

# YORKHILL HOUSING ASSOCIATION LTD

**Minutes of Management Committee meeting held on Wednesday 29<sup>th</sup>  
May 2019 in the Association’s office at 1271 Argyle Street**

**Present:** M Green (Chair), B Docherty (Until Item 11), G McEwan, G Mattu, H Fitzgerald (Until Item 11), P Braat

**Apologies:** P Marsden, C Armstrong, N McPherson, R Winning

**In attendance:** M Menabney (Chief Executive), M Krupa (Senior Housing Assistant) (Mins)

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1.	<p><b>Welcome and Apologies</b> M Green welcomed everyone to the meeting and apologies were noted.</p>	
2.	<p><b>Declaration of Interest</b> None</p>	
3.	<p><b>Minutes of last Meeting 11<sup>th</sup> April 2019</b> <u>2.1 Amendments</u> None</p> <p><u>2.2 Approval</u> Proposed by G McEwan and Seconded by B Docherty</p> <p><u>2.3 Matters Arising</u></p> <p><u>Freedom of Information</u> M Menabney advised that SFHA would be issuing template guidance in July. This would then be discussed at August or Septembers Management Committee meeting, in time for implementation in November.</p> <p><u>2019 AGM Arrangements</u> H Fitzgerald confirmed that she would be standing down and seeking re-election at the AGM in September.</p> <p><u>Schedule of Meetings</u> G Mattu advised that he would be happy for both the Management Committee and Services Sub Committee meetings to return to Thursday evenings. Members agreed to keep the June meeting at</p>	MM/SP
		MM

<p>4.</p>	<p>Wednesday and M Menabney will consult all members on whether they wish to return to Thursday evenings.</p> <p><b>Reports from Sub Committees</b></p> <p><u>4.1 Services Sub Committee 22<sup>nd</sup> May 2019</u>  G Mattu gave a verbal update on matters discussed at the service's sub. The meeting mainly discussed the Q4 performance reports and there were no areas of concerned highlighted. G Kennedy advised that he was reviewing the Arrears Recovery Policy and Procedures and this would come to Committee for discussion in due course.</p> <p>It was agreed to change the component lifespans of Kitchens/Bathrooms &amp; Boilers as per R Calvert's report and discussions at the Strategic Review Weekend in February.</p> <p>Members also discussed the Factoring Satisfaction results and the cyclical painting and close lighting contracts.</p> <p>There was a Quote returned with a higher than expected cost, which would have meant it had to be re-advertised on the Procurement Scotland Website. S Pattison contacted Procurement Scotland and they advised that there was no need to re-advertise as it was reasonable for us to expect the quote to be under a certain price.</p> <p><u>4.2 Governance and Finance Sub Committee 25<sup>th</sup> April 2019</u>  In the absence of C Armstrong, G McEwan gave a verbal update on matters discussed at the Governance and Finance Sub.</p> <p>It was agreed that the Association should go for a Bronze Award in the Healthy Working Lives initiative.</p> <p>Members discussed the Self-Assessment for the Regulatory Framework.</p> <p>Members agreed to an interim review of the Standby and call-out procedures, with a full review of the service to be completed by the end of the year.</p> <p>Members also discussed the Gala Day which is planned for 18<sup>th</sup> August and agreed that the Association should contribute the same financial and practical support as in previous years.</p>	<p>GK</p> <p>GW</p> <p>MM</p> <p>PH</p>
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<p><b>5.</b></p>	<p><b>Policy Updates</b></p> <p><u>5.1 Payment Card Industry Compliance</u> Members discussed the report and policy prepared by S Pattison.</p> <p>G McEwan suggested that staff could also use Privacy Screens on their monitors. M Menabney advised that she would note this and implement depending on costs.</p> <p>Members approved the Payment Card Transactions Policy.</p> <p><u>5.2 Whistleblowing</u> M Menabney advised that there had been no major changes to this policy, it has just been updated to reflect new legislation.</p> <p>Members approved the Whistleblowing policy.</p> <p><u>5.3 Entitlements, Payments and Benefits Policy</u> M Menabney advised that there had been no material change to the Policy.</p> <p>Members suggested that the list of contractors be circulated around all staff and committee members to avoid any accidental conflicts of interest.</p> <p>Members approved the Entitlements, Payments and Benefits Policy.</p>	<p>MM</p> <p>MM</p>
<p><b>6.</b></p>	<p><b>Procurement of Internal Audit Services</b> M Green gave a verbal update on the Interviews for Internal Audit Services. He advised that two interviews were planned for this morning, however one was cancelled and rescheduled until 26<sup>th</sup> June. Therefore a decision will be delayed until after this date.</p>	<p>MM</p>
<p><b>7.</b></p>	<p><b>Complaints Report 2018 – 19</b> M Menabney’s report was discussed.</p> <p>Members noted the importance of keeping Stage 1 and Stage 2 responses completely separate so that those making the complaint are clear as to what the next stage is.</p> <p>M Menabney discussed the range and types of complaint received in the last year. Members noted Anti-Social Complaints and Neighbour disputes were recorded separately from CHP figures as they were outwith the Association’s sole control. It was noted that the Anti-Social Behaviour Policy is due for review.</p>	<p>GK</p>

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## **2019 ARC and EESH Submissions**

### 8.1 EESH Return

M Menabney presented the Association's EESH return. M Menabney advised that S Pattison and P Hollinsworth used to be Qualified Assessors however as time moved on it is now not cost effective and the job of producing Energy Performance Certificates is now contracted out.

There are 8 properties that are exempt due to tenants refusing an upgrade. Members discussed at what point we force tenants to take upgrades. M Menabney advised that forcing upgrades on tenants would be very time consuming for staff and for some residents it would be traumatic. The works required in these properties will be carried out at some point in the future, when the current tenant moves on.

M Menabney advised that in the last year 49 properties were brought up to standard, this was a mixture of new boilers/kitchens and properties where insulation was required.

At the moment we are 84% compliant, with the works planned for this year it is assumed that we will be 92% compliant by 31<sup>st</sup> March 2020.

Members approved the EESH submission to the regulator.

### 8.2 ARC Return

M Menabney presented the 2019 Performance Review and ARC submission.

M Menabney discussed how stock figures now remain the same now that RTB has been abolished. The Factored Units may increase slightly in the future if we take on any new business.

Allocations this year have been higher than in previous years. A third of Allocations have went to Section 5 Referrals, as part of our ongoing commitment to reduce homelessness across the city.

Members discussed the Exemptions and Abeyances for SHQS, a number of our properties will always be exempt as it is just physically impossible to bring them up to standard, and these are all properties that have a galley style kitchen.

M Menabney discussed the repairs performance and members agreed that the timescales are excellent.

	<p>The offer of lets refusal rate has increased this year, this will have to be investigated and will form part of the Allocations Policy review planned for this year.</p> <p><i>B Docherty left the meeting at 8pm</i></p> <p>Rent arrears have increased this year, Housing Management Staff will be working hard to turn these around in the new year and also the Arrears Recovery Policy is being reviewed and will come to committee in the near future.</p> <p><i>H Fitzgerald left the meeting at 8:10pm</i></p> <p>Members approved the ARC submission to the Regulator</p> <p>M Menabney advised that members can get an electronic copy of the submission should they wish.</p>	
9.	<p><b>Regulatory Standards of Governance and Finance Standard 7</b></p> <p>M Menabney advised this is a new standard; members noted it relates to associations changing their Rules, transferring or selling properties or changing their legal structures.</p>	
10.	<p><b>Membership Applications/Cancellations</b></p> <p><u>Memberships</u> None</p> <p><u>Cancellations</u> None</p>	
11.	<p><b>Report from GWSF</b></p> <p>None</p>	
12.	<p><b>Report from SFHA</b></p> <p>None</p>	
13.	<p><b>Report from EVH</b></p> <p>None</p>	
14.	<p><b><u>AOCB &amp; Date of Next Meeting</u></b></p> <p><u>Office Closure</u> M Menabney advised that the office would be closed on Thursday 30<sup>th</sup> May 2019, as we had been advised by Scottish Water that they</p>	

have to turn the water off for the whole day, therefore there would be no toilet facilities for either staff or members of the public.

Date of Next Meeting

**Wednesday 26<sup>th</sup> June 2019 6pm**

No further business was discussed and meeting closed at 8:15pm

Signed as a Correct Record ..... Chairperson