services

a) Policies

i) Control of Legionella Policy

The CSM presented the draft policy and report and highlighted the following:

- New policy created which outlines aims, principles and regulatory standards for delivery
- Review of policy in one year and there after every two years
- An article will be included in the next newsletter regarding legionella and a leaflet has been produced and will be issued to all residents.
- Action Plan will be presented to Committee at the meeting in December

The Committee raised the following comments / queries:

- For void properties, will a leaflet be left in the house for the new tenant? The CSM confirmed that an information leaflet will be provided to new tenants as part of their new tenancy pack.
- Page 53 – Weekly Hot water checks – who will be carrying these weekly checks out? The CSM confirmed checks will be carried out by Association staff.
- Will an equality impact assessment be completed? The CSM confirmed that this will be done.

The Committee approved the draft Control of Legionella Policy.

ii) Fire Safety Policy

The CSM presented the draft policy and report and highlighted the following:

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- New policy outlines aims, principles and regulatory standards for delivery
- Review of policy in one year and there after every two years
- An Action Plan will be presented to Committee at the meeting in December.

The Committee raised the following comments / queries:

- Point 15 – Tenant Responsibilities – how do we know if tenants are carrying out their weekly smoke alarm checks? The CSM advised that there is no process in place to check this. This section is included to highlight that it is not the responsibility of the Association to carry out these checks.

For the Tenant Responsibilities – could the wording be changed to 'advice to tenants'? The CSM confirmed that the wording would be revised.

- Section 8 – Do all inner back close doors now have the thumb turns fitted? The CSM advised that he was of the opinion that all back doors have thumb turns in place and that he would arrange for this to be checked.

The Committee approved the draft Fire Safety Policy subject to the amendments noted.

b) Consultation on Proposed Rent; Management Fee & Service Charges 2020/21

The CSM and FCSM presented the report and gave a PowerPoint presentation on the proposed figures for consultation. The following areas were highlighted:

Rent

- The Association's Business Plan is based upon rent increases of inflation (RPI) plus 1% to cover inflation until 2022 and RPI thereafter. The last three year rent uplifts have been set at inflation only.
- Business Plan approved by Committee in June based on RPI +1%.
- The importance of compliance with banking covenants.

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- The Association is now incurring new costs which have to be taken into account. These include associated legionella works and installation of new smoke/heat/CO detectors to all Association properties.
- Essential that our rents are affordable, are comparable with the sector and ensure the viability of the Association.
- The Association's average weekly rent charge compares favourably within the social housing sector and very well against average private rents in Glasgow, which are double the Association's.
- The impact on cash over the 30 year plan of the options being considered.

The CSM also advised Committee of a recent GWSF survey of some 40 landlords, which found that on average, the reporting landlords planned to increase rents by an average of RPI + 0.5% over the next 5 years.

Three options were presented to Committee for consideration for the annual rent increase:

- RPI only = 2.8%
- RPI plus 0.5% = 3.3%
- RPI plus 1% = 3.8%

It was highlighted to Committee, that in-line with the decision made for the development on Tresta Road, rents for the new properties would increase by an additional 1% for the first 3 years.

Committee considered whether to consult on a number of increase amounts or present a single figure for tenants to decide upon. Committee raised the following comments / queries regarding options for the annual rent increase:

- Providing customers with a number of options in the consultation can be a good idea, as long as it is clearly explained how each option would affect the services / works provided.
- It may be more beneficial to tenants to provide just one option which would also provide for a clearer outcome.

After discussion, Committee decided to consult on a single amount. The Committee agreed the following for consultation:

- RPI plus 1% (3.8%) and for new build RPI plus 2% (4.8%)

Annual Management Fee

The CSM highlighted that the Association's management fee compared well to neighbouring and peer group social landlords.

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The CSM advised Committee that the proposed consultation uplift amounts were both 2.3% for cottage and tenement owners.

Committee raised the following comments / queries:

- The reports details that owners in cottage properties being charged for administration of building insurance. The FCSM advised that this is an error and the administration for the building insurance is absorbed by the tenement owners.
- Why is the increase for owners lower than the annual rent increase for tenants? The FCSM advised that figures are based on the actual costs for the services delivered to owners. The increase for tenants includes the service charges as part of the rent and is for a different group of services giving a different level of increase.
- The Chair advised that the Association is not allowed to make a profit on management fees as these are to cover the costs of the services provided, but with rents a surplus is required in order to cover costs e.g. staff salaries, repairs, maintenance activities etc.
- As well as the proposed amounts in percentages, the Association should ensure that the consultation document shows the proposed increases in monetary amounts. The CSM confirmed both formats will be included in the consultation documents.
- Does the Association have information on income of residents in order to see if the charges are affordable? The CSM advised that the association does not hold this information for customers. It was explained that tenants have historically been very reluctant to provide this information as many consider this to be private. Committee suggested that though the rent consultation, tenants could be asked if they find their rent charge affordable and if they feel that it provides value for money. The CSM advised that these questions would be incorporated into the questionnaire.

The Committee agreed the following for consultation:

Annual Management Fee Tenements	2.3%
Annual Management Fee cottages	2.3%
Annual Estate Management Fee Tenements	2.1%
Annual Estate Management Fee Owners	0.4%

Close Cleaning Charge

The FCSM advised Committee that the time allocated by the estate caretakers for close cleaning had been closely monitored and it was found that 37% of their time was being spent on this task each week. There was now a requirement to set a charge in keeping with actual costs.

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The CSM highlighted that the Association had been fortunate to have high levels of caretaking staff through employability programmes over recent years and that this additional resource had driven costs down. Notwithstanding this, the Association's close cleaning charge compared well with the listed neighbouring social landlords contained within the report.

The Committee raised the following comments / queries regarding the Close Cleaning charge:

- How often are the closes cleaned? The CSM advised that the closes are cleaned once a week. A full clean, which includes windows and handrails are carried out every fourth week.
- How many days a week do the caretakers spend cleaning the closes? The FCSM advised that at present the staff spend 2 full days close cleaning, although this will vary depending on staff levels
- How many caretaking staff does the Association presently have? The FCSM advised at present, there are 3 full-time estate caretakers and 7 apprentices, however with the apprentices attending college the numbers decrease on these days.
- With the estate caretakers carrying out the work, they are in the position to report any estate management issues they find during their work, whereas with a private company they wouldn't report anything to the Association if problems found. The CSM confirmed that this was the case.
- Close cleaning increase appears to be very high. The FCSM advised that following the tracking of time spent on the service by the estate caretakers, a larger increase of 42% is required which will be phased in over two years.
- Can the Association look at alternatives to the close cleaning service? The CSM advised that if the close cleaning service was not in operation that the time required by Customer Services staff would increase significantly in dealing with disputes and issues, which would be to the detriment of other areas of work. The service was introduced to create a consistent level of upkeep in all closes, a number of which had previously been in a poor state of upkeep.

The Committee agreed the following for consultation:

Annual Close Cleaning Charge	20.1%
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The CSM advised the Committee that consultation with tenants and owners will be undertaken and he will report findings to the Committee in January / February 2020.

J McShane Left the Meeting

7. Finance & Corporate Services

a) Freedom of Information Update

The FCSM presented an update report on Freedom of information and highlighted the following

- An action plan of the high level tasks for implementation of the FOISA legislation is in place and is supplemented with a detailed project plan for staff to implement.
- Template documents have been commissioned by SFHA and GWSF which will be used by the Association
- Data Protection Officer (DPO) has been appointed through RGDP on 17th October 2019 with the first visit on 7th November 2019
- Duty to Respond procedures are currently being drafted
- Duty to Publish Guide to Information will be sent to the Scottish Information Commissioner week beginning 28th October and published on our website.
- Some information will be detailed as 'available on request' as it is not held in a publishable form
- Publication of minutes will be redacted copies of the main document to remove confidential and/or sensitive information
- Publication of reports will be decided on a report by report basis with a tick box to be included on each report to confirm

Committee noted the content of the report.

b) Freedom of Information Policy

The FCSM presented the Draft Freedom of Information policy and highlighted the following

- Policy is a new policy based on the template issued by SFHA and GWSF as part of their support to members.
- Policy is required to ensure the Association is complying with its legal obligations in applying the legislation
- The introduction of FOI Policy will supersede elements contained within the Associations' confidentiality and Openness Policy

Committee approved the draft Freedom of Information Policy for implementation.

c) Committee Communications

The FCSM gave a verbal report on the use of work and shared emails for communicating with Committee and providing papers. The Association has concerns through the use of work and Hotmail e-mail accounts, whereby the Association has no control over these and the potential for access by others.

Committee raised the following comments / queries

- As members don't always have access to their Ipads it is more convenient to use personal e-mails to managing communications with Committee Members
- A Member asked if we could look to set up the Association emails on members' phones? The FCSM advised he will investigate to see if this could be an option.

It was agreed that the Committee Members will use the Cadder Housing e-mail allocated or a personal e-mail account to which only they have access. Potential technology solutions will be looked at address any continuing concerns.

G Casey Left the meeting

8.0 Governance

b) Tresta Road Development – Consultation Report

The Director presented his report on the consultation with tenants in the new build development regarding fencing and lighting arrangements.

The Director outlined the findings from the tenants' response to the consultation:

- Chain-link Fencing -
The Committee's preferred option was to replace the chain-link fencing with wooden fencing
- Patio Area -
The Committee decided to install a privacy panel and perimeter fencing.
- Perimeter Fencing -
The Committee decided to install perimeter metal fencing between the grass verge and pavement at the cemetery land and rear of the development. .
- Lighting
The Committee decided to install additional flood lighting at the front of the flats overlooking the cemetery lane and rear of the development. .

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The Director advised the Committee based on their preferred options he will now contact McTaggart to cost these improvement works.

c) Assurance Statement 2019

The Director presented his report to inform the Management Committee's decision on the Assurance Statement on the Association's compliance with the Regulatory Framework and Regulatory Standards of Governance and Financial Management.

The Director gave an overview of the report and appendices:

- Regulatory Framework - Assurance / Notification
- Regulatory Standards of Governance and Financial Management
- Scottish Social Housing Charter
- Legal Obligations
- Equalities & Human Rights

The Director referred to the Committee session on 12 September 2019 and the Chairperson's discussion with our Governance Consultant and he referred to appendix 5 – Assurance Statement, which shows:

- Regulatory Framework - Compliant
- Regulatory Standards of Governance and Financial Management - Working towards Compliance
- b) Scottish Social Housing Charter - Working towards Compliance
- c) Equality & Human Rights - Compliant
- d) Legal Obligations - Compliant

The Director highlighted proposed areas where the Association is working towards compliance:

Regulatory Standards of Governance and Financial Management

- The aim to improve leadership and relationships in its governance arrangements through the Governance Action Plan developed by Linda Ewart, Governance Consultant, which forms part of Regulatory Standard 1.

Scottish Social Housing Standard

- The Association is working towards full compliance with the Scottish Housing Quality Standards, specifically to renew 17 kitchens to meet the standards by March 2020.

The Director asked the Management Committee to confirm their agreement or otherwise to the draft Assurance Statement and areas of the business where we are working towards compliance.

The Management Committee discussed the evidence and the Chairperson referred to the Governance Action Plan and the reason we were 'working towards compliance' for the Regulatory Standards of Governance and Financial Management.

The Committee approved the updated Assurance Statement. The Director advised he would submit the Association's Assurance Statement to the Scottish Housing Regulator and then publish it on the website and forthcoming newsletter.

d) Cadder Community Centre

The Director presented his report on the issue of a Scottish Charitable Incorporated Organisation (SCIO) for the Cadder Community Centre.

The Director highlighted the governance assessment by the Indigo House Group has made a recommendation the Association should consider independent advice on a SCIO for the Centre. The Director asked Harper MacLeod Solicitors for an assessment of the advantages and disadvantages of SCIO and they had provided an Advice Note (appendix 1).

In summary, Harper MacLeod Solicitors' advice note states:

- There would be no advantages to the Association establishing a SCIO to own or manage the Centre;
- If the Association did establish a SCIO to own or manage the Centre it would raise additional issues and compound the current issues and risks in the Centre; and
- Establish a SCIO to own or manage the Centre would not result in any meaningful transfer of risk to the SCIO.

The Director referred to his report where he outlined his further assessment of the report.

The Management Committee raised the following queries or comments on the report on a SCIO for the Community Centre.

- A member stated the legal advice was clear the creation of a SCIO would not be in the Association's interests.

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The Committee decided not to pursue a SCIO to own or manage the Centre.

e) Management Committee Representation Report

The Director presented a report on the demographic and ethnic profile of the Management Committee compared with its shareholders and tenants it serves.

The Director highlighted comparative information and findings in demographic and ethnic categories:

- Age;
- Ethic Origin;
- Gender;
- Disability;
- Tenure;

The Director stated that recruitment of Management Committee members and shareholders should positively encourage persons:

- Aged 16-39 and over 60 years;
- Male gender;
- BME and other white groups i.e. British and European Nationals;
- Who are tenants of the Association; and
- Living in tenement properties.

The Director advised Committee there is one space for a co-option.

The Management Committee discussed the report and confirmed that a priority for the Association was to appoint a tenant and preferable of male gender living in a tenement property.

The Chairperson asked the Director to publish an advert in the community with the aim to recruit a tenant and hopefully improve the representation in other demographic and ethnic categories.

The Committee noted the content of the report.

f) Committee Member Leave of Absence

The Chairperson presented the report on a leave of absence request by a Committee member due to personal reasons. She advised the Committee the member sought a leave of absence to February 2020 and if approved she would return to Committee for the meeting on 20 February 2020.

The Committee approved the leave of absence request for the Committee member to February 2020.

10) A.O.C.B.

i) Correspondence from the Scottish Housing Regulator

The Director circulated a letter from Ian Brennan, Director of Regulation in relation matters that had come to their attention during the course of their work and the on-going uncertainty about Brexit. They raised the following:

- Tenant and resident safety
 - Management of asbestos
 - Electrical safety
- Cyber Security
- Brexit – Requiring RSLs to have a focus on cost efficiency and value for money

The Director commented on the Association's work in these areas.

The Committee noted the content of the report

ii) Committee Attendance Recognition

The following members were congratulated on having perfect attendance in the year and awarded gift vouchers in accordance with the Committee Attendance Recognition Policy. The members were:

- L. Brown
- H. McNab
- L. Thomson

Post meeting note – The following members were also seen to qualify for the attendance award. These awards were issued to members:

- K. Bowie
- J. Flynn
- G. O'Donnell

iii. Committee Training – Mental Health Awareness

Mental health awareness session will be delivered in January/
February 2020 in the Board Room

K. Mollins and Sandra McPhee left the meeting

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g) Confidential Item

The Committee discussed confidential business.

8. Date of Next Meeting

Management Committee

- **Thursday 5th December 2019 at 6.00 p.m.**

Sub-Committees

- Audit & Staffing Sub-Committee - Thursday, 12th December 2019 at 5.00 p.m.
- Cadder Community Centre Sub-Committee – Thursday 12th December 2019 at 6.30p.m.

Locations of meetings - Corporate Meeting Room, Cadder
Community Centre, 110 Tresta Road

Proposed  Signature E. DOHERTY Print

Seconded  Signature K. BOWIE Print

Chairperson  Signature L. Brown Print

REPORTS ARE AVAILABLE ON REQUEST