

## Yorkhill Housing Association Limited

### Minutes of the Virtual Management Committee meeting 14<sup>th</sup> October 2021

**Present:** M Green (Chair), R Winning, C Armstrong, M Harris,  
N McPherson, B Docherty, Y Alexis and P Braat (until item 8)

**Apologies:** P Marsden

**In Attendance:** M Menabney (Chief Executive), S Pattison (Compliance Manager)  
Aileen Brown (Governance Assistant) (Minutes)

#### 1. Welcome and Apologies

M Green welcomed everyone to the meeting and apologies were noted. M Menabney advised members P Marsden has taken a period of special leave for medical reasons and would not be attending meetings until further notice. Members expressed their good wishes for Mr Marsden's speedy recovery.

#### 2. Minutes of last meeting 12<sup>th</sup> August 2021

##### Amendments

No amendments

##### Approval

The minutes were unanimously accepted and approved for signing off by M Green.

##### Matters Arising

None

#### 3. Minutes of Special Management Committee 16<sup>th</sup> September 2021

##### Amendments

No amendments

##### Approval

The minutes were unanimously accepted and approved for signing off by M Green.

#### 4. Declarations of Interest and 2021 -22 Register of Interests

There were no declarations of interest. Members were reminded to complete and return the form that had been sent electronically and by post with the meeting papers.

## **5 Governance Structure 2021-22**

### **5.1 Standing Orders, Roles and Remits**

- Standing Orders
- Roles and Remits (Office bearers, senior staff, committees)

All members had reviewed the documents. There were no comments or questions. M Menabney advised issues raised and discussed at the Office Bearers meeting on 7<sup>th</sup> October will be considered and used to enhance and improve the Roles and Remits.

The Standing Orders, Roles and Remits were duly approved.

### **5.2 Committee Code of Conduct**

Individual signing required. Hard copy or electronically due to current restrictions to be sent to Aileen Brown, Governance Assistant

All members agreed to abide by the terms of the Code of Conduct

### **5.3 Approved Signatories**

- 5.3.1 Existing signatories and relevant full business authorities confirmed as follows:

#### Cheques/BACS

Helene Fitzgerald, Treasurer

Robert Winning, Secretary

Billy Docherty, Committee Member

Malcolm Green, Chair

Colin Armstrong, Vice-Chair

M Menabney, Chief Executive

P Hollinsworth, Director of Property Services.

#### **5.3.2 SHR Portal**

M Menabney, Chief Executive

P Hollinsworth, Director of Property Services

G Watson, Finance Manager

### 5.3.3 FCA Portal

M Menabney, Chief Executive

G Watson, Finance Manager.

### 5.3.4 OSCR

M Menabney, Chief Executive

G Watson, Finance Manager.

### 5.3.5 Loan Documents

R Winning, Secretary

M Menabney, Chief Executive

P Hollinsworth, Director of Property Services.

### 5.3.6 Investment/Saving Accounts

M Menabney, Chief Executive

P Hollinsworth, Director of Property Services.

### 5.3.7 Routine on-line banking

Full Access: C King and A Brown

View Only: G Watson, S Pattison and G Kennedy.

### 5.3.8 GCC Funding

M Menabney, Chief Executive,

P Hollinsworth, Director of Property Services

G Watson, Finance Manager

R Calvert Property Services Manager.

## 5.4 Tender Openers

As G Mattu has now resigned and P Marsden is on leave of absence, M Menabney explained two volunteers are required to witness tender openings to ensure compliance with the policy.

Y Alexis and M Harris volunteered.

Tender openers were confirmed as follows:

M Green

B Docherty

R Winning

Y Alexis

M Harris.

## **5.5 Sub Committee Appointments**

### **5.5.1 Governance and Finance**

No changes were proposed and Sub Committee members were confirmed and approved as follows:

C Armstrong

M Green

R Winning

H Fitzgerald

Y Alexis.

### **5.5.2 Property Services**

A volunteer is required to replace G Mattu. M Harris agreed to join the sub committee and members were confirmed and approved as follows:

M Green

R Winning

N McPherson

B Docherty

M Harris.

## **5.6 Co-options 2021-2022**

P Braat agreed to continue as a co-opted member of committee. A member asked if any other councillors could be invited to join as co-opted members. It was noted that P Braat was a great support to the Association and other co-opted members would be an asset. It was suggested Angus Miller a local SNP councillor could be invited to join. M Menabney will contact him on Committee's behalf.

	<p>M Menabney will send an email detailing the differences between a co-opted member and an elected member.</p>	
6	<p><b><u>Governance/Compliance Reports</u></b></p> <p><b><u>6.1 Statutory Annual Returns</u></b></p> <p>The Finance Manager's report was discussed by Committee. Members noted all regulatory and statutory returns for 2021 had been approved and submitted on time to SHR, FCA, OSCR and SHAPS</p> <p><b><u>6.2 SHR Quarterly Covid Return</u></b></p> <p>M Menabney's report was discussed by Committee. She explained Covid returns to SHR are now submitted quarterly instead of monthly and gave a summary to allow Committee members to make comparisons.</p> <p>She highlighted a concern regarding the time it took to re let properties during quarters 1 and 2. This has come about largely due to staff absence in the Housing Management Team and there has been a few issues with supplies for void repairs. She assured Committee that the Housing Management Team will focus on this and work to become more efficient.</p> <p>M Menabney praised the Housing Management Team and the Maintenance Team for overall good performance figures.</p> <p>Committee noted the report.</p>	
7	<p><b><u>Reports from Sub Committees</u></b></p> <p><b><u>7.1 Housing Management 19<sup>th</sup> August 2021</u></b></p> <p>The contents of the report were noted and there were no comments.</p> <p><b><u>7.2 Property Services 26<sup>th</sup> August 2021</u></b></p> <p>The contents of the report were noted and there were no comments.</p>	
8	<p><b><u>Asset Management Strategy</u></b></p> <p>S Pattison presented the Asset Management Strategy and explained a member had requested some additional narrative be added as an amendment.</p>	

Discussion took place around low numbers of members. M Menabney advised all tenants and owners are invited to join at the point of sign up but cautioned that higher numbers of members would result in the need for higher numbers to make quorum at AGM.

A member asked how many committee members were service users. M Menabney confirmed 5.

It was agreed the emphasis should be on recruiting service users as although a skills audit was important, a major part in decision making should be taken by tenants and owners. A member expressed concern that most residents do not understand the role of Committee and suggested events such as open days may encourage people to come along and gain knowledge about the role which could help drive recruitment of members.

Another member suggested having close representatives could also be a good way forward as they can be seen to make a difference to individuals. M Menabney agreed these points should be included in the Strategic Plan.

The proposed additional narrative, which was added to illustrate the wider community, as an Association asset was discussed

"In addition to its responsibilities to its tenants and service users, the Association recognises that, as the largest landlord in the area and as factor of more than one thousand flats and over one hundred back-courts, its activity impacts significantly on the wider area of Yorkhill, which in recent decades has seen a steady growth in population and diversity of resident groups. The Association will therefore seek to play an active part in supporting voluntary and community activity by all of Yorkhill's residents, in order to maintain the Yorkhill area as a place where people want to work and live."

Members were unclear about what area was covered and asked whether this would mean supporting areas like Finnieston which had nothing to do with Yorkhill. M Menabney advised it was difficult to be precise as sometimes The Association may join forces with other Housing Associations outwith the area.

M Menabney will send a list of the streets The Association manage to members in order to clarify what area Yorkhill covers.

A spelling error was noted in paragraph 2.1 part 6.1. Compliment to be changed to complement.

Members approved the content of the strategy and had no further questions

P Braat left the meeting at 18.45

## **9 Strategic Priorities 2021-2022**

### **9.1 Equalities and Human Rights**

S Pattison presented his report on Equalities and Human Rights. He advised the new guidance would involve a large exercise for the Association.

The guidance requires that specific equality data is collected by the Association for the purpose of improving services to tenants and other customers and to promote strategies on equality and tenant participation.

He explained there was much debate from Housing Associations as to how much value collecting this data would add to services. It would be very resource intensive and would involve staff training.

A member asked if there would be any financial support to help pay for the cost of implementing the policy. S Pattison confirmed there is not and also explained that there could be an impact on Data Protection practices as the information gathered would be considered as personally sensitive. He reassured Committee that tenants and residents would be able to refuse to answer and that every question would have the option of choosing 'prefer not to answer' and that any information given would be entirely voluntary.

The cost of the proposed training is £250 per session and M Menabney asked Committee if they would approve a staff away day so all staff could be together for the introductory training.

Committee approved the staff away day and noted and approved the contents of the report.

### **9.2 Office and Staffing Arrangements during COP26**

M Menabney presented her report on staffing during COP26. She explained travel to work will be difficult around these 3 weeks and although staff are happy to try to come in she recommends the phones be diverted to mobiles for the duration of COP26 to allow staff to answer them from home.

She further recommends only essential repairs are carried out as contractors will be affected also. An SMT meeting has been arranged and following that letters will be sent to tenants and owners advising them of the office arrangements and assuring them essential services will continue during this period.

Committee noted and approved the contents of the report.

### 9.3 Staffing

MM

M Menabney advised members that C King is planning to retire at the end of the year.

A review of Finance and Governance staffing requirements will be conducted by Menabney and G Watson.

### 9.4 Allocations Policy Review

The Allocations Policy is overdue for review and Office bearers have agreed a consultant can be brought in to undertake the review. The Housing Services Manager is working on a briefing for this to be presented to Management Committee.

### 9.5 Environmental Services

M Menabney advised committee members that GWSF is currently co-ordinating a Challenge the Council strategy to try and obtain an appropriate standard service level agreement in relation to the ongoing disruption and confusion over bulk refuse uplifts.

There is widespread concern housing associations are being expected to take over roles previously carried out by the Council for example: pest control and bulk uplifts.

A member pointed out that council cleansing department staff have been balloted to strike during COP26 which would mean refuse is not collected during this period. M Menabney advised the Property Services Director and Housing Services Manager have been attending GWSF meetings and Committee would be kept up to date with feedback from these meetings.

## **10 2021 Assurance Statement**

M Menabney reminded Committee that this was the third year of providing Assurance Statements to SHR.

Members noted and approved the Chief Executive's report which included all Regulatory Standards and appropriate references to the Evidence Bank for each one.

Members also noted this year's statement included a statement to confirm the Association is working on a programme to ensure compliance with the new guidance issued on collecting Equalities Information.

The statement was approved and Chair authorised to sign.



# 11 Membership Applications/Cancellations

Report prepared by A Brown, Governance Assistant.

No new applications.

Three cancellations noted:

Share 33	[REDACTED]	(deceased)
Share 94	[REDACTED]	(deceased)
Share 391	[REDACTED]	(resigned)

The current number of members, reflecting these cancellations is 110.

# 12 Report from EVH and appointment of representative

EVH are organising a wellbeing event for Managers. S Pattison will attend.

W Docherty was confirmed as the EVH representative.

# 13 Report from SFHA and appointment of representative

No report and currently no representative in place.

# 14 Report from GWSF

GWSF is arranging a consultation to look at the possible impact supply issues and rising prices may have on Housing Associations. Members will be kept informed of any outcomes.

Y Alexis was confirmed as the GWSF representative.

# 15 Schedule of Meetings 2021-2022

The schedule of meetings was noted and approved.

# 16 AOCB and Date of Next Meeting

## 16.1 Data Breach

S Pattison advised a data breach had occurred during the AGM. This will be recorded and included in the GDPR report to the next Governance and Finance Sub-Committee meeting.

Committee agreed as a matter of policy, personal information relating to staff should not be disclosed in public without the explicit consent of the individual concerned.

## 16.2 Data Protection support

M Menabney advised that Information Law Solutions had been asked by herself and the Compliance Manager to provide a proposal for a service agreement providing advice and assistance on Data Protection, Freedom of Information and Environmental enquiries.

A proposal with three options has been received:

Option 1: Essentials (£395 monthly)

Advice and Assistance with a six monthly on-site meeting.

Option 2: Essentials Plus (£495 monthly)

Advice and Assistance with quarterly on-site meetings.

Option 3: Premium (£695 monthly)

Advice and Assistance with monthly on-site meetings.

All options include:

- Assistance with policy development
- Representation/contact as required with SIC
- Assistance with SAR and FoI responses
- Staff training
- Compliance monitoring and remedial advice
- Risk audits
- Assistance with DP impact assessments
- Advice on data breach incidents

Members agreed that Daradjeet Jaqbal had provided the Association with invaluable advice in recent years, and a service agreement would be better value than ad hoc discussions.

Committee approved the staff recommendation of Option 2.

**Date of next meeting Thursday 11<sup>th</sup> November 2021 VIA Zoom.**

Meeting ended 7.50pm.