

Yorkhill Housing Association Limited

Minutes of the Virtual Management Committee meeting 14th April 2022

Present: M Green (Chair), N McPherson, Y Alexis, M Harris, P Braat

Apologies: B Docherty, R Winning, H Fitzgerald, C Armstrong

In Attendance: M Menabney (Chief Executive), S Pattison (Compliance Manager), P Hollinsworth (Director of Property Services), Lorna Ravel (EVH) for item 3, A Brown (Governance Assistant) (Minutes)

<p>1.</p>	<p><u>Welcome and Apologies</u></p> <p>M Green welcomed everyone to the meeting. Apologies were noted from B Docherty, R Winning, H Fitzgerald, C Armstrong</p>	
<p>2.</p>	<p><u>Declarations of Interest</u></p> <p>None</p>	
<p>3.</p>	<p><u>Management Committee Appraisal Report</u></p> <p>Presented by Lorna Ravel, EVH.</p> <p>Lorna explained that the process of committee appraisal involved a full and robust gathering of feedback from a number of sources to ensure committee functions effectively.</p> <p>This included Eamonn Connolly observing a committee meeting on 10th February to support the process.</p> <p>During the meeting Eamonn observed that committee members were interested and enthusiastic, the agenda was clearly presented and all items were dealt with and every member had the opportunity to speak and contribute. Eamonn concluded that he had no concerns about the committee's ability to function effectively.</p> <p>Committee members also completed an online self-assessment which sought their views on the committee's collective effectiveness. The results were very positive and showed members feel they are provided with appropriate information and are functioning well as a team.</p> <p>During individual appraisal meetings, training needs were highlighted to inform a committee training plan for the year.</p> <p>Lorna summarised by saying there is assurance that the committee is working well and although numbers are low she recognised this was something which was being addressed. She</p>	

	<p>confirmed the governing body's competence in relation to SHR's 9 year rule</p> <p>M Green thanked Lorna and Eamonn for their work and said how useful this appraisal process had been for committee.</p> <p>There were no further questions and Lorna left the meeting.</p>	
<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p><u>Minutes of last meeting 10th March 2022</u></p> <p><u>Amendments</u> None</p> <p><u>Approval</u> The minutes were unanimously accepted and approved for signing off by M Green.</p> <p><u>Matters Arising</u></p> <p><u>Item 8: Tenant Safety Audit.</u> The independent tenant safety audit is now scheduled to take place in June rather than April as originally planned.</p> <p><u>Item 15.1: Water issue at 1265 Argyle Street</u> The Director of Property Services confirmed there was no further concern with the water tank issue. All tanks have been cleaned and samples have been lab tested and given the all-clear. The tenant who had reported the initial concern has Covid so it has not yet been possible to get back into that property for re testing.</p>	
<p>5.</p>	<p><u>Staffing Structure as at 4th April 2022</u></p> <p>Presented by M Menabney, Chief Executive.</p> <p>Members noted the staffing structure report.</p> <p>She advised interviews for the Property Services Officer were complete and verbal references had been taken up for the successful applicant. An offer has been made subject to written references.</p> <p>M Menabney requested a meeting with the Office Bearers to discuss staffing issues within in the Property Services Section. Options need to be discussed to see how best to address the quantity of work and the lack of skilled and experienced Property Services Officers available. It is also important to get a Factoring Manager in place before the Director of Property Services retires.</p> <p>There were no questions or comments and a meeting will be set up with the Office Bearers sometime in May.</p>	

6.	<p><u>Policy Reviews</u></p>	
6.1	<p><u>Membership</u> M Menabney presented the Membership Policy and advised small changes had been made to the wording and recommended that Section 3.2, New or Potential Customers, should be removed.</p> <p>There were no questions and members approved recommendations and changes to the policy.</p>	
6.2	<p><u>Customer Engagement Strategy</u> M Menabney presented the Customer Engagement Strategy.</p> <p>Members noted the strategy will be co-ordinated by the Housing Services Manager although all sections have a role to play.</p> <p>There were no questions and the policy was approved.</p>	
6.3	<p><u>Procurement</u> Presented by S Pattison, Compliance Manager.</p> <p>S Pattison explained the review had been brought forward following slight changes to the procurement process.</p> <p>Until now contracts with a value of between £12,000 and £50,000 have been procured internally through route 1 (Quick Quotes) of Public Contracts Scotland.</p> <p>It was noted that as Route 2 methodologies had not been used previously, training would be required for staff in relation to future higher value contracts.</p> <p>Committee agreed to appoint consultants as appropriate for such contracts until relevant training had been completed.</p> <p>There were no further questions and the policy and recommendations were approved.</p>	
6.4	<p><u>Force Access</u> M Menabney presented the Force Access Policy.</p> <p>She advised it is a new policy and embodies forcing access where tenants do not allow access for contractors carrying out legal obligations such as Annual Gas Servicing, the fitting of heat and smoke detectors or emergency repairs.</p> <p>M Menabney explained that it is usually the same, small number of tenants who do not give access.</p>	

	<p>Members were assured that the Association will always balance out the needs of tenants with legal requirements; the policy will only be enforced when all other efforts to gain access have been unsuccessful.</p> <p>There were no further questions and the policy was approved.</p>	
<p>7.</p>	<p><u>Factoring Write-off Report</u> Prepared by P Hollinsworth, Director of Property Services.</p> <p>P Hollinsworth explained there were two accounts with balances to be written off.</p> <p>One is for a former owner with a low balance. Despite efforts to pursue the debt it remains unpaid, and it is not viable to pursue it any further.</p> <p>The other was for a property where title had not transferred. Efforts to try and ascertain who the owner of the have been made but as the title is ambiguous it is still not known who is responsible for the property. P Hollinsworth recommends writing off the debt but when the owner is traced they can be billed at that point. A member asked what happens with future factoring bills for this property. P Hollinsworth advised that if the debt builds up then serving a decree or applying for sequestration could be possible.</p> <p>There were no further questions and members approved write offs totalling £647.18.</p>	
<p>8.</p> <p>8.1</p>	<p><u>Internal Audit Reports</u></p> <p>Presented by M Menabney, Chief Executive.</p> <p><u>Business Continuity</u></p> <p>The audit for business continuity took place on 17th February 2022. The final report was issued on 6th April 2022.</p> <p>The audit gave 3 recommendations.</p> <ol style="list-style-type: none"> 1. The Association performs a walk-through test of its ICT disaster recovery process. <p>M Menabney advised that a new disaster recovery process had been put in place last year and tested recently. Members were how often they thought testing should be conducted. After discussion it was agreed that best practice would be annual testing. M Menabney confirmed this will be built in to future operational planning procedures.</p>	

8.2	<p>2. Update of the Business Continuity Plan.</p> <p>Members noted the updates presented to Committee appeared to cover the issues noted in the report. M Menabney to clarify with auditor.</p> <p>3. Committee / Staff Strategy Review</p> <p>Members noted a review of current service priorities had been arranged for 14th and 15th May 2022.</p> <p>A strategic review is to be arranged for July to be facilitated by J Harvie.</p> <p><u>Rent arrears</u></p> <p>The audit for rent arrears took place on 28th February 2022. The final report was issued on 8th April 2022. The audit found full assurance and gave no recommendations.</p> <p>Committee requested senior managers undertake random spot checks on control procedures to ensure ongoing full compliance.</p>	
9.	<p><u>Membership Applications/Cancellations</u></p> <p>There were no new membership applications or cancellations.</p> <p>The membership number as at 31st March 2022 is 106.</p>	
10.	<p><u>Report from GWSF</u></p> <p>The annual GWSF Regeneration Conference will be held in June.</p> <p>M Menabney advised she had spoken to the director about The Association's representative not receiving updates. He had advised monthly meetings had been suspended due to Covid but as soon as they are resumed the representative will be included.</p>	
11.	<p><u>Report from SFHA</u></p> <p>No report.</p> <p>The annual SFHA conference will be in May or June and will be held over 2 days. Details on SFHA website</p>	
12.	<p><u>Report from EVH</u></p> <p>Update on salary negotiations from Chairperson.</p>	

	<p>EVH has asked members to vote on the JNC proposal of 4.1%</p> <p>Unite has asked it members to vote on the same proposals.</p> <p>Ballot results will be published next week.</p> <p>Members authorised M Menabney to formally respond on YHA's behalf in agreement with the proposal.</p>	
<p>13.</p> <p>13.1</p> <p>13.2</p>	<p><u>AOCB and date of Next Meeting</u></p> <p>A member had asked for a meeting to take place with M Menabney in the office regarding a matter for a tenant. M Menabney will arrange next week.</p> <p>A former governing body member, G Mattu, has volunteered to become a co-opted member of the committee. Committee agreed unanimously to the co-option.</p> <p>Date of next meeting: <u>6pm Thursday 26th May 2022 VIA Zoom.</u></p>	

Signed as a Correct Record Chairperson