

Committee Minutes

Minutes of Date Held Management Committee Meeting
Monday 27th March 2023
at NGHAs offices at 200 Crown Street, Glasgow, G5 9AY at 6.30pm

Present Jean Miller (Chair), Mari Clark, Pauline McKeever, Cal Duffy, Kirsten Adams-Mackenzie, Shahila Mandaniya, Iain McCreddie and Aaron Reilly

In Attendance Fraser Stewart - Director
Chris Rothnie - Communications Manager
Stacey Anderson - Administrator

1. APOLOGIES

Apologies were submitted by Linda Malone, Catherine Docherty, Raymond Shannon, Ian Galloway and Liz Peden (special leave).

2. PREVIOUS MINUTES

i) Management Committee 13.02.23

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

Proposed by : Aaron Reilly
Seconded by : Kirsten Adams-Mackenzie

ii) Closed Session 13.02.23

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

Proposed by : Aaron Reilly
Seconded by : Kirsten Adams-Mackenzie

For Ratification:

i) Property Management Sub-Committee 08.11.22
ii) Wider Action Sub-Committee 21.11.22
iii) Finance Sub-Committee 05.12.22
iv) NGPM (minute enclosed for information) 12.12.22

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. MATTERS ARISING

a) Director's Appraisal and Committee Reviews

The Director's appraisal was undertaken by the Office Bearers on the 9th March and all that remains to be done is agreeing a note of the appraisal meeting which will be completed when the Director is back from planned Annual Leave (4th April).

The Director advised that he approached EVH regarding committee member reviews. Committee approved that Eamonn Connolly, Director of EVH, undertake these reviews, as well as doing a full committee review. Eamonn will attend the next Management Committee meeting in May with a view to reviews being carried out in June or July.

b) Rent Increase: Further Tenant Responses

There has only been one direct complaint about the rent increase since the letters were issued at the end of February.

c) Draft Committee Diary

The Committee **approved** the Diary for April 2023 – March 2024.

d) Mould in Homes (Tenant Newsletter extract attached)

The Director advised that although the Association is continuing to remove minor cases of mould, complaints and concerns have reduced significantly as is always the case at this time of year.

The information leaflet for tenants has been put on hold while advice is sought on what to say about removing mould. The Association wants to take reliable advice from an authoritative source before giving any advice to tenants. In the meantime, some advice has been included in the tenant's newsletter which is due to be issued soon, with further information to follow in the Autumn.

e) Buy Backs

The Director advised that the Association has settled one transaction with a further two set up for 28th March. There is a possibility that there will also be a fourth acquisition by the deadline of 31st March and it is possible that these flats could become part of the Ukranian refugee project. The cost of repairs will need to be covered by the Association but this should be moderate.

5. SUB-COMMITTEE ROUND-UP

The Committee noted the content of the previously distributed round-up and feedback was positive.

6. SCOTTISH HOUSING REGULATOR (SHR) AND GOVERNMENT UPDATE

i) Notifiable Events

None.

ii) **SHR and Government Update**

The Committee noted the content of the previously distributed update report. The report covered:

- Recommended Practice on Integrated Asset Management
- Homelessness Services in Scotland: A Thematic Review
- Updated Engagement Plans for Cadder and Blochairn Housing Associations
- Reappointment of SHR Board Members
- Briefing on Damp and Mould
- Analysis of Registered Social Landlord Audited Financial Statements
- Equalities Statement
- Rent Increases
- Improving the Quality of Private Rented Homes
- Planning for Greener Communities

Comparison of Peer Group Financial Trends Over 5 Years

The Director introduced the previously distributed report comparing financial trends and showing the performance of the Association against GHA, Govanhill Housing Association and Southside Housing Association over the past 5 years. The Director ran through the content as follows:

- Reactive repairs cost per unit
- Planned maintenance cost per unit
- Management costs per unit
- Staff costs per unit
- Debt per unit

The Director advised that further information regarding a comparison of Scottish and UK financial trends / costs per unit will be circulated in due course.

The Committee noted the content of the previously distributed report regarding the financial trends benchmarking information for 2021 / 2022.

Engagement Plan

Committee members were provided with an advance copy of the SHR Engagement Plan which confirms that the Association is “compliant” and notes that the SHR is engaging over tenant and resident safety related to the high rise demolition. The official copy will be published on the 31st March.

7. COMPLAINTS

i) Complaints Handling Procedure Review

The Communications Manager introduced the previously distributed report and appendices and ran through the content.

The Committee noted the content of the previously distributed report and appendices and **approved** the reviewed Complaints Handling Procedure.

ii) Learning Outcomes

As a result of complaints that were answered in Quarter 3, two changes were proposed by staff regarding services provided by the Association as follows:

- Due to a complaint made about how the Association managed a reported pest infestation in a property, the Association will be more proactive in advising tenants and other customers of the Association's responsibilities regarding pest control. The Maintenance and Communications departments will work together to deliver a proposal for this.
- A new sign off sheet has been introduced for kitchen installations where fitting a steel skirting board behind the kitchen units will now be a standard item.

Both of these proposals will be reported on at the quarterly senior staff complaints meetings to ensure they are implemented and monitored and records will be kept of any service improvements and when work has been completed.

The Committee noted these learning outcomes.

8. COMMUNICATIONS

i) Staff Safety Campaign

The Director introduced the previously distributed report and staff survey and advised that the Communications Officer and others are working on a staff safety campaign due to Association staff (particularly from the Maintenance department) reporting an increase in abusive behaviour towards them on the phone and in person over the past few months. Aggressive behaviour will not be tolerated and the Association has an Unacceptable Actions Policy. It is important, given the increase in this type of behaviour, that staff, tenants and other customers are reminded that the policy is in place and that Association staff should be treated with respect. The Unacceptable Actions Policy is due for review and staff will be trained in this going forward. The Communications Manager advised that the Communications Officer had also developed a campaign called 'FAIR' Facing Abuse Isn't Reasonable), which will be promoted internally and externally and will focus on a suite of materials for use around the theme of mutual respect.

There was a lengthy discussion regarding this and the Director advised that a working group has been formed which will be Chaired by the Communications Officer. The Director also advised that the Staff Survey will be issued on an Annual basis. It was suggested that tenants could also be reminded of the Repairs Policy and the Director will check the repairs reporting protocol.

The Committee noted the content of the previously distributed report and staff survey and **approved** the project timeline and schedule.

ii) **Proposed Website**

The Communications Manager introduced the previously distributed report and appendix and ran through the content. It was noted that Factored Owners should also be reflected under the project aims and objectives.

The Committee noted the content and **approved** the route to tender. One Committee Member (Kirsten Adams-Mackenzie) will be involved in scoring the tender returns. The Communications Manager will liaise with Kirsten separately regarding this.

9. **HEALTH AND SAFETY AT WORK POLICY**

The Director introduced the previously distributed Health and Safety at Work Policy and highlighted the six priority areas identified by the Scottish Housing Regulator as follows:

- Asbestos
- Water Hygiene (legionella)
- Electrical Safety
- Passenger Lifts
- Fire
- Gas Safety

The Committee **approved** the reviewed and updated Health and Safety Policy.

10. **PROCUREMENT STRATEGY**

The Director introduced the previously distributed report and ran through the content. The Director advised that an update had been provided at the last Management Committee meeting in terms of progress made in this area and that the Association currently has a number of regulated procurements underway, all of which have been appropriately publicly advertised in accordance with the regulations. No new regulated procurements are anticipated to commence before the publication of the strategy.

The Committee noted the content of the previously distributed report and **approved** the outline for the document and timeline for its preparation.

11. **HR ISSUES**

i) **Hybrid Working Policy**

The Director advised that the policy on Hybrid working is at the final draft / consultation stage and that customer facing staff will be given the option to work 1 day a week from home. Discussions for non-customer facing staff are still ongoing.

ii) **Flexi Time and Time off in Lieu**

The Director also advised that there will be a formal consultation regarding Flexi Time and Time off in Lieu as it will involve changes to the conditions of service. It is hoped that this will be completed in time for the next

Management Committee meeting in May and Jo Coyne, HR Manager will be invited to attend to discuss in more detail.

12. APPLICATIONS TO JOIN / USE OF SEAL

Minuted under closed session.

13. A.O.C.B.

i) Insurance

The Director advised that the Head of Finance has been working closely with the Association's broker regarding insurance and that a report will be sent to Office Bearers in due course for approval.

ii) Closed session item - minuted under closed session.

Meeting closed at 7.45pm.