



NOTICE OF MEETING

The Meeting of the Full Management Committee will be held on Thursday the 24th of October 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 2024 / 25
 - 1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2024 / 25
 - 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 26.09.24
 - 5.1 APPROVAL OF MINUTES ***
 - 5.2 MATTERS ARISING
- 6.0 CORPORATE GOVERNANCE REPORTS
 - 6.1 POLICY REVIEW REPORT
 - 6.1.1 Freedom of Information and Environmental Information Policy***
 - 6.1.2 Standing Orders
 - 6.2 ANNUAL EQUALITIES & HUMAN RIGHTS COMPLIANCE REPORT
 - 6.3 ANNUAL TENANT & RESIDENT SAFETY ASSURANCE REPORT
 - 6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT
 - 6.5 ANNUAL RETURN ON THE CHARTER PERFORMANCE REPORT 2024***
 - 6.6 ANNUAL ASSURANCE STATEMENT 2024***
- 7.0 FINANCE REPORTS
 - 7.1 QUARTERLY CASH FLOW TO 30.09.24 REPORT
 - 7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.09.24 REPORT
 - 7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.09.24 REPORT
- 8.0 DEVELOPMENT REPORTS
 - 8.1 DEVELOPMENT SCHEME REPORT
- 9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS
 - 9.1 MAINTENANCE SCHEME REPORT
 - 9.2 QUARTERLY COMPLAINTS HANDLING REPORT
 - 9.3 TENANT PARTICIPATION STRATEGY REPORT
 - 9.4 POLICY REVIEW REPORT
 - 9.4.1 Complaints Policy***
 - 9.4.2 Arrears Management Policy***
- 10.0 DATE OF NEXT MEETING 28.11.24
- 11.0 A.O.C.B.

Distribution

1. Wronowska, Agnieszka	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	6. McClure, Joseph	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	11. Shields, Graeme	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
2. Ballantyne, Mary	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7. McKendrick, Mick	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	12. Walker, Catriona	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
3. Cairney, Lisa	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	8. Orr, Heather	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	13. Walker, Mary	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4. Donnelly, Lisa-Marie	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	9. Porter, Josephine	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14. Vandermotten, Roderick	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
5. Fleming, Anne	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	10. Ryan, Isabella	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		



MINUTES

Minutes of the Full Management Committee Meeting held on Thursday the 24th of October 2024 at 18:30hrs in the Association's offices at 2310 Dumbarton Road, Yoker, Glasgow.

Present

Wronowska, A (Chairman)
Cairney, L
Donnelly, L
Fleming, A
McClure, J
McKendrick, M
Orr, H
Ryan, I
Shields, G
Vandermotten, R
Walker, C

In Attendance

Forrest, C J (Director)
Freeman, K (Secretary / Housing Services Manager)

1.0 MANAGEMENT COMMITTEE

1.1 APOLOGIES

Apologies for absence were received from M Ballantyne, J Porter, M Walker and K McKay.

1.2 REGISTRATION, DECLARATIONS & CODE OF CONDUCT

The Director confirmed that all Management Committee members had completed their registration and declaration particulars and had signed the Code of Conduct.

There were no further declarations of interest beyond those already registered.

1.3 TRAINING

A Wronowska reminded those present of the availability of the SHARE training calendar and encouraged those present to review the available training courses with reference to their individual training assessments.

The Director confirmed that the induction training for new Management Committee members was continuing over the next few weeks. He noted that only forty-two percent of Management Committee were achieving their minimum training hours and encourage those not achieving their target to consider attending for refresher training.

In response to a question from I Ryan, it was confirmed that the next induction training sessions would be dealing with governance.

1.4 REGULATORY & STATUTORY RETURNS 2024 / 25

A Wronowska referred to the report and noted that all of the regulatory and statutory returns due for the current financial year had now been completed and submitted with the exception of the Annual Assurance Statement (AAS), the Annual Return on the Charter (ARC) performance report and the Scottish Information Commissioner (SIC) quarterly return to the end of December.

Those present noted that following the conclusion of the business of this meeting, only the latter return should remain outstanding.

The report was then noted by those present.

1.5 WHISTLEBLOWING, FRAUD & NOTIFIABLE EVENTS REGISTER 2024 / 25

A Wronowska 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.



MINUTES

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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>
1356	[REDACTED]	[REDACTED]
1357	[REDACTED]	[REDACTED]

Approval of these membership applications was proposed by R Vandermotten, seconded by I Ryan, and unanimously agreed by those present.

3.0 DOCUMENTS FOR SIGNING AND USE OF SEAL

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

4.0 CORRESPONDENCE

There were no items of correspondence.

5.0 MINUTES OF THE FULL MANAGEMENT COMMITTEE MEETING 26.09.24

5.1 APPROVAL OF MINUTES

The Minutes were proposed by A Fleming, seconded by C Walker, and unanimously approved by those present.

5.2 MATTERS ARISING

Business Plan Review

A Wronowska noted that the Business Plan review meeting had not yet been arranged and the Director confirmed that this would be scheduled to take place on completion of the induction training programme.

There were no other matters arising.

6.0 CORPORATE GOVERNANCE REPORTS

6.1 POLICY REVIEW REPORT

6.1.1 Freedom of Information and Environmental Information Policy

A Wronowska referred to the report and asked if there was a delegated representative within the Association to deal with information requests. The Housing Services Manager confirmed that he was the delegated representative and A Wronowska asked that this be reflected in the policy.

Subject to that amendment and in the absence of any other recommended amendments to the policy at this time, the policy was proposed by A Fleming, seconded by G Shields and unanimously approved by those present.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)**6.1 POLICY REVIEW REPORT (Continued)****6.1.2 Standing Orders**

A Wronowska referred to the policy and noted that this had been updated to reflect an outdated reference to the Model Rules.

The Director confirmed that the policy was being brought forward for review earlier than scheduled in order to make this required amendment which had been noted following the governance review that was carried out as part of the options appraisal process carried out earlier in the year.

The Director went on to say that the policy had also been amended to reflect references to both Notifiable Events guidance and Human Rights.

In the absence of any other proposed or recommended amendments, the policy was proposed by C Walker, seconded by R Vandermotten and unanimously approved by those present.

6.2 ANNUAL EQUALITIES & HUMAN RIGHTS COMPLIANCE REPORT

A Wronowska referred to the report and asked for confirmation on the Association's data retention policy with respect to the significant amounts of data being collected.

The Housing Services Manager explained the data retention policy to those present and then went on to provide a summary of the data collected for the year to the end of September 2024 together with the Association's legal and regulatory obligations in relation to equalities and human rights.

Following brief discussion, the report was noted by those present.

6.3 ANNUAL TENANT & RESIDENT SAFETY ASSURANCE REPORT

A Wronowska referred to the report and the Housing Services Manager provided an overview of the tenant and resident safety measures currently implemented by the Association.

He explained that this had been expanded to include survey measures taken to confirm that the Association was not exposed to risks associated with reinforced autoclaved aerated concrete (RAAC). Additionally, following the installation of a fire suppression system and associated water storage facility, an independent report had been obtained to confirm that there was not a requirement to have the water storage system checked on an annual basis for legionnaires disease. The report confirmed that no such requirement existed as it was a pressurised sealed system.

Following discussion of various aspects of tenant and resident safety, the report was noted by those present.

6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT

A Wronowska referred to the report noting the high levels of compliance with four out of six strategic objectives. The low levels of compliance with strategic objectives five and six were then discussed.

It was noted that as the year progressed and planned maintenance and development work was completed, compliance would improve and it was likely that high levels of compliance would be achieved across all strategic objectives by the year end.

G Shields noted that KPI 19 continued to fail to meet target as the Management Committee had no owner-occupier representation. The Director confirmed that efforts had been made to encourage owners to join the Management Committee and that there had been one or two candidates who had expressed an interest but had decided not to proceed due to the time commitment required.

Following discussion, it was agreed that a circular be included in the next quarterly property management accounts with a view to encouraging owner-occupier participation.



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6.0 CORPORATE GOVERNANCE REPORTS (Continued)

6.4 QUARTERLY KEY PERFORMANCE INDICATOR TARGETS REPORT (Continued)

There then followed discussion on the setting of targets based upon the best peer group performance and M McKendrick suggested that in setting very high targets across all benchmarks, there was a risk that these would be considered unattainable in the short term. He suggested setting more modest targets for improvement might be a more sustainable approach. It was agreed that the target setting process be reviewed as part of the Business Plan review.

Following further brief discussion the report was noted by those present.

6.5 ANNUAL RETURN ON THE CHARTER PERFORMANCE REPORT 2024

A Wronowska referred to the Annual Return on the Charter (ARC) Performance Report for 2024 and noted that this had been expanded to include more information in a graphical format as well as comparative historical information.

Those present then discussed the revised content and format, agreeing that this would make much of the ARC data more easily understood by readers of the report.

G Shields noted that the Association had a comparatively higher number of reactive repairs per unit than other organisations and the reasons or possible reasons behind this were discussed briefly.

Publication of the ARC Performance Report 2024 was then proposed by J McClure, seconded by I Ryan and unanimously approved by those present.

6.6 ANNUAL ASSURANCE STATEMENT 2024

A Wronowska referred to the Annual Assurance Statement (AAS) for 2024 and noted that the format and wording was largely unchanged from the previous year. She did however note that the accompanying report now included a copy of the evidence bank with links to the supporting documentation.

The Director confirmed that the evidence bank was based upon the Scottish Federation of Housing Associations' (SFHA) model and that this would be further developed, updated and refined as necessary.

A Wronowska noted that there were a number of links to evidence which were either not applicable or had not yet been linked directly to the supporting evidence.

The Director confirmed that some suggested evidence in the SFHA model was not applicable and in a small number of cases links had yet to be updated directly to the supporting evidence. He then provided a page-by-page review of the evidence base.

A Wronowska expressed some concern that such a substantial evidence base was having to be maintained to support the AAS in the context of the Association's overall performance. She thanked the staff concerned for all the work done in compiling the supporting documentation. She reminded those present that in signing off the AAS they should all be satisfied with the declaration individually as well as collectively.

Following further brief discussion, the signing of the AAS was proposed by G Shields, seconded by J McClure and unanimously approved by those present.

7.0 FINANCE REPORTS

7.1 QUARTERLY CASH FLOW TO 30.09.24 REPORT

A Wronowska referred to the report and noted that cash balances were approximately eighty-three thousand pounds less than budgeted.

The key variances contributing to the cash flow position to the end of September were then discussed by those present following which the report was noted.



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7.0 FINANCE REPORTS (Continued)

7.2 QUARTERLY PROPERTY MANAGEMENT ARREARS TO 30.09.24 REPORT

A Wronowska referred to the report and noted the continuing downward trend in the arrears levels.

In response to questions from G Shields, the Director confirmed the status of Notices of Potential Liability against one of the high arrears cases and the reasons behind the arrears levels.

The report was then noted by those present.

7.3 QUARTERLY MANAGEMENT ACCOUNTS TO 30.09.24 REPORT

A Wronowska referred to the report and invited the Director to provide a brief summary of the results for the first six months of the financial year.

Following a brief review of the key variances that had contributed to a higher than anticipated surplus for the period, the report was noted by those present.

8.0 DEVELOPMENT REPORTS

8.1 DEVELOPMENT SCHEME REPORT

Blawarthill Hospital Site

A Wronowska referred to the report and the Director provided an update on the progress of the development.

He explained that the scheme was now complete with the exception of external works to the ground floor disabled unit. He confirmed that this was scheduled to be complete early the following week. The Contractor was due to be off site completely by the week ending 15 November 2024.

He reminded those present that due to delays in the response from Glasgow City Council's Building Control department, the Association was still unable to take possession of the units as the Building Warrant Amendment had not yet been progressed. He did however go on to explain that new personnel in Building Control were now progressing this matter and a meeting had been scheduled for 25 October 2024 between the Architect and the Building Control Officer to resolve any outstanding matters. It was hoped that the Building Warrant Amendment and correspondingly, the Completion Certificate would be issued very shortly thereafter.

Those present expressed some concern that these properties would be lying empty during this interim period and the Director confirmed that site security remained in place and was the responsibility of the Contractor until Practical Completion was achieved.

Following further brief discussion the report was then noted by those present.

9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS

9.1 MAINTENANCE SCHEME REPORT

A Wronowska referred to the report and the Housing Services Manager provided a brief update on the progress of the planned maintenance programme.

Those present noted that the latest stock condition survey was now complete and that the Architect was in the process of preparing his final report. The Housing Services Manager confirmed that the data from the surveys was now being collated and updated on the Association's property system. He also stated that he anticipated the final report being available at the next meeting of the Management Committee in November.

In response to a question from G Shields, the Housing Services Manager confirmed that owners who were not eligible or had failed to apply for an improvement grant for major repair works remained fully liable for their share of the costs.

The report was then noted by those present.



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9.0 HOUSING MANAGEMENT & MAINTENANCE REPORTS (Continued)

9.2 QUARTERLY COMPLAINTS HANDLING REPORT

A Wronowska referred to the report and noted that there had been seven formal complaints investigated during the six-month period to the end of September 2024.

Following a brief review of the complaints by the Housing Services Manager, it was noted that no complaints were upheld and that there was no pattern to the complaints that might indicate any underlying issues.

The report was then noted by those present.

9.3 TENANT PARTICIPATION STRATEGY REPORT

A Wronowska noted that this report was in a revised format following the approval of the revised tenant participation strategy earlier in the year.

The Housing Services Manager went over the report briefly and there was discussion on the feedback from the Open Day that had been held on 1 August 2024. Those present noted the very positive feedback from those who had attended and the reasonably high attendance levels.

The report was then noted by those present.

9.4 POLICY REVIEW REPORT

9.4.1 Complaints Policy

A Wronowska referred to the policy and noted the amendments being recommended at this time.

The Housing Services Manager explained that there had been no changes to the Model Complaints Handling Procedure since the policy was last reviewed and as such there were no major structural changes being recommended to the policy at this time.

However he did explain that inclusion of a section on human rights was now being included in the front cover sheet and that the section on "Significant Performance Failure" had now been expanded. This included "Serious Concerns" and a clear definition of the nature of such concerns that should be reported directly to the Scottish Housing Regulator (SHR). This amendment was included following guidance issued by SHR earlier in the year.

Following brief discussion the policy was proposed by A Fleming, seconded by C Walker and unanimously approved by those present.

9.4.2 Arrears Management Policy

A Wronowska referred to the policy and noted that there were no amendments being recommended at this time.

The Housing Services Manager confirmed that the policy continued to work well in practice and as such there were no recommended amendments at this time.

The policy was then proposed by G Shields, seconded by L Donnelly and unanimously approved by those present.

10.0 DATE OF NEXT MEETING 28.11.24

A Wronowska reminded those present that the next scheduled meeting would take place on Thursday the 28th of November 2024. It was anticipated that this would be an in-person meeting.



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11.0 A.O.C.B.

Management Committee Training

In response to a question from H Orr, the Director confirmed that Wednesday evening training induction sessions were scheduled for Wednesday evenings through the beginning of November and should be complete before the next scheduled Management Committee meeting.

Rent Consultation

M McKendrick asked if the Association had received any feedback on the rent consultation currently on the Association's website and the Housing Services Manager explained that this was not yet live and that the website related to the previous year's rent consultation.

There being no other competent business the meeting closed at 19:50 hrs.

Proposed By _____

Seconded By _____