



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 28th of March 2024 at 18:30 hrs in the Association's offices, 2310 Dumbarton Road, Yoker.

AGENDA

*** for approval / decision

- 1.0 MANAGEMENT COMMITTEE
 - 1.1 APOLOGIES
 - 1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT
 - 1.3 TRAINING
 - 1.4 REGULATORY & STATUTORY RETURNS 2023 / 24
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2023 / 24
 - 1.6 HEALTH & SAFETY MATTERS
- 2.0 NEW MEMBERSHIP APPLICATIONS
- 3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL
- 4.0 CORRESPONDENCE
- 5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 29.02.24
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 INTERNAL AUDIT REPORT
 - 6.1.1 Planned Maintenance
 - 6.1.2 Follow-Up Review
 - 6.2 RESIDENT SATISFACTION SURVEY REPORT 2024
 - 6.3 EXTERNAL AUDIT PLAN
 - 6.4 PRIVACY POLICY
- 7.0 FINANCE REPORTS
 - 7.1 POLICY REVIEW REPORT
 - 7.1.1 Committee Members Expenses Policy
- 8.0 DEVELOPMENT REPORTS
 - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
 - 9.1 MAINTENANCE SCHEME REPORT
 - 9.2 POLICY REVIEW REPORT
 - 9.2.1 Reactive Repairs Policy
 - 9.2.2 Rechargeable Repairs Policy
- 10.0 DATE OF NEXT MEETING 02.05.24
- 11.0 A.O.C.B.

Distribution

- | | | | | | |
|-------------------------------|-----|------------------------|-----|----------------------------|-----|
| 1. Shields, Graeme (Chairman) | ☑☑☑ | 6. Jarvis, Anna-Maria | ☑☑☑ | 11. Walker, Catriona | ☑☑☑ |
| 2. Ballantyne, Mary | ☑☑☑ | 7. McKendrick, Mick | ☑☑☑ | 12. Wronowska, Agnieszka | ☑☑☑ |
| 3. Busby, Elaine | ☑☑☑ | 8. Porter, Josephine | ☑☑☑ | 13. Vandermotten, Roderick | ☑☑☑ |
| 4. Donnelly, Lisa-Marie | ☑☑☑ | 9. Ryan, Isobel | ☑☑☑ | 14. <i>Casual Vacancy</i> | |
| 5. Fleming, Anne | ☑☑☑ | 10. Thompson, Margaret | ☑☑☑ | | |



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 28th of March 2024 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow.

Present

Shields, G (Chairman)
 Ballantyne, M
 Busby, E
 Donnelly, L
 Fleming, A
 Jarvis, A
 McKendrick, M
 Ryan, I
 Walker, C
 Wronowska, A

In Attendance

Forrest, C J (Director)
 Freeman, K (Secretary / Housing Services Manager)
 McKay, K (Senior Finance Officer)

 Archibald, S (Wylie & Bisset – Internal Auditors)
 Shaw, L (Research Resource)

G Shields welcomed S Archibald and L Shaw to the meeting and those present agreed to take Agenda items 6.1 and 6.2 first in order that S Archibald and L Shaw could present their reports and leave the meeting early.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 INTERNAL AUDIT REPORT

6.1.1 Planned Maintenance

G Shields referred to the report and invited S Archibald to present the findings from the internal audit of planned maintenance.

S Archibald presented her report and provided an overview of the methodology and outcomes from the review of the Association's systems and procedures for the implementation of planned maintenance. She explained that the internal audit provided "strong" levels of assurance – the highest level of assurance that can be achieved – with no recommendations and several areas of identified good practice.

G Shields thanked S Archibald for her report and noted the excellent outcome from the review.

In the absence of any questions, the report was noted by those present.

6.1.2 Follow-up Review

S Archibald referred to the report and explained that this looked at recommendations made in previous internal audit reports to ensure that all recommendations had been implemented. She went on to confirm that this review had also provided a "strong" level of assurance with all past recommendations having been implemented by management.

In response to G Shields, S Archibald confirmed that these were excellent results and in the absence of any questions from those present, the report was noted.

At this point S Archibald thanked those present for their attention and left the meeting.

6.2 RESIDENT SATISFACTION SURVEY REPORT 2024

L Shaw referred to the report and provided a presentation focusing upon the key highlights from the survey that had been carried out in February 2024 with comparative results for the 2021 survey.

Those present noted that performance was generally poorer than that for the previous survey but remained higher than the Scottish average in almost all areas. L Shaw explained that this reflected a general trend that was being seen across the country with results generally poorer than in previous years.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.2 RESIDENT SATISFACTION SURVEY REPORT 2024 (Continued)

She pointed out that the 2021 results had been incredibly good and as such would be difficult to maintain.

Those present noted that the one area where performance had deteriorated to below the Scottish average was in respect of the maintenance service and satisfaction with repairs carried out in the past year.

M Ballantyne noted that satisfaction with your home was higher in tenement stock than in new build stock and L Shaw explained that this might be an issue with defects in new property which might be worth investigating.

G Shields and M McKendrick asked that more detail be provided to identify any trends in relation to contractors or staff which might have contributed to the poor results in maintenance. M McKendrick also asked whether the Association followed up every repair with its own internal satisfaction survey. The Director confirmed that satisfaction surveys forms were issued randomly for every third repair and every repair costing over two hundred and fifty pounds.

L Shaw reminded those present that the maintenance survey results tend to provide lower levels of satisfaction compared to transactional surveys conducted shortly after a repair has been carried out. Furthermore the figures published in the Annual Return on the Charter (ARC) often included transactional surveys.

Following further discussion of the survey information, it was agreed that the survey be followed up by a more detailed analysis in relation to the maintenance results. K Freeman agreed to provide a report to the next meeting.

At this point those present thanked L Shaw for her presentation and attendance and she left the meeting.

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from M Thompson, J Porter and R Vandermotten.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

There were no other declarations beyond those already reported in the Register of Interests.

1.3 TRAINING

G Shields noted that a number of committee members had not yet achieved their training hours target.

The Director reminded those present that O Gaffney of SHARE would be attending the next meeting of the Management Committee to observe the conduct of the meeting and discuss the committee appraisal process.

1.4 REGULATORY & STATUTORY RETURNS 2023 / 24

G Shields referred to the report and reminded those present that all of the regulatory and statutory returns due for the current financial year had been completed in full and on schedule.

The report was then noted by those present.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2023 / 24

G Shields referred to the report and all those present or in attendance confirmed that they were not aware of any new whistleblowing, fraud or notifiable events having been raised since the last meeting.

The report was then noted by those present.



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1.0 MANAGEMENT COMMITTEE (Continued)

1.6 HEALTH & SAFETY MATTERS

There were no matters to report at this time.

2.0 NEW MEMBERSHIP APPLICATIONS

There were two new membership applications from bona fide applicants as follows:

<u>Share Certificate No.</u>	<u>Name</u>	<u>Address</u>
1344	[REDACTED]	[REDACTED]
1345	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by A Jarvis, seconded by A Fleming, and unanimously agreed by those present.

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

Other than the aforementioned share certificates there were no documents for signing and use of the Seal.

4.0 CORRESPONDENCE

Scottish Housing Regulator

Annual Assurance Statement – specific disclosure requirements for 2024.

There were no other items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 29.02.24

5.1 APPROVAL OF MINUTES

The Minutes were proposed by I Ryan, seconded by C Walker, and unanimously approved by those present.

5.2 MATTERS ARISING

The Housing Services Manager explained that he had three matters arising from previous minutes:

Fire doors

He confirmed that having taken advice from the Association's consultant architect, it had been confirmed (1) that fire doors may be painted with intumescent (non-flammable) paints; (2) that under current building regulations all doors off the hallway except for bathrooms and cupboards must be fire doors; and (4) any replacement doors must meet current regulations.

Money advice

He confirmed that local money advice services provided through Yoker Community Campus had been signposted on the Association's website.

Open day

He confirmed that an initial planning meeting for the planned open day had taken place and that Thursday the 1st of August had been identified as the proposed date. He confirmed that a further planning meeting to progress matters had been arranged.

There were no other matters arising.



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6.0 CORPORATE GOVERNANCE REPORTS

6.3 EXTERNAL AUDIT PLAN

G Shields referred to the plan received from Alexander Sloan and those present noted the information requirements and timetable for completion of the audit of the year-end Financial Statements.

6.4 PRIVACY POLICY

G Shields referred to the policy and the Housing Services Manager provided a brief explanation of the three relatively minor amendments to the policy being recommended at this time.

The policy was then proposed by A Fleming, seconded by M Ballantyne and unanimously approved by those present.

7.0 FINANCE REPORTS

7.1 POLICY REVIEW REPORT

7.1.1 Committee Members Expenses Policy

G Shields referred to the report and noted that there was only one recommended amendment at this time. The Senior Finance Officer then provided a brief explanation for the rationale behind the change to increase the overnight accommodation allowance which had remained unchanged for over four years.

In the absence of any questions the policy was proposed by C Walker, seconded by I Ryan and unanimously approved by those present.

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Site

The Director referred to the report and confirmed to those present that the scheme completion date officially remained the end of May. However he cautioned those present that he remained sceptical that this was achievable and as such he expected the end of June to be a more realistic completion date.

He went on to confirm that as soon as access became possible, he would co-ordinate a site visit.

The report was then noted by those present.

At this point the Senior Finance Services Officer left the meeting.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 MAINTENANCE SCHEME REPORT

G Shields referred to the report and the Housing Services Manager provided an update confirming that the tender process appointing consultants to conduct a stock condition survey had been completed and that the completion certificate had now been received for the conversion of the property at 1945 Dumbarton Road.

In response to a question from M McKendrick, the Housing Services Manager confirmed that the tender for the cyclical close painter work was on the basis of a fixed price for the full length of the contract.

The report was then noted by those present.



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

9.2 POLICY REVIEW REPORT

9.2.1 Reactive Repairs Policy

G Shields referred to the policy and the Housing Services Manager referred to the changes being recommended to the policy.

He explained that these were to provide greater clarity on the emergency circumstances when the Association would proceed to carry out reactive repairs in a mixed tenure block without first obtaining the agreement of co-owners.

Subject to the correction of a typo on line 43 of the policy identified by M McKendrick, the policy was proposed by L Donnelly, seconded by E Busby and unanimously approved by those present.

9.2.2 Rechargeable Repairs Policy

G Shields referred to the policy and noted that there were a number of changes being recommended at this time.

The Housing Services Manager explained the reasons for the changes and there followed discussion on the policy by those present.

Following discussion and in the absence of any further amendments, the policy was proposed by A Fleming, seconded by M Ballantyne and unanimously approved by those present.

10.0 DATE OF NEXT MEETING 02.05.24

G Shields confirmed that the next meeting of the Management Committee was scheduled to take place on Thursday the 2nd of May 2024. It was anticipated that this would be an in-person meeting.

11.0 A.O.C.B.

Options Appraisal

G Shields enquired regarding progress with the Management Committee interviews with P McNeill and asked those who had not yet completed the process to make the necessary arrangements as soon as possible. The Director confirmed that P McNeill would be available in the office the following week.

There being no other competent business the meeting closed at 20:05 hrs.

Proposed By _____

Seconded By _____