



**Minutes of the Management Committee Meeting  
Held on Thursday 20<sup>th</sup> August 2020 at 6.30 p.m.  
in Cadder Housing Association, Community Centre**

**Present:** L Brown, E Doherty, S McKenzie, L Thomson, J Flynn  
K Bowie, H McNab, C McGraw (via Voice call)

**In Attendance:** M.Finnie (Temporary Maintenance Manager),  
J.Kelly (Temporary Housing Manager)

**1. Apologies**

Apologies were received from the following members

- G O'Donnell

**2. Declaration of Interest**

The following Declaration of Interests were declared

- L Brown, E Doherty, H McNab - Agenda Item 4a – MC Decision on long terms members – 30 June 2020.
- a) *Members L Brown, E Doherty and H McNab left the meeting while item tabled* – Secretary J. Flynn presented electronic minute of 30<sup>th</sup> June, following discussion the decision from the 30<sup>th</sup> June was approved by L Thomson and seconded by K Bowie.

**3. Meeting of the Management Committee held on 25 June 2020**

*Members re-joined the meeting*

- a) Minutes

No matters arising from minute not contained within Action List. Minutes approved by H McNab and seconded by L Thomson as a true and accurate record of the meeting.

## **Agenda Item 3a)**

### b) Matters Arising

- i) Action List – Good progress being made, no further matters arising.

## **4. Minutes of Management Committee Meetings / Decisions Between June – August 2020**

- a) Attended at Agenda Item 2
- b) Officer Bearers Meeting 3<sup>rd</sup> August – Confirmation office bearers happy with decisions during this period. Minute approved by J Flynn and seconded by L Brown.

## **5. Minute of Audit & Staffing Sub-Committee 11 June 2020**

- a) Minutes for information only
- b) Committee Member asked for clarification on date as two different dates within agenda and minute, this will be checked and clarified.

## **6. Performance**

### a) Business Plan

Good progress made to be discussed further under Item 9 h).

### b) Risk Management

Management Committee were asked to note the recommendation to include the new / emerging risk listed in Section 2.10. Unanimous decision by Management Committee for inclusion onto the Corporate Risk Register 2020-21.

### c) Customer Services

The temporary Maintenance and Housing Manager advised the report covers Quarter 1 April – June. The following areas were highlighted.

- Good performance on arrears and financial gains from our Financial Inclusion Team.
- Improved refusal rate from previous quarter.
- Trade team continued their work on emergencies and urgent repair orders throughout the period with no issues.

## Agenda Item 3a)

- Emergency repairs timescales below target by our external contractor as a consequence of lockdown and furlough with 6 jobs not attended to within timescales.

A Management Committee member asked the reason for the significant increase in factoring arrears. The temporary Housing Manager explained that this was due to the debit being raised in June with the annual charge of building insurance.

A Management Committee member questioned the traffic light system within the Anti-Social Behaviour table. It was clarified that the R.A.G (Red, Amber, Green) system was based on staff attending to complaints within agreed timescales.

### d) ARC Performance for Quarter 1

The Management Committee noted content of report and the highlights contained within.

The Temporary Housing Manager explained that the area for improvement is Gross Rent Arrears. This does not take account of the Universal Credit technical balance, however, it should be noted that there is a core group of tenants who are not paying despite repeated contact and offers of support. This is made further difficult with the restrictions by the Scottish Government on court action and the possibility that this may be extended to March 2021.

A Committee member asked if other Committee Members within RSL's are experiencing the same difficulties, both confirmed that this was an increasing concern and they have similar experience.

### e) Complaints April – June 2020

The Management Committee noted the content of report and would like Customer Services Officer to attend next meeting to give an explanation on the process as this differs from the ARC.

## 7. Customer Services Housing

- a) Report on Resident Engagement - The temporary Housing Manger outlined the range of ways the Association will attempt to engage with residents and set out a 3 year programme of key themes.

The Management Committee felt this was a step in the right direction and were pleased that there is now a structure in place.

- b) Bin Modification Report – report noted.
- c) Procurement Electrical & Joinery Material

The temporary Maintenance Manager gave an overview to the Management Committee on Scotland Excel and the benefits in relation to costs and value for money. The Management Committee thanked Malcolm for an informative and clear report.

Unanimous agreement to proceed with the recommendations for procuring material for electrical and joinery.

## **8. Finance & Corporate Services**

This section of the meeting was discussed earlier with Linda Ewart providing the minute.

## **9. Governance / Wider Role**

- a) Covid 19 – Progress to July 2020 – For information

Report noted.

- b) Policies

The Chairperson informed the Management Committee that Linda Ewart, Consultant recommended that the three policies were deferred to March 2021 as SFHA are reviewing the guidance.

- c) Report on HRC & IHG – Action Plan

Indigo House Group started the review of business in August 2019 and as a result an action plan was implemented.

The Management Committee noted progress made from action plan and it was confirmed that Paul McNeil was attending the meeting of 25<sup>th</sup> August 2020 to discuss the highlights from his reports from March 2020.

- d) Progress Report on Annual Assurance Statement Action Plan 2019

Noted progress of action plan and J Kelly confirmed the Director had updated. Linda Ewart continues to work with the Management Committee and consultants in progressing actions.

- e) Report on Model Rules

## Agenda Item 3a)

The Management Committee agreed to recommend to the shareholders at the Special General Meeting on 7<sup>th</sup> September 2020 that the draft Rules be approved.

### f) Secretary's Report

The Secretary presented report which was duly noted. Approved by Management Committee.

### g) Share Capital Report

Unanimous agreement on removal of members in line with Rule 11 and 16 in keeping with the Association Rules.

Committee noted 9 members attendance required to be quorate for AGM.

### h) Business Plan 2020-22 – *Karen Anderson, Indigo House*

The Chair thanked the Committee for all their hard work and support in reducing the Action Plan from Linda Ewart from 17 to 2 pages, which has been a great achievement.

Karen Anderson provided the Management Committee with the background of the stages of the Business Plan and confirmed that it is now complete after taking into account approximately 80% of her suggestions, Karen confirmed that the Management Committee now have a really good model and made comment on each section.

Karen made reference to the following key points;

- Budget Review in September 2020 is not uncommon and would be reasonable after a pandemic.
- Corporate Targets and KPI's is excellent and you can see how it links to strategic objectives.
- Asset Management Section is much better, not complete but nearing completion with commencement of a stock condition survey Dec 2020.
- Financial Plan – Would assume Association are satisfied with the work have had no feedback from the Director to state otherwise.
- Corporate Risk Register – Leadership & Culture should be included.
- The Association should consider the risk of the community centre and single person dependencies.
- Self-Assessments & Policies – Explore with our internal auditors if any of these can be undertaken.

## Agenda Item 3a)

- Work Schedules – Challenging and in Karen’s opinion too heavy for staff to deliver.

Overall, Karen confirmed that the revised Business Plan was fit for purpose, some areas and the length of plan could be amended for future Business Plans but would note that she has concerns about the delivery of the work schedules.

Karen Anderson left the meeting at this point.

The Business Plan was approved by the Management Committee subject to minor amendments suggested by members.

Action point: The Chairperson in conjunction with Linda Ewart will incorporate the points raised and inform members when complete.

### i) Confidential Business

The Management Committee attended to confidential business matters.

## 10. A.O.C.B

- a) No other business arising/

## 11. Date of Next Meeting

The date of the next meeting was noted as 24<sup>th</sup> September 2020 at 6.00 p.m.

**Post meeting note:** Minor changes incorporated by Linda Ewart and the Chairperson. Business Plan issued to all members and Interim Director on 30<sup>th</sup> August.