

Management Committee Meeting – 27th June 2024	
Agenda Item 4.0	Minutes of Previous Meeting – 28th May 2024
From	Elaine Lister - Director
For Approval	
Present: Frances Cunningham Robert McLeary Natalie Kirk Gary Gow Mary Ellen McKeown Heather Ross James Ross Karen Kirk	In Attendance: Elaine Lister - Director Jim Kerr – Assistant Director Jade McGowan – Admin Assistant Joe Dewar – JWD Asset Service LTD Angela Spence – Ideal Outcomes

AGENDA ITEM 1.0 – APOLOGIES

Apologies were received from Karen McCartney & Dougie Gold

AGENDA ITEM 2.0 – DECLARATION OF INTEREST

No declarations of interest.

AGENDA ITEM 3.0 – NOTIFIABLE EVENTS

There have been no new Notifiable Events.

AGENDA ITEM 4.0 – MINUTES OF THE PREVIOUS MEETING: 28th May 2024

The minutes of the previous meeting held on 28th May 2024 were noted as a true record

Proposed: Gary Gow

Seconded: Robert McLeary

Agenda Item 4.1 - Matters Arising

Mary Ellen questioned the presence of an external consultant remaining in the meeting during discussions on a staffing issue. It was noted there was no conflict of interest, but the committee will take this into consideration for any future meetings.

4.1.1 Director's Appraisal

This has been rescheduled for the end of June to allow for adequate preparation and support of the chair and secretary and will include a 360-degree appraisal.

Frances stated this will involve 2-3 committee members and will be an anonymous survey-based questionnaire

4.1.2 Fair Work Statement

The approved statement is now available on the Association's website and is displayed in the reception area and interview rooms.

4.1.3 Remit for TIS/TPAS

The invite for proposals and tenders will be posted as a quick quote.

4.1.4 Committee Discussion

Following the discussions on potential changes to the days and times of future meetings it had been agreed to seek members' views as part of the Succession Survey being carried out by Angela Spence.

Angela advised that she had sent members the surveys and requested that they all be returned by Monday 3rd June.

Pending the results of the survey, members noted that a draft Calendar of meetings was presented as part of the Committee digest.

4.1.5 Staff "Well Being Survey"

Members noted that this was ongoing.

AGENDA ITEM 5.0 – DRAFT MINUTES OF PREVIOUS SUB-COMMITTEE MEETINGS

5.1 Draft Minutes of the Staffing Sub-Committee Meeting – 23rd April 2024

Committee noted that the draft minutes would be presented for approval at the next meeting of the Staffing Sub-Committee

There was a discussion on how the Management Committee would get oversight of performance as this had previously only been reported to the relative sub-committee and had been raised as an issue with the Regulator.

It was agreed that, as part of a review of the format and content of reports following the governance restructure to having only one Operational Sub-Committee, consideration would be given as to how performance reports were fed back to the Management Committee to ensure all members had an overview and a level of assurance.

AGENDA ITEM 6.0 – ANNUAL RETURN ON THE CHARTER (ARC) 2023/2024

For the benefit of the new members of the Management Committee, Elaine gave the background to the Charter and the need to submit the ARC by the end of May each year.

She further explained that the document was statistical and reported on the Association's performance in a number of key indicators. For ease of reference, she referred to the 'summary' of the key indicators.

Jim Kerr commented that, in main, areas, the Association's performance had improved and highlighted;

- the average time to re-let properties had almost halved – mainly due to improvements in the voids process with the additional Maintenance Officer and in the time it took to sort out the utilities
- gross rent arrears had reduced slightly
- average length of time taken to complete emergency repairs had reduced

Jim advised that, as well as a full report to the Management Committee, the Associations would be producing its annual Tenant's Report on the ARC in October once the regulator published the national results. The report would give comparisons with the Association's peer group and the Scottish average as well as trends in the Association performance over the last 2-3 years.

Committee noted that the Association's performance in rent collection was particularly good and questioned if this was the experience in other RSLs. Jim commented that he had the impression that this seemed to be going against the trend and that a number of RSLs were reporting increasingly arrears levels.

Members noted that the Association's performance overall seemed to be good.

Committee approved the annual return on the Charter 2023/2024 for submission.

AGENDA ITEM 7.0 – COMMITTEE LEARNING AND DEVELOPMENT PLANS

Angela explained that the Scottish Housing Regulator expected RSLs to demonstrate that their governing body proactively engaged in both developing new skills and continually refreshing and enhancing existing skills and knowledge. This was for both the governing body collectively and for individual members.

Normally the appraisal process would identify training needs that would form a Learning & Development Plan but the format and final report of the last appraisals did not include these.

The needs of members had been identified through a combination of discussions with individuals and at the Planning Day.

There was a discussion on when training could be delivered as it wasn't felt feasible to add sessions on to the end of scheduled Management Committee meetings. Angela advised that having one training night per month still meant that the plans would take a long time to be delivered. Members therefore considered the option of having a training day or morning at weekends when two or three topics could be covered.

Angela noted that these questions were covered in the survey she had issued and proposed giving the schedule for training further consideration once the responses for the survey had been collated.

Committee agreed to having a training session on Tuesday 18th June either on Financial Management or Health & Safety.

Members also agreed to identify the most suitable days and times for further training sessions once the survey had been completed.

AGENDA ITEM 8.0 – TENANTS AND RESIDENTS HEALTH AND SAFETY COMPLIANCE VALIDATION

Joe Dewar presented the report and noted that significant work had been carried out by the maintenance team under the guidance of Dougie Gold. In particular it was noted that validation of the main health and safety activities was now documented within the electronic filing system, making easier to access data and validate.

Joe also highlighted that;

- The Stock Condition Surveys was being procured to provide further information on the condition of the stock that will support compliance and investment planning
- The process so far had involved consultation with the Association's senior managers, the maintenance team and other expert consultants
- Further awareness training and development for staff in relation to Tenants and Residents Health and Safety Compliance is required
- The existing IT system needs to be reviewed and consideration given to replacing it in the not-too-distant future
- Significant improvement in the Association's approach to procurement had already been made

Members asked how staff were feeling about the new procedures for ensuring compliance and how these would be maintained going forward. Joe expressed the view that, in working with well experienced consultants, the maintenance team had developed their skills and knowledge and had lead to robust processes and systems being put in place to make activities more streamline and efficient. Due to the fact staff were involved in developing and implementing these, they felt more confident in maintaining them.

Members asked if there would be more detailed reports coming the Management Committee that would allow members to be assured that the Association was compliant with regards tenant and resident safety going forward. Joe advised that the Maintenance Manager and Dougie Gold were working on formats and schedules for reports to be brought to the Operational Sub-Committee and the Management Committee that would meet that requirement.

Members noted the updated position with regards the validation on the tenant and resident safety priority areas.

AGENDA ITEM 9.0 – RAAC UPDATE

Joe Dewar presented the report on behalf of Dougie Gold and gave the background as to why the Association was required to investigate the presence of Reinforced Autoclaved Aerated Concrete (RAAC) and provide information to the Scottish Housing Regulator.

He advised that a specialist company, G3, had carried out a 5% check of the 82 properties identified as having no detailed specification or drawings information which showed that none of the properties surveyed had RAAC present. This had been reported to the Regulator.

Members asked if the 5% check was sufficient to provide assurance that the Association had no properties containing RAAC. Joe advised that this was an acceptable level of surveys.

Members noted the report and advised that they were satisfied that all required investigations had been carried out to give assurance with regards RAAC in properties.

AGENDA ITEM 10.0 – ASSET MANAGEMENT UPDATE REPORT

Committee members noted the progress that had been made in delivering the plan.

AGENDA ITEM 11.0 – REPAIRS AND MAINTENANCE FRAMEWORK

Joe presented the report on behalf of Dougie Gold and explained that the Association had entered into a joint tendering exercise with East Kilbride and West Whitlawburn Housing Associations. By doing so the Association only had to pay 1/3 of the costs to create the frameworks (approximately £15,000 + VAT, RCHA's share therefore being £5,000 + VAT).

Joe advised that 28 compliant submissions had been returned and these had been quality scored and tender checked and referred members to the Appendix to the report which detailed the outcomes.

Members in particular noted that advantages of the joint exercise and expressed the view that it had been worthwhile to deliver Value for Money and, potentially, a quicker and more responsive response to tenants. They did, however, stress that the service that had been provided by the all of the smaller, local contractors over the years had been excellent and had ensured the Association performed well in terms of response times, 'right first time', tenant satisfaction etc.

After discussion on the contractors on the framework, it was approved by members. It was noted that the framework was due to go live at the start of June 2024.

AGENDA ITEM 12.0 – ANNUAL ASSURANCE ACTION PLAN UPDATE

Elaine presented the updated action plan and highlighted a number of actions that had been completed and would be removed from the plan for the next update.

Members expressed the opinion that good progress was being made and acknowledged that delivering the plan was a priority for the Association. Although some actions would not necessarily be complete by the time of the next Annual Assurance Statement submission, members felt that they were getting more assurance on the Association's compliance with many of the regulatory standards.

Members noted the progress made in delivering the plan and the priorities for the immediate future.

AGENDA ITEM 13.0 – COMMITTEE DIGEST

13.1 Scottish Housing Regulator's Annual Assurance Statement Visit – May 2024

Elaine gave an overview of the discussions with the regulator and noted that the focus had been on the process prior to the 2023 statement being submitted. However, there had been discussion on the fact that the Committee had recognised that there were some gaps where the level of assurance was not as robust as they would have wanted and these had been acknowledged in the statement. There were also discussions about the amount of work that had been started and the activities to address these gaps that had been initiated during 2023 and how these had already improved the processes and systems for providing members with assurance of the Association's compliance with the Regulatory standards.

One of the issues discussed was the lack of oversight the Management Committee got of performance both for the KPIs and the tenant and resident safety compliance. Members noted that these currently went to the relevant sub-committees and were reported back to the full Management Committee via the minutes. However, Elaine explained that the Regulator expected all members of the Management Committee to have information on how well the Association was performing. Members discussed how this could be addressed and agreed to review the format of reports and approval of sub-committee minutes and papers.

Frances, Robert, Elaine and Jim had all been involved in the visit along with Mandy and Robert from FMD. Everyone present that had participated agreed that, overall, the visit had been positive and solidified the need to continue with the work to improve the process and systems as soon as was reasonable.

Elaine advised that the Regulator would now issue the Association with a report on their findings before issuing the national report on the outcomes from all 13 visits carried out.

Committee noted that the report from the Regulator would be presented to the full Management Committee once it had been received.

13.2 Notifiable Events

Elaine advised that the Notifiable event on the settlement for the New Road site had now been closed by the Regulator but that the Regulator had made a couple of notes that they wished the Association to consider.

Members noted the points raised and agreed that cognisance would be taken of these in future reports and minutes to clarify the decision-making process and make it more transparent.

13.3 Committee Attendance

Elaine reminded members that anyone who missed 4 consecutive meetings was, under the Rules, automatically removed from the Management Committee. However, if anyone anticipated that this situation might arise e.g. through illness, work commitments etc, they should request a leave of absence be granted.

Members discussed setting a target for attendance at meetings and if this was reasonable given some members' other commitments.

Members noted the attendance report and agreed to setting an initial target of 75% which would be monitored.

13.4 Schedule of Reports

Members noted the schedule of reports for April and May and that the reports on Freedom of Information Requests and Subject Access Request were outstanding.

13.5 Succession Survey

Angela reminded members that she issued them with a short survey on a number of topics, including their future intentions with regards sitting on the Management Committee as this had not been included as part of the appraisals carried out by EVH. The responses from these surveys would allow the Association to identify the best day and time for future meetings, better plan for succession to the roles of Office Bearers and anticipate if and when new members should be recruited.

Members agreed to complete and return the surveys to the office or Angela directly as soon as possible.

13.6 Landamer Day

Jim advised that the Association has been approached by the Chair of the Landamer Day organising committee regarding it supporting this year's event. The Association has contributed £500 in 2022 & 2023 and had been mentioned on the programme. He further advised that this year there was an opportunity to sponsor a sports related event and have 2 representatives from the Association attend the formal dinner.

Members approved a contribution of £500 and asked that Frances, as Chair, represented the Association if possible.

13.7 Calendar of Meetings

Elaine explained that, following the decision to merge the Maintenance and Housing management Sub-Committee into an Operational Sub-Committee, she had revised the calendar of meetings which also included nights for training.

However, it was noted that the calendar might have to be reviewed again depending on the outcome of the survey issued to members.

Committee noted the revised calendar.

AGENDA ITEM 14.0 – FACTORED OWNERS SATISFACTION SURVEY

Elaine explained that one of the ARC indicators was the level of satisfaction of factored owners with the factoring service. In order to determine this a survey of owners is required to be carried out at least every 3 years. A comprehensive survey was carried out by Research Resource on the Association's behalf that covered a number of topics. Slightly different surveys were sent out to owners that only received grounds maintenance service and those that were fully factored.

Committee members discussed some of the key results highlighted in the report and agreed that, overall, the levels of satisfaction were disappointing. There were further discussions on how these could be improved and how the Association could better engage with owners.

Elaine advised that a newsletter detailing the results would be issued to owners and this could include an invitation to form an 'Owners Forum'.

Members noted the report and asked for an action plan for addressing the issues raised in the survey responses and improving the levels of satisfaction.

Members also asked that options for an Owners Forum be explored by the Factoring Officer.

AGENDA ITEM 15.0 – CORRESPONDENCE

Other than the monthly updates from EVH and GWSF, there were no other items of correspondence.

16.0 – AOCB

16.1 Bank Signatories

Jim explained that Elaine was not listed as a signatory on one of the Association's bank accounts for the Royal Bank of Scotland and the Committee was therefore required to authorise her addition to the list. Committee approval is also required to set up online access for Hollie Beattie to all Royal Bank of Scotland bank accounts.

The Committee approved adding Elaine Lister, as Director, onto the list of signatories and for Hollie to have online banking access set up for all accounts.

17.0 – DATE OF NEXT MEETING

The next meeting will be held on Tuesday 18th June 2024 and will be to consider and approve the Business Plan for 2024. This will be followed by training on the Committee's responsibilities with regards Health and Safety as a Landlord and Employee.

As there were no other items of business the meeting closed at 7.45pm