

**DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING  
HELD ON WEDNESDAY 25 SEPTEMBER 2024 at 6.30p.m.  
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

**1. Sederunt**

**PRESENT:** D. Barnes, A. Cushingam, C. Cooper, F. Lavery, C. Harvey,  
J. Stevenson, B. Hartness.

**IN ATTENDANCE:** K. Mollins – Director,  
G. Kerr – F&CS Manager / Depute Director  
A. Chelton – Temporary Corporate Services Officer  
A. Farry - Observer

**Apologies:** D. McNulty, P. Waddell

**Leave of absence:** None

**2. Meeting of the Management Committee**

**a) 28 August 2024**

**i) Minute**

The minutes of the Management Committee meeting on 28 August 2024 were approved by C. Cooper and seconded by B. Hartness.

**ii) Matters Arising:**

**a) Page 5, Section 6 – Decree – Tenant Reference 001225**

The Director advised the Committee the minute should have read, 'The Housing Manager advised the Committee that the eviction was scheduled for Thursday 29 August 2024'. The Director confirmed the case had been recalled to court through a minute of recall lodged by the tenant's solicitor.

b) Page 8, Section 15 – Management of the Estate

The Director advised the Committee that the Housing Manager has set a summer and winter programme for the management of the estate by the estate caretakers.

c) Page 9, Section 15e – SFHA Finance Conference

The Director confirmed the F&CS Manager and the Vice Chairperson would be attending the Finance Conference in November 2024.

There were no other matters arising.

b) 2 September 2024

i) **Minute**

The minutes of the Management Committee meeting on 2 September 2024 were approved by C. Harvey and seconded by F. Lavery.

ii) **Matters Arising:**

There were no matters arising

c) **Master Tracker**

The Director presented the progress report on the Master Tracker from the meeting in August 2024 and advised there had been good progress with achievement of many tasks on the Master Tracker. He highlighted to the Management Committee progress with key tasks:

- The removal of the masts in Glenburn Park
- The delay in the implementation of the Simpro system for the Trade Team.

The Committee raised no queries or questions in relation to the Master Tracker.

The Committee noted the content of the report.

### 3. Declaration of Interests and Notifiable Events

The staff members would leave the meeting for Confidential business.

Notifiable Events - The Director gave an update and confirmed there were no live on the notifiable events.

A. Farry declared an interest in Item 9.

### 4. Covenant Compliance Certificate,

The F&CS Manager Maintenance presented his report on the annual Covenant Compliance Certificate and highlighted the following:

- Nationwide has not applied any performance covenants against any EHP loans however RBS has applied an interest cover covenant and a gearing covenant.
- The Association achieved 645% on its RBS interest cover covenant against a target of >200%.
- The Association achieved 10% on its RBS gearing covenant against a target of <30%.
- The Association has complied with both performance covenants applied by RBS.

The Committee noted the content of the report for issue to the Association's lenders.

### 5. Tenant Safety Compliance Report

The Director presented his report on the progress of the Tenant Safety Action Plan and highlighted the following:

- There is full compliance with gas safety. We now have all CP12 certificates on the Association's database
- The outstanding and overdue EICRs were completed in August 2024.
- We have strengthened compliance with electrical safety through a new procedure, tracking systems and reporting arrangements
- There is compliance with other areas of tenant safety:
  - Legionella – all communal water tanks have been inspected and cleaned.

- Fire – All smoke detectors are checked at the annual gas service and an article encouraging tenants to periodically check these is on the website.
- Asbestos - The Association has no asbestos in the construction of our properties and this will be assessed at the stock condition survey.
- There are a few areas of slippage
  - There was one EICR overdue in September and this was completed on 20 September 2024
  - The assessment of properties with communal tanks to assess works to convert these to mains supply, which is now being progressed by the maintenance officer and plumber.
  - The development of the Fire Risk Action Plan to attend to the independent assessment of tenemental properties by ACS.
- The Director outlined the key tasks to be progressed to December to further strengthen compliance.

The Committee raised the following queries or questions in relation to the tenant safety report.

- A Committee member queried if not being able to assess 100% of properties during the stock condition survey would have an impact on identifying asbestos or cases of damp/mould. The Director responded that the stock condition survey surveyed a sufficient sample of the different types and ages of the properties that asbestos would have been identified if it were present. He also responded that Housing Management cyclical house visits would help identify damp/mould cases.

The Committee noted the content of the report.

## **6. Rent, Management Fee and Service Charge Increase 2025-26 report.**

The F&CS Manager presented the report and highlighted the following:

- Gave the background to the previous three rent increases, comparing them to the year's CPI figure. He highlighted that while CPI has significantly decreased from 2023, costs still remain high. He highlighted that the assumption is that CPI will increase to 2.5% and this forms the basis for a proposed increase of 3.5%. He pointed out that should CPI be lower than 2.5% then this would inform the final rent increase report.
- The current difficult environment, with factors such as political instability, wars, cost of living and others and how this has to be taken into consideration for any rent increase.

- The three potential increases: 3.5%, 4%, 4.5%. He explained that an increase of 3.5% would generate an additional income of £111,694, with a surplus of £561, 717; an increase of 4% would generate an additional income of £127, 650 with a surplus of £577, 673 and an increase of 4.5% would generate an additional income of £143, 607 with a surplus of £593, 629. All three would meet loan covenants.
- The different average rents for all three options and gave a breakdown in how the options would affect the timescale for replacement of major components in tenants' homes, with lower increases potentially leading to an extension in the lifespan of certain components. He explained that the recent stock condition survey would help to develop a plan of investment.
- The impact that lower increases would have on the Association's viability, with 2.5% and 2% increases resulting in cash deficits in years 16 and 17.
- It was too early to compare to other local housing associations this year, in previous years, the Association has compared favourably. He also highlighted that the Association does recognise some discrepancies within our rent charges for properties that appear to be the same or similar and that a longer-term rent harmonisation exercise would need to take place.
- The results from the recent tenant satisfaction survey in relation to affordability for tenants was decreasing, however the Association was working to mitigate this through welfare benefits assistance and through the provision of a utility support service through the Wise Group.
- Gave a breakdown of the different costs affecting the Association such as management costs, maintenance costs, improvements, overheads, investments and treasury management costs. He highlighted that it is important for the Association to try and make savings in areas the Association controls such as office overheads.
- Explained the background to the management services provided and that he would recommend the minimum increase of 3.5% to the management fees due to the ongoing work to rectify anomalies in the title deeds. The minimum increase would cover staffing and administrative costs for 2024/25.

The Committee raised the following queries or questions in relation to the rent, management fee & service charge increase report.

- . The Committee raised concerns over the lack of investment in recent years and would like to see investment in major improvements for tenants' properties. The Committee recognised that prices were still high however they felt it was important that tenants saw investment in their properties. The F&CS Manager agreed that some investment would take place.

- The Committee queried which Management Committee meeting the final report for approval would go to. The F&CS Manager responded that they are looking at reporting it in January 2025. He highlighted that the process had started earlier this year given the tightness to the deadline during last year's increase.

The Committee approved the recommended rent increase, management fee and service charge increases and this would inform consultation with tenants and owner-occupiers, retrospectively:

- Rent - 3.5%, 4.0% and 4.5%
- Management Fee - 3.5%
- Service Charge - 3.5%

## 7. Estate Caretaker Tipper Van

The Director presented the Housing Manager's report on the tipper van and highlighted the following:

- The background to the breakdown of the van
- The progress of key options identified to the Committee in August 2024
- The temporary hire of a van to maintain the estate caretaking service
- The new options, which included the following:
  - The use of the hire vehicle based on options to repair or source a reconditioned engine
  - Purchase of a new or used tipper vehicle and trade in the tipper van.
- The Housing Manager has recommended the purchase of a new tipper van.

The Committee raised the following queries or questions in relation to the estate caretaker's tipper van.

- The Committee questioned how much it would be for a mechanic to repair the engine to facilitate the trade in for the new van. The Director responded that it would be hard to predict but cautioned against wasting any money on the van if there is no guarantee the engine could be repaired.
- A Committee Member queried if the figure included VAT or not. The Director responded that he would double check however if there was any major variance he would return to the Committee for further approval.
- A Committee Member queried if there was budget for purchasing a new van. The F&CS Manager responded that the Association could afford it.

The Committee approved the purchase of a new tipper van.

## 8. Bad Debt Write Offs to September 2024

The Director presented the Housing Manager's report on bad debt write offs, which proposed the write of the following:

- Former tenant arrears	- 1 case	=	£20
- Former tenant credit balances	- 9 cases	=	£3,133
- Rechargeable Repair	- 1 case	=	£792

The Management Committee raised no queries or questions in relation to the bad debt write off report.

The Committee approved the write off former tenant arrears, credit balances and rechargeable repairs noted in the report.

A. Farry left the meeting

## 9. Membership Approvals.

The Corporate Services Officer presented his report on applications for membership of the Association, which were:

- Mr & Mrs Donnelly
- A. Gordon
- A. Farry

The Committee approved the membership applications.

A. Farry re-joined the meeting

## 10. Standing Orders Policy

The Director presented the draft Standing Orders Policy and highlighted the following:

- It was a comprehensive review of the Standing Orders Policy, which was last reviewed in September 2019
- It takes account of the Regulatory Standards.
- It supplements the Rules and details the arrangements for the Management Committee and designated sub-Committee.
- It details the responsibilities and levels of authority held by the Management Committee, designated sub-Committees and senior staff in the Association.

- It sets the governance and management structures attend to strategic and operational business
- In terms of the governance structure proposes 2 sub-Committees, they are:
  - Audit, Finance & Performance sub-Committee
  - Staffing sub-Committee
- There will be up to 4 office bearers, they are the chairperson, vice-chairperson and chairpersons of designated sub-Committees.
- The appendices include the roles and responsibilities of key positions and remits of the Management Committee and proposed sub-Committees.

The Committee raised the following queries or questions in relation to the draft Standing Orders Policy:

- A Committee Member asked what the need was to increase the Officer Bearers from 3 to 4. The Director responded that this to ensure that there are at least 3 Office Bearers in the event that the Vice-Chair becomes the Chair of one of the Sub-Committees.

The Committee approved the Standing Orders Policy.

## 11. Governance Structure – Membership of the Sub-Committees

The Director presented his report and advised the Committee there were 2 parts, firstly the appointment of members to designated sub-Committee and secondly, the election of the Chairpersons of the sub-Committees, which would be office bearer positions.

The Committee discussed the report, and the following members were appointed:

- Audit, Finance & Performance sub-Committee
  - A. Cushingam
  - P. Waddell
  - C. Cooper
  - B. Hartness
- Staffing Sub-Committee
  - D. Barnes
  - C. Harvey
  - J. Stevenson
  - F. Lavery
- Election of the Chairpersons of Sub-Committee:
  - Audit, Finance & Performance Sub-Committee – A. Cushingam
  - Staffing Sub-Committee – D. Barnes



## 12. Procurement

### i) Architectural Services

The Director presented his report on the tender for architectural services for the veranda project and he highlighted the following:

- The background of the project and need to tender for architectural services.
- The tender process, which included the timeline, companies invited to tender and openings at key stages
- The quality assessment based on the tender application, which accounted for 60% of the score.
- The price assessment and details of costs by tenderers.
- The overall quality and price scores with detailed information in the appendices to the report
- The recommendation to appoint MAST Architects as they had the highest quality/price score.
- The next steps associated with the Committee's decision

The Committee raised the following queries or questions in relation to the tender for architectural services report:

- A Committee Member queried when work would start. The Director responded that he intended to have a prestart meeting on week commencing 7 October. After this, the approved company would then: finalise the design, gain statutory consent, appoint the contractor to undertake the work, report to the Management Committee and then go on site. The Director estimated it would take around 1 year to complete this process.

The Committee approved to utilise the services of MAST Architects.

### ii) Out of Hours Emergency Repair Services

- The background of the service currently delivered by Gas Sure / James Frew.
- The tender process, which included the timeline, companies invited to tender and openings at key stages
- The quality assessment based on the tender application, which accounted for 60% of the score.
- The price assessment and details of costs by tenderers.
- The overall quality and price scores with detailed information in the appendices to the report
- The benchmarking of costs of other providers of out of hours emergency services in the housing sector

- The recommendation to appoint CLC All Trades as they had the highest quality/price score.
- The Director confirmed CLC All Trades confirmed it was a fixed fee and outlined fee arrangements for years 2 and 3 of the contract.
- The next steps associated with the Committee's decision.

The Committee raised the following queries or questions in relation to the tender for out of hours emergency repairs services:

- A Committee Member queried if CLC All Trades were based in Glasgow. The Director responded that they were and that their current contracts with other housing association were also based in Glasgow ensuring that they should be able to respond in a timely manner.
- A Committee member asked when the contract would commence. The Director stated this would be discussed at the pre-start meeting, although he planned for it to start on Monday 2<sup>nd</sup> December, which would allow for sufficient time to serve notice on the current contract and inform tenants of contact details for CLC All Trades.

The Committee approved to appointment of CLC All Trades for out of hours emergency repair service contract.

### 13. Health & Safety

The Corporate Services Officer presented his report on the annual signing of the Health & Safety Control Manual by the Committee and Director. He gave an overview of the Health & Safety Manual and the annual signing responsibilities of the Committee and the Director as the lead officer to ensure compliance and implementation of the manual to ensure safety of staff and other key stakeholders in the office and their work.

The Committee, Chairperson and Director duly signed the following sections of the Health & Safety Manual:

- Section 1.2 - Safety Policy Statement
- Section 1.5 - Responsibilities of the Management Committee

The Corporate Services Officer will arrange for members not present at the meeting to sign section 1.5 of the H&S manual.

The Committee noted the content of the report.

#### **14. Schedule of Meetings**

The Corporate Services Officer presented the proposed Schedule of Meetings for the Management Committee and sub-Committee for 2024-25.

The Committee reviewed and were agreeable to the arrangements for Management Committee and sub-Committee meetings.

The Chairperson highlighted the importance for the Committee to be in recess in December and July and for members to attend sub-Committees.

#### **15. Committee Mini-Conference**

The Corporate Services Officer advised the Committee of the following in relation to the annual Committee mini-conference:

- A proposed date of Friday 31 January to 2 February 2025 had been set for the conference
- The options for the venue included the following:
  - Premier Inn in Ayr
  - Holiday-Inn in Perth
- The CSO advised that the Ayr Premier Inn was significantly the cheaper option, based on estimated prices.
- A meeting of the mini-conference working group would be held in October 2024.
- A full report on the arrangements and costs will be presented to the Committee in October 2024

The Committee agreed that the Premier Inn in Ayr would be the preferred destination and should be booked based on current costings.

#### **16. Correspondence**

No Correspondence.

A. Chelton, A. Farry and G. Kerr left the meeting

## 17. Confidential Business

The Director presented the minute of the Confidential Business and gave the Committee an update on the outcome.

The minutes were approved by A. Cushingam and seconded by F. Harvey.

## 18. Any Other Business

### a) Recruitment of the Maintenance Manager's Post

The Director confirmed the post was advertised on 20 September 2024 with a closing date of 7 October 2024

The Committee required to appoint 2 members to be on the recruitment panel with the director.

The proposed date for interviews was week ending 25 October 2025

The Committee discussed the recruitment of the maintenance manager's post and the following members were appointed to the recruitment panel:

- C. Harvey and D. Barnes were appointed to the recruitment panel.

### b) Business Planning Day 2025-26

The Director advised the Committee he had set a provisional date of Friday 22 November for the development of the Operational Plan for 2025-26

## 19. Date of Next Meeting

Management Committee - Wednesday 30 October 2024 at 6.30p,m, to be held in the Committee room in the Association's office

Chairpersons Signature:

Date:

