

**DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING
HELD ON WEDNESDAY 29 JANUARY 2025 at 6.30p.m.
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

1. Sederunt

PRESENT: P. Waddell (Chairperson), A. Cushingham, C. Harvey, B. Hartness,
J. Stevenson, A. Farry

IN ATTENDANCE:

K. Mollins – Director
G. Kerr – F&CS Manager / Depute Director
A. Nugent – Housing Manager
G. McLachlan – Maintenance Manager
A. Chelton – Temporary Corporate Services Officer

Apologies: F. Lavery, C. Cooper, D. Barnes

Leave of absence: None

2. Meeting of the Management Committee

a) 27 November 2024

i) Minute

The minutes of the Management Committee meeting on 27 November 2024 were approved by A. Cushingham and seconded by J. Stevenson.

ii) Matters Arising:

a) Insurance Broker Services Contract

The Director advised the Committee that Howden had commenced the review of insurance 25-26 and a report would be presented to them in March 2025.

b) Training & Work Experience Placement

The Director advised the Committee that he has held further meetings with Lochend Secondary School and they will be identify S4-S6 pupils to be considered for a work / training placements in February 2025.

There were no other matters arising.

b) Master Tracker

The Director presented the progress report on the Master Tracker from the meeting in November 2024 and advised there has been excellent progress with achievement of many tasks on the Master Tracker. He highlighted to the Management Committee progress with key tasks that were on-going on the tracker.

The Committee noted the content of the report.

3. Declaration of Interests and Notifiable Events

There is a Committee member with a declaration of interest in relation to the business at the meeting:

- Agenda Item 7 – Rent, Management Fee & Service Charge Increase
- Agenda Item 10 – Report on Stock Condition Survey of Glenburn Centre / Association's Office

The Staff would declare an interest in the following agenda items:

- Agenda Item 14 – Report on Festive Closure
- Agenda Item 15c – EVH Update on Pay Negotiations 2025-26
- Agenda Item 16 – Confidential Business.

Notifiable Events - The Director advised there were no live notifiable events.

4. Report on Investment of Cash Reserves

The F&CS Manager presented his report on investment of the Association's cash reserves and highlighted the following:

- The current position with cash balances, which were circa £4m and targets for operational needs.
- The Association approached a number of banks to provide terms to invest our cash, they included Nationwide, Lloyds, Barclays, RBS.
- The breakdown of current investments of £1.6m in various accounts and terms.
- A strategy to invest further cash reserves:
 - £1m in a 6 month saver with Nationwide at 4.5% interest rate
 - £700k in a 100-day notice account at an interest rate of 4.59%
 - £300k in 32-day notice interest account at 4.23%.
- He reaffirmed notice arrangements for cash, which would ensure sufficient cash was available to the business.

The Committee raised the following queries or questions in relation to the report on the investment of cash reserves.

- A Committee member asked if the Association would re-invest the £1m currently with Barclays that will expire in May 2025. The F&CS Manager advised he will report on the options at that time.

The Committee approved the strategy to invest the Association's cash reserves.

5. Health & Safety Action Plan 2024-25

The CSO presented his report on the progress of the H&S Action Plan 2024-25 and highlighted the following:

- An overview of the H&S Action Plan as listed at appendix 1 to the report
- Key tasks that had been completed including:
 - H&S Manual
 - H&S Audits
 - COSHH Assessment
 - Vehicle Safety Records
 - Asbestos
- Tasks that were on-going and dates for completion
 - Review of DSE Assessments
 - Management of Contractors, Consultants and Suppliers
 - H&S Training
- Details of slippage in the Action Plan, which included reasons and revised timescales for their completion including:
 - Kitchen Safety
 - Legionella
 - Risk Assessments
 - Staffing Matters
 - Trade & Estate Team
 - Fire Safety
- A brief overview of H&S Fire Risk Assessment audit carried out at the Estate Caretaker Flat.

The Committee noted the content of the report.

6. Data Governance Report to December 2024

The CSO presented his report on Data Governance and highlighted the following:

- The management of complaints at stage 1 & 2 of the complaints procedure, which included:
 - The number, average response time and % compliant with the relevant stages of the complaints procedure.
 - Trends in the complaints reported.
 - A breakdown of complaints and their resolution
- Details of requests and timescales with GDPR i.e. Freedom of Information, Subject Access Requests and Environmental Information Requests.

The Committee raised the following queries or questions in relation to the report on Data Governance.

- A Committee member asked if the Association had assessed the cost to respond to the FOI requests. The CSO advised these were straight forward requests and very low cost based on the staff time to respond to the FOI.

The Committee noted the content of the report.

8. Tenant Safety Compliance – Progress to December 2024

The Maintenance Manager presented his report on Tenant Safety and covered the following

- The background to the development of Tenant Safety Action Plan and independent audit by Quinn IA Services
- The achievements in the Plan to December 2024.
- The areas of slippage in the Tenant Safety Action Plan. The Maintenance Manager advised that the areas of slippage had included tasks scheduled from Q4 onwards.
- The key tasks to be completed in Q4 2024-25 (January – March 2025)

The Committee raised the following queries or questions in relation to the report on Tenant Safety Compliance.

- A Committee member asked about the inspection of the lift in the office, which had been completed twice in a short period. The Maintenance Manager advised the Association inspection every 6 months was followed by an inspection by our insurers.
- A Committee member asked if the Association had completed EICR in common areas. The Maintenance Manager advised that 51 out of the 54 closes were complete and works orders had been issued to our contractor to complete the remaining 3 closes.

The Committee noted the content of the report.

9. Gas Servicing Contract

The Maintenance Manager presented a report on the extension of the Gas Maintenance & Servicing contract to September 2025 and highlighted the following:

- The background to the report
- The scope of works in the contract
- The reasons to extend the contract, which included:
 - The delay in the procurement of the contract
 - The lead in time to for gas servicing from 1 April 2025
 - The number of gas services due between April – September 2025
- Contract rates for 2025-26, which are deemed to be competitive.

The Committee raised the following queries or questions in relation to the report on Gas Servicing Contract.

- A Committee member asked about the timeline for the tender process. THE Maintenance Manager advised the tender document would be issued in February 2025 and highlighted the timeline for key stages of the process i.e. submission of tenders, scoring, appointment, etc
- A Committee member sought assurance that the new contractor would be in place for 1st October 2025. The Maintenance Manager advised he is confident this will be achieved due to timeline.

The Committee approved the extension to the Gas Maintenance & Servicing contract with James Frew to 30 September 2025.

10. Governance & Service Policies

i) Whistleblowing Policy

The Director presented the draft Whistleblowing Policy and advised on the following:

- The policy was last reviewed in January 2022.
- It was good governance to have and publish a whistleblowing policy.
- An overview of the policy, which covered:
 - Examples of malpractice
 - Safeguards for employees, maintaining confidentiality, dealing with anonymous complaints and malicious or untrue allegations
 - The process from raising a concern to investigation and the appeals stage.
 - Support to employees with a list of organisations for them to discuss their concerns prior to a formal disclosure.
- The policy is next due for review in January 2028.

The Management Committee raised the following queries or questions in relation to the draft Whistleblowing Policy.

- A Committee member asked how the policy would be promoted. The Director advised there would be awareness sessions with Committee and staff, as well as communication with other key stakeholders i.e. contractors to make them aware of the policy and to encourage a disclosure if they have any concerns of malpractice in the Association.

The Committee approved the Whistleblowing Policy.

ii) Tenancy Services Policy

The Housing Manager presented the draft policy on Tenancy Services and outlined the following:

- The policy is a combination of the following policies:
 - Mutual Exchange
 - Succession
 - Assignment
 - Sub-Letting
 - Joint-Tenancy
- The policies were either out of date or had not yet been developed.
- It made sense to combine the policies into the single policy to give clear information on the included areas.
- The policy was developed in conjunction with the updated Allocations policy.

The Committee approved the Tenancy Services Policy.

iii) Customer Care Policy

The Housing Manager presented the draft Customer Care Policy and outlined the following:

- Explained that this is a new policy for the Association and it has been developed to ensure customers have a consistently high quality of customer care.
- Explained that the policy sets out timescales for response to customer queries and highlighted the important on responding quickly and giving the customer a clear timeframe for response. He also explained that deadlines are not included in the policy for situations where timescales already exist in another policy, such as complaints.
- Provided an overview of how the policy meets the SHR's Regulatory Standards.
- Listed several examples from the policy.

The Management Committee raised the following queries or questions in relation to the draft Customer Care Policy.

- A Committee Member asked if the policy would run alongside the current complaints policy. The Housing Manager responded that this would be the case. He further explained that in cases where the complaint is regarding the conduct of a staff member, the policy would be used to inform the outcome of the complaint.
- A Committee Member queried what would happen if a message is left for a staff member that is off sick or on holiday. The Housing Manager responded that there should be adequate cover in place. He further explained that which staff member would respond to the message would depend on the subject of the message.

The Committee approved the Customer Care Policy.

iv) Date Protection

The Corporate Services Officer presented the draft Data Protection Policy and outlined the following:

- The policy had last been updated in 2022. The policy had been reviewed by the Association's Data Protection Officer, outsourced to RGDP LLP.
- The policy is a model policy produced by RGDP for a number of Associations and is a collection of policies and procedures.
- The policies included are:
 - Data Retention
 - Clear Desk / Screen
 - Bring Your Own Device
 - Homeworker
- The following policies that are part of the model policy have been omitted:
 - Social Media
 - CCTV
- The review also updated the policy to reflect the change from a Co-Operative to an Association.

The Committee approved the Data Protection Policy

12. Committee Mini-Conference 2024-25

The Corporate Services Officer gave the Committee an update on the arrangements for the conference:

- Details of the programme.
- Details on the costs and Committee expenses.
- Details on travel arrangements.

The Committee noted the content of the report

13. Resignation of Management Committee Member

The Director advised the Committee that D. McNulty had resigned from the Committee due to personal reasons.

The Director proposed that the co-opted member A. Farry becomes a casual appointment covering the position vacated by D. McNulty.

The Committee discussed the current membership of the Committee and the aim was to advertise and recruit new members from the community and housing sector.

The Committee approved A. Farry's status as a casual appointment.

A. Chelton, A. Nugent, G. McLachlan and G. Kerr left the meeting

14. Report of Festive Closure

The Director presented his report on Festive Closure and highlighted the following:

- Background to the closure of the offices over the festive period;
- The arrangements put in place by the SMT to communicate the closure and attend to emergency issues.
- An overview of emergency repairs and tenant contact during the festive period.
- Proposed closure arrangements 2025-30, which took into account EVH terms and conditions i.e. public holidays, working and annual leave arrangements

The Management Committee raised the following queries or questions in relation to the report on the Festive Period.

- A Committee member welcomed the report to clarify the office closure at the festive period for staff and provides assurance to attend to any urgent situations by the management team and emergency contractors.

The Committee approved the proposed arrangements for the festive periods 2025-2030..

15. Correspondence

The Director presented correspondence to the Management Committee:

i) SHR's report on Notifiable Events

This is the SHR's annual report on notifiable events and provides:

- A definition of notifiable events
- Analysis of notifiable events in 2023-24
- Case studies
- Lessons learned

The Committee noted the report

ii) SHR Report on Annual Risk assessment

This is the SHR's report on the annual risk assessment and it details:

- Background and key considerations in the SHR's risk assessment of RSLs
- The main risks they will focus on: homelessness, performance, development, quality of homes, tenant and resident safety, financial health of RSLs and good governance of RSLs.
- Details on how they will consider these risks.

The Committee noted the report

iii) EVH – Pay Negotiations Update

EVH have advised on pay negotiations with Unite:

- Negotiations commenced in November 2024.
- Unite have submitted their claim for the annual increase
- Details of the key points of the employer's submission to Unite
- Current position and next steps

The Management Committee raised the following queries or questions in relation to EVH;s update on pay negotiations with Unite.

- A Committee member gave an update on negotiations between EVH / Unite, where there is currently a disagreement on the proposed salary increase

The Committee noted the content of the report

16. Confidential Business

There was no confidential business

17. Any Other Business

a) 50th Anniversary of First Community Based Housing Associations

The Director advised Committee that the GWoSF were holding an event in the Trades Hall, Glassford Street between 12.00p.m. and 4.00p.m. on Tuesday 29 April 2024. He gave the Committee details of the event and advised there was a limit of 4 places per housing association.

The Director asked members interested in attending to inform the Corporate Services Officer by 7 February 2025

There was no other business

P. Waddell left the meeting. A. Cushingham chaired the meeting

A. Chelton, A. Nugent, G. McLachlan and G. Kerr rejoined the meeting

7. Report on the Proposed Rent, Management Fee & Service Charge Increase 2025-26

The Housing Manager presented his report on the proposed increase in the rent, management fee and service charges, which would be applicable from 1 April 2025 and covered the following:

- The background to the report and decisions set by the Committee in September 2024 to consult with tenants and owner-occupiers for the rent, management fee and service charge increases, respectively.
- An overview of the consultation options (3.5%, 4.0% and 4.5%) and how these linked to the planned maintenance programme e.g. timescales for the replacement of kitchens, bathrooms and heating. The decision on the rent increase would be considered in the development of the Investment Plan through the assessment of the stock condition survey.
- The consultation arrangements and responses, where 125 tenants (18% of properties). The tenants responses were:

- Option 1: 3.5% increase - 80 tenants (64% of respondents)
- Option 2: 4.0% increase - 21 tenants (16.8% of respondents)
- Option 3: 4.5% increase - 11 tenants (8.8% of respondents)
- No option chosen - 13 tenants (10.4% of respondents)
- The level of increase based on the average rent by size based on a proposed 3.5% increase.
- How the rent increase compared with local housing associations in Easterhouse and average across the membership of the Glasgow and West of Scotland Forum, which averaged 4.05% and the highest of 7%.
- Details of the Management Fee and Service Charge, where the proposed increase would be 3.5% and highlighted there had been a very low response from owner-occupiers.

The F&CS Manager advised the Committee that the proposed increase ensured the Association was financially viable and covered our costs in the provision of services to owner-occupiers. He advised that the development of the Investment Plan based on the stock condition survey would test our financial position and inform rent increases from 2026-27.

The Committee raised the following queries or questions in relation to the report on rent, management fee and service charge increase 2025-26.

- A Committee member advised she was pleased to see a good level of response from tenants on the proposed rent increase.

The Committee approved the following:

- **Rent increase** - **3.5%**
- **Management Fee increase** - **3.5%**
- **Service Charge increase** - **3.5%**

10. Survey of the Glenburn Centre / Association's Offices

The Director presented his report on the findings of the survey of the Glenburn Centre / Association's office and highlighted the following:

- The background to the report in relation to the stock condition survey, ownership of the Glenburn Centre, the development of the Association's offices and leased arrangements.
- The findings of the survey of the Glenburn Centre / Association's offices, which identified repairs and component replacements over a 30-year period.

- The assessment of costs separated into the office, Glenburn Centre and joint responsibility, which highlighted circa £60k for repairs and £400k for component replacements
- Shortcomings and other considerations to refine the Investment Plan
- An assessment of the Lease and Management Agreement between the Association and ERA.
- The arrangements and options going forward:
 - Provision in the annual budget and 30year financial plans for repairs and component replacement.
 - The options to cover the repair and component replacement costs to the Glenburn Centre
 - A summary of the Director's discussion with ERA's Project Co-ordinator in relation to the Lease, Management Agreement and funding of repairs and component replacement to the Glenburn Centre.
- The Director referred to appendices to the report, which had been issued separately due to their volume and were for their reference.
- The Director asked the Committee to consider the options to fund the repairs and component replacements for the Glenburn Centre as listed in section 5.3 of the report.

The Committee raised the following queries or questions in relation to the report on survey of the Glenburn Centre / Association's office.

- A Committee member advised on the challenges that faced ERA in the early 2000, which led to the transfer of ownership and arrangements for the rent and maintenance of the Glenburn Centre.
- A Committee member spoke about ERA's work and their impact on the sustainability of the local community over many years.
- There was discussion about the Glenburn Park and the lease between the Association and Glasgow City Council. The Director advised the Committee he will assess this and report to them in due course.
- The Committee discussed the report and options to cover cost of repairs and component replacements and agreed:
 - there had to be provision for the repairs and replacement of property components in the Glenburn Centre / Association's office by ERA / Association, respectively.
 - The Association should procure the services of Jones Lang Lasalle to assess the market rent for the Glenburn Centre to inform discussions with ERA.
 - To continue to work with ERA in relation to this matter.

The Chairperson asked the Director to present a report to the Committee following the assessment of the rent by Jones Lang Lasalle and on-going discussions with ERA.



18. Date of Next Meeting

Management Committee:

Wednesday 26 February 2025 at 6.30pm to be held in the Committee room in the Association's office

Finance, Audit & Performance Sub-Committee

Monday 10 February 2025 at 6.30pm to be held in the Committee room in the Association's office

Chairpersons Signature:

Date:



