

# Committee Minutes

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**Minutes of** Management Committee Meeting  
**Date** Monday 13<sup>th</sup> December 2021  
**Held** via video conference at 6.00pm

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**Present** Pauline McKeever, Debra Nixon, Iain McCreddie, Ian Galloway, Jean Miller (Chair), Kirsten Adams-Mackenzie, Aaron Reilly and Catherine Docherty

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**In Attendance** Fraser Stewart - Director  
 Linda Anderson - Head of Corporate Development  
 Jennifer Crocock - Office Manager

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## 1. APOLOGIES

Apologies were submitted by Raymond Shannon, Linda Malone, Liz Peden and Shahila Mandaniya.

## 2. PREVIOUS MINUTES

i) Management Committee	25.10.21
ii) Closed Session	25.10.21
iii) Management Committee	29.11.21

The above minutes were approved as a true and accurate record.

Proposed by : Kirsten Adams-Mackenzie  
 Seconded by : Jean Miller

Committee **approved** a minor amendment in the Management Committee meeting minutes of 30<sup>th</sup> August in relation to Agenda Item 6i) Notifiable Events.

### For Ratification:

i) Property Management Sub-Committees	24.08.21
ii) Wider Action Sub-Committee	04.10.21
iii) Finance & Admin Sub-Committee	06.09.21

## 3. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### **4. MATTERS ARISING**

##### **i) Annual Rent Increase 22/23**

Fraser reported that the rent consultation was in its early stages but that a huge effort is being made to contact as many tenants, who are not on benefits, as possible.

The results will be reported back at the next meeting in February 2021.

##### **ii) Gas and District Heating charge increase 22/23**

From notifying the tenants at Riverside regarding the charge increase, there was only a small uptake of tenants requesting any assistance.

Further checks will be carried once the winter period is over to determine how much the charge should be for the remaining 18 months of current gas contract.

#### **5. SUB-COMMITTEE ROUND-UP**

The Committee noted the content of the previously distributed sub-committee round up for November 2021.

#### **6. SCOTTISH HOUSING REGULATOR (SHR) AND GOVERNMENT UPDATE**

##### **i) Notifiable Events**

There were no notifiable events.

##### **ii) SHR and Government Update**

This item is deferred until February's meeting.

#### **7. TENANT AND OWNER SATISFACTION SURVEYS**

Committee noted the content of the previously distributed report detailing key survey data relating to communications. A detailed survey findings report had been issued at the recent Property Sub-Committee meeting.

It was prominent that ill health and disability was noted as a barrier to participation. Fraser stated that all barriers raised in the survey will be explored.

After discussion, the Committee noted that the following action plan points which arose from the satisfaction survey results:

- review of the Tenant Participation and Engagement strategy, taking into consideration the information we have learned about barriers to participate.
- develop a strategic plan to promote participation opportunities.
- carry out a Communications survey of tenants and factored owners (2022/23).

A proposal will be worked on and brought to Committee for their consideration around April 2022.

## **8. WORKING FROM OFFICE AND CUSTOMER SERVICE PROPOSALS UPDATE**

Committee noted the content of the previously distributed report.

Fraser commented that he had sent an email to Committee regarding Omicron variant on the 10<sup>th</sup> December that superseded some of content of the report. Staff numbers in the office have been significantly reduced and only staff carrying out essential work have to attend the office. Advisory testing is requested every day before attending work and staff must strictly adhere to COVID protocols in place.

Additionally, meetings in the committee room must not exceed 4 persons and committee meetings will be held virtually until further notice.

We are looking into equipment to allow for hybrid committee meetings in the future.

## **9. RISK MANAGEMENT STRATEGY AND STRATEGIC RISK REGISTER**

Committee noted the content of the previously distributed report and appendices.

Committee noted the Scottish Housing Regulator's recent publication on Risk Landscape, which had informed the review of NGHAs Strategic Risk Register.

Committee **approved** the Risk Management Strategy and updated Strategic Risk Register, subject to the inclusion of 2 additional risks:

- Succession planning for senior staff team
- Development cost over-run

Fraser confirmed that update / development of operational risk registers was progressing well, with review planned on a 6 monthly and end year basis, though quarterly review will apply for some operational areas.

## **10. 3 YEAR BUSINESS PLAN 21/22 TO 23/24**

Committee noted the content of the previously distributed report.

Committee **approved** the 3 year Business Plan for 2021/22 to 2023/24, subject to amendment to the section on satisfaction survey findings to take account of recently completed updates.

Committee noted various planned actions, including development of a 5 year Stock Investment Plan and related to this, the ongoing independent review of our 30 year financial projections.

Committee agreed to review the Business Plan and Risk Register later in 2022, to take account of this ongoing work, the evolving impacts of the pandemic, and SHRs business planning and most recent risk assessment advice. Committee noted that, if feasible, a Business Planning Review Day would be organised over the summer.

## 11. HEALTH AND SAFETY

### i) **Statement of Intent**

Committee **approved** the content of the previously distributed Health & Safety Statement of Intent.

The statement will be signed by the Director and the Chair and will be displayed in the office.

### ii) **Assurance and Compliance Review**

Committee noted the objectives and milestones of the Health & Safety Compliance Review 2022 detailed in the previously distributed report.

Fraser confirmed that the review was currently underway and is due to conclude by March, with staggered reports to be provided to Committee on a quarterly basis covering various key areas.

## 12. NEW PRIMARY SCHOOL PROPOSALS

Committee noted the content of the previously distributed report and appendices.

After discussion, Committee **approved** that the Director:

- a) makes a formal response to the consultation in the prescribed format reflecting all of points and concerns already documented in the previously issued.
- b) submits the outstanding questions to the Education Department.
- c) ensures that new Director of Education is familiar with all the points the Association has made and keeps this issue “live” to ensure that decisions are not made unaccountably (e.g., through continued liaison with key elected members).

## 13. APPLICATION TO JOIN / USE OF SEAL

None.

## 14. A.O.C.B.

### i) **Estate Management – Priority**

Committee noted the content of the previously distributed report and notes from special briefing session held on Monday 6<sup>th</sup> December.

Committee considered the proposals brought forward following the Management Committee briefing session held on 6 December. Following discussion on risk management, potential to drive improvement, and the need for effective messaging and campaigning (including GCC current position,

NGHA charges, civic pride, re-cycling /re-purposing options, disposal guidelines) Committee **approved**:

- a consultation exercise with tenants and factored owners to take place in January 2022 for NGHA to take over the bulk uplift service formally from GCC, at an annual charge of £32 per household.

Committee also **approved**:

- proposals to develop and improve the landscaping service, including consultant input to raise standards, quality control measures, increased resident engagement staff training.
- more formal and regular monitoring of the close cleaning contract, involving committee members attending meetings with the contractor management team.

**b) Christmas Light Switch-On**

Fraser stated that the event had to be scaled down due to the adverse weather on the day. The children's choir performed in Gorbals Parish Church which was streamed live on social media along with the lights being switched on.

**d) Bronze Pine Cones**

Fraser reported that 9 bronze pine cones from the Moffat/McNeil St area had been stolen and 1 damaged in the Moffat/McNeil street area.

The Police are appealing for any witnesses to come forward.

Fraser will report back with any updates.

The meeting closed at 7.25pm