

YORKHILL HOUSING ASSOCIATION LTD

Minutes of Management Committee meeting held on Wednesday 26th
June 2019 in the Association's office at 1271 Argyle Street

Present: M Green (Chair), B Docherty, G McEwan, G Mattu, N McPherson, R Winning

Apologies: P Marsden, C Armstrong, P Braat, H Fitzgerald

In attendance: M Menabney (Chief Executive), G Watson (Finance Manager), G Kennedy (Housing Services Manager), A Brown (Governance Assistant) (Mins)

1.	<p>Welcome and Apologies M Green welcomed everyone to the meeting and apologies were noted.</p>	
2.	<p>Declaration of Interest G Mattu declared an interest in item 7.5 points 1,2 and 3.</p>	
3.	<p>Minutes of last Meeting 11th April 2019 <u>2.1 Amendments</u> A member asked for it to be noted on the minutes that no decisions were taken after item 11 when H Fitzgerald left the meeting. <u>2.2 Approval</u> Proposed by G Mattu and Seconded by G McEwan <u>2.3 Matters Arising</u> <u>Freedom of Information</u> The Chief Executive advised SFHA are still intending to issue template guidance for Freedom of Information in July. <u>Schedule of Meetings</u> Members have confirmed they wish to return to having meetings on Thursday evenings. Members also agreed there will be two Services Sub Committees each quarter, one meeting for Housing Management and one for Property Services. See item 7.2 The updated schedule has been distributed to staff and committee.</p>	<p>AB</p> <p>MM/SP</p>

4.	<p>Reports from Sub Committees</p> <p><u>4.1 Services Sub Committee 19th June 2019</u> The meeting was cancelled. Next meeting scheduled for 8th August 2019.</p> <p><u>4.2 Governance and Finance Sub Committee 6th June 2019</u> In the absence of C Armstrong, G McEwan gave a verbal update on matters discussed at the Governance and Finance Sub. These included committee training, ratio analysis reporting, possible loan redemption, residents' survey, staffing issues and health and safety action plan progress.</p>	
5.	<p>Policy Updates</p> <p><u>5.1 Rent Arrears</u> Members discussed the policy prepared by The Housing Services Manager. He explained that although there were no new procedures in the policy, more emphasis had been placed on Section 2 Pre Action Requirements. This section focusses on the steps which must be taken before any pre court action can be started.</p> <p>The new checklist of requirements provides a more structured approach to ensure all arrears letters have been sent and attempts to visit have been made prior to any proceedings. The approach is designed to offer as much help to tenants in arrears as possible.</p> <p>A member requested that a timescale is put on each step to ensure clear guidelines for staff to follow. A member asked if letters are sent recorded delivery but it was agreed this could be costly as arrears letters can be sent after one missed payment. Currently recorded delivery is used at Notice of Proceedings Stage.</p> <p>Members agreed that the draft policy was very comprehensive but careful reading was required before it could be approved. The draft policy was remitted to Services sub for further discussion.</p> <p><u>5.2 Lone Working</u> The Lone Working Policy has already been discussed at Governance and Finance Sub so the policy has been brought to Management Committee for ratification.</p> <p>A Member asked for the wording on the near miss part of the policy to be changed from "within 12 hours" to "as soon as possible but within 12 hours".</p>	<p>GK</p> <p>GK</p> <p>Services</p> <p>MM</p>

	<p>A member asked for clarification on the meaning of a dynamic risk assessment. The Chief Executive confirmed this was a real life risk assessment rather than a theoretical risk assessment. She explained all staff making visits make a dynamic risk assessment prior to them making the visit. This is generally just a brief informal verbal discussion which may or may not be recorded.</p> <p>Members ratified the Lone Working policy.</p>	SP
6.	<p>Procurement of Internal Audit Services</p> <p>The Chairman gave a verbal update on the Interviews for Internal Audit Services. He advised that the rescheduled interview with TIAA took place today, 26th June. Members of the panel were able to compare interview scores for both audit companies and agreed both gave very good interviews. The recommendation is to appoint Quinn as the panel felt their answers were more practical and more focussed on Yorkhill as an organisation. However in the event Quinn choose not to take on the contract the panel would be happy to appoint TIAA.</p> <p>Members approved the recommendation and Quinn will be appointed.</p>	GW
7.	<p>Strategic Planning Report</p> <p>The Chief Executive gave a report in order to seek member's approval on a number of requests or recommendations in relation to current strategic issues.</p> <p><u>7.1 Recruitment Programme for New Committee Members</u></p> <p>The Chief Executive provided a draft copy of an advert the Association could place online to attract new members to join the committee. A member was concerned it read too much like a job advert and could put potential members off. He wants the committee to be mindful that any recruitment drive should be open to everyone. He advised he had already raised interest with 2 local residents just by word of mouth and feels that this direct contact is the best way to encourage more people to join and ensure the Committee has members with local knowledge and interests.</p> <p>The Chief Executive advised that direct contact was a great way to attract new members however she feels the Association should embrace all methods of recruitment in order to boost membership and continue to combine local members with external professional expertise. Committee agreed with this.</p> <p>Members approved the advert and it will be put on SFHA's website.</p>	MM

	<p><u>7.2 Review of Governance Structure</u></p> <p>The Chief Executive informed members the schedule of meetings assumes there will be two sub-committees as previously, namely: Services and Governance and Finance.</p> <p>She added that there was a concern some meetings of the Services Sub Committee contained a very large number of reports whilst other meetings had far less. To address this she proposed splitting the Services Sub Committee meetings to deal with Property Services issues and Housing Management issues separately at each meeting. This would mean two sub-committee meetings each quarter with none in between, a total of eight meetings. This is one more meeting per year than currently held however would allow more quality time to be spent on the reports rather than being rushed.</p> <p>Members agreed to trial the new schedule for a period of 2 quarters and feedback at the end of that period.</p> <p><u>7.3 Residents' Survey</u></p> <p>Tendering for the Resident's Survey had already been discussed at Governance and Finance Sub. Expressions of interest have been received from Ashbrook Research and Research Resource. Staff and committee members were invited to suggest additional questions. Feedback received will allow The Compliance Manager to finalise the survey.</p> <p>The Chief Executive advised residents will be asked if they would like to take part in one of the focus groups. She also advised in the past participants have been placed in a prize draw with a chance to win a £50 voucher. She requested approval for the prizes to be increased to £100.</p> <p>Members approved the increase of prize draw vouchers to 3 X £100. Members granted authorisation to proceed with the procurement process through the Quick Quote portal.</p> <p><u>7.4 Healthy Working Lives Initiative</u></p> <p>The Association is now registered on the Bronze programme. The Finance Manager has obtained costs for regular delivery of fresh fruit to provide each member of staff with one piece a day. He is seeking authorisation to proceed with arrangements at a maximum annual cost of £1200.</p> <p>Members approved the proposal.</p>	<p>MM</p> <p>SP</p> <p>SP</p> <p>GW</p>
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	<p>EVH are facilitating mindfulness sessions for members. There has been a high level of interest from staff. The Compliance Manager will arrange sessions with EVH at a cost of £250 per session subject to Committee approval.</p> <p>Members approved the proposal.</p> <p><u>7.5 Investment Programme</u></p> <p><u>7.5.1 Satellite Facilities at 46 Overnewton Street</u> The installation of satellite facilities at 46 Overnewton Street Complex is now complete. As previously agreed by Committee, the cost will be met from the provision sourced from laundry machine payments</p> <p><u>7.5.2 Windows</u> The Chief Executive explained the windows throughout the complex are failing regularly, and parts are now difficult to obtain. The original replacement date was scheduled for 2027. She is seeking authorisation to appoint an independent consultant to conduct a survey to provide product options for consideration. The renewal date would be brought forward accordingly to late 19/20 or early 20/21. Choices will be discussed with residents as it is recognised any replacements should be more user friendly than the current windows.</p> <p>Members approved the appointment and consultation.</p> <p><u>7.5.3 Common Room at 46 Overnewton Street</u> The upper common room is currently being used by residents' groups for leisure activities. A request has been submitted for the furniture to be replaced with more contemporary items. The furniture has not been replaced since 1997.</p> <p>Members agreed this proposal could not be approved without further consultation with the residents and costs for replacement furnishings.</p> <p><u>7.5.4 Backcourts</u> The Chief Executive advised there is widespread discontent in the area about the bulk refuse disposal system and other common services. She proposes that a medium to long term environmental improvement plan is developed to provide a logical and structured approach to improvements</p>	<p>SP</p> <p>KD</p> <p>SP/RC</p> <p>CMcK</p>
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8.	<p>Items covered in the plan would include:</p> <ul style="list-style-type: none"> - Backcourt repairs - Fence painting - Close doors and windows - Bin store upgrades or re-design - Bulk disposal services - Possible pull-out service for wheelie bins - Close and stair cleaning <p>There would be cost implications so tenants and owners would be consulted on any recommendations from the plan.</p> <p>Members approved the appointment of an appropriate consultant to inspect all backcourts and compile a database to inform further planning.</p> <p>Financial Reports and 2019 Submissions to SHR</p> <p><u>8.1 Loan Portfolio</u> The Finance Manager gave a report on the 2 outstanding loans the Association currently has and asked for approval on submitting the return to SHR.</p> <p>Members approved the Loan Portfolio Return</p> <p><u>8.2 Loan Redemption Options</u> The Finance Manager explained, as requested by committee previously, he has contacted both lenders Nationwide and Triodos to confirm the financial costs of early repayment of loan agreements and the various options available to the Association. He proposed, given the low interest rates on offer at present, it would in the Association's interest to consider settling the loan with Nationwide. He proposes keeping the loan with Triodos as breakage fees would be incurred if the loan was settled.</p> <p>Members were happy to approve the proposals.</p> <p><u>8.3 5 Year Projection</u> The Finance Manager presented the 5 Year Financial Plan.</p> <p>This is based on assumptions about income, expenditure and direct costs over the 5 years.</p> <p>The Association will report a healthy cash balance as at 31st March 2019 but the assumption is this balance will decrease over the 5 year period due to planned expenditure.</p>	SMT
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	<p>He advised the Association has to maintain a balance between viability and affordable rents and gave scenarios showing the possible impact 3 different rent increases could have on the 5 year figures.</p> <p>The Chief Executive suggested the Finance Manager selects a couple of the scenarios for the rent consultation later this year.</p> <p>Members approved the 5 Year Financial Plan.</p>	
9.	<p>Regulatory Standards of Governance and Finance Assurance Statements</p> <p>The Chief Executive provided a hand-out with SHR guidance notes on Annual Assurance Statements. Members noted it relates to and provides guidance for associations to show their organisation complies with the relevant requirements of the Regulatory Framework.</p> <p>She advised the Association is fully compliant and a full register of compliance is being established. The register will be provided to Committee in August for discussion.</p>	
10.	<p>Memberships Applications/Cancellations</p> <p><u>Applications</u></p> <p>Application received from [REDACTED]</p> <p>Members approved the application</p> <p><u>Cancellations</u></p> <p>None</p>	
11.	<p>Report from GWSF</p> <p>None</p>	
12.	<p>Report from SFHA</p> <p>None</p>	
13.	<p>Report from EVH</p> <p>None</p>	
14.	<p><u>AOCB & Date of Next Meeting</u></p> <p>14.1 The Chief Executive advised Committee she had received an insulting personal email from a disgruntled tenant. She advised the Association were looking to enforce the unacceptable behaviour policy on this particular tenant but asked Committee for clarification that she was covered under this policy.</p>	

<p>Committee agreed that no member of staff should have to take abuse and the Chief Executive was covered in the same way as any other member of staff.</p> <p>The Chairperson informed Committee he had been given a letter at the start of the meeting, which was apparently a letter of complaint from the same tenant. He hadn't yet opened the letter.</p> <p>Staff left the meeting at this point. It was agreed that office bearers should handle the complaint and TC Young should be contacted for legal advice.</p> <p><u>Date of Next Meeting</u></p> <p>Thursday 15th August 2019 6pm</p> <p>No further business was discussed and meeting closed at 8:00pm</p>	
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Signed as a Correct Record Chairperson