

Yorkhill Housing Association Limited

Minutes of the Virtual Management Committee meeting 11th August 2022

Present: M Green (Chair), N McPherson, B Docherty, Y Alexis, M Harris, H Fitzgerald, C Armstrong

Apologies: R Winning, P Braat, G Mattu, P Marsden

In Attendance: M Menabney (Chief Executive), S Pattison (Compliance Manager), A Brown (Governance Assistant) (Minutes) J Alexander (Azets) (For item 3)

1.	<p><u>Welcome and Apologies</u></p> <p>M Green welcomed everyone to the meeting. Apologies noted.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>None</p>	
3.	<p><u>Presentation of 2021-22 Accounts and Audit Findings</u></p> <p>Presented by Jennifer Alexander, Azets Auditors.</p> <p>Jennifer confirmed that YHA is fully compliant with all laws and regulations and that she was happy to report a clean Audit. She added that overall YHA had performed well given the situation over the past 2 years.</p> <p>Jennifer thanked all the staff involved in the audit. The audit was carried out remotely again this year which she recognises is no easy task and she appreciates everybody's hard work.</p> <p>She advised there was one adjustment for a bad debt provision. This was just an adjustment due to a different view on how it should be detailed but had no impact on the overall accounts.</p> <p>There are no management actions this year and the points raised last year had improved which gave assurance that the recommendations given had been taken on board.</p> <p>The surplus is up this year and overall YHA has performed similarly to others in the sector.</p> <p>M Menabney asked Jennifer if there were any common issues that YHA should look out for in the next year. Jennifer advised clients were starting to report that supply issues were having an impact on their activities so public transparency and accountability would be very important.</p>	

She advised there were new audit standards coming into force next year, but this was more to do with how auditors carry out the audits and she would keep in touch with G Watson about this.

She added the next big thing to look out for would be Climate Change and how organisations activities impact on this. A Member asked if there would be a particular body that YHA would be responsible to regarding this. Jennifer replied that she did not know the answer to that but currently production companies like factories are the organisations which are being targeted.

There were no further questions and Committee approved the final accounts for presentation to the AGM in September.

Jennifer confirmed that she would be on holiday at the time of the AGM but she would draft the report and Alastair Stewart would attend on her behalf.

Committee thanked Jennifer for her time, and she left the meeting at 6.20 pm.

4. Minutes of last meeting 26th May 2022

4.1 Amendments None

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

4.3 Matters Arising

4.3.1 M Menabney provided an update on staffing within the Property Services section. The trainee PSO roles is going well, Michelle Muirhead's course in Building and Construction has commenced.

4.3.2 Marion and Pauline are meeting next week to plan the recruitment programmes for Factoring staff.

4.3.3 The Association has purchased an Owl Meeting Camera. It was in operation during the meeting and so far is working very well.

4.3.4 M Menabney confirmed the Licence to Occupy agreement in respect of the Overnewton centre requires YHA to keep the premises wind and watertight. S Pattison advised P Hollinsworth had checked with the insurer and YHA has public liability insurance for any event in the centre that is organised by YHA. All other users must have their own insurance.

<p>5.</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p><u>Policy Reviews</u></p> <p><u>Whistleblowing</u></p> <p>The policy has been reviewed with no changes.</p> <p>Committee approved the policy.</p> <p><u>Training and Development</u></p> <p>This policy review has been postponed until the Autumn to allow it to be updated in line with Jim Harvey’s business strategy review.</p> <p><u>Unacceptable Behaviour</u></p> <p>The policy has been reviewed but there have been no changes.</p> <p>Committee approved the policy.</p> <p><u>Card Payment Transaction Policy</u></p> <p>The policy has one amendment to remove a section of text that is no longer relevant.</p> <p>Committee approved the policy.</p>	
<p>6.</p>	<p><u>Rent Deductions and Collection of Personal Information</u></p> <p>Prepared by G Kennedy, Housing Services Manager.</p> <p>The report provided members with information on the various ways the Association can ask the Department of Work and Pensions (DWP) to collect deductions to repay rent arrears directly from a tenant’s Universal Credit.</p> <p>This method of arrears collection is commonly known as Arrears Direct.</p> <p>A member asked if YHA communicate with tenants before a decision is taken to deduct money from their Universal Credit and if YHA inform the tenant once that decision has been taken.</p> <p>G Kennedy advised that if YHA request an Arrears Direct deduction this will show on the tenant’s Universal Credit Portal. The member then asked what happens if the tenant doesn’t have access to the portal and only notices the deduction has been made when they go to the bank. Another member said that it should be the responsibility of the DWP to inform them of any deduction to their benefits.</p>	

	<p>M Menabney explained that in cases where YHA asks the DWP to deduct arrears from Universal Credit, the Association will have made previous attempts to contact the tenant to make a payment arrangement so they will be aware of the arrears. She agreed that as a courtesy, YHA should advise the tenant of proposals to request direct payments.</p> <p>A member then asked about the collection of information on the census forms which YHA send out annually. They were curious to know why a tenant would be asked for their National Insurance Number and asked if this was to make arrears collection easier through the DWP.</p> <p>M Menabney advised National Insurance Numbers can confirm a person's entitlement to reside and/or work in the UK. S Pattison explained that YHA is trying to achieve the aim of not asking for the same information repeatedly however this has proved difficult due to the limitations of the current IT system. He hopes this will be addressed through the introduction of the new IT system which will enable tenants to log on through a portal and confirm if their details are correct.</p> <p>There were no further questions and Committee noted the contents of the report.</p>	
<p>7.</p>	<p><u>Confidential Item</u></p> <p>Committee members noted the contents of the report and approved the action.</p>	
<p>8.</p>	<p><u>Environmental Improvement Scheme Old Dumbarton Road</u></p> <p>Prepared by G Kennedy, Housing Services Manager.</p> <p>G Kennedy explained that the report gives a general overview to the proposed improvement to Old Dumbarton Road including widening the pavement, altering the parking bays and creating civic zones. A meeting was held in Overnewton Court with Glasgow City Council and this meeting was attended by 4 committee members and 4 residents of Overnewton Court. He advised that maps of the proposed changes are available electronically or in YHA office.</p> <p>A member expressed concern that the residents of Old Dumbarton Road have not been consulted about these changes which will have a big impact on them e.g.the loss of car parking spaces and the removal of the turning circle. The member asked if YHA could contact all residents and businesses affected.</p>	

	<p>M Menabney confirmed that the Housing Services Manager was going to contact residents and businesses in Old Dumbarton Road and adjoining streets to inform them of the proposals. The information provided by GCC would be sent and it would be made clear that the Association was not involved in the proposal or the work.</p> <p>G Kennedy advised the plans could be available to view at tomorrow's Coffee Morning. M Menabney added that it became clear at the meeting Glasgow City Council did not intend to have any more consultation as the plans were the outcome of previous consultation.</p> <p>There were no further questions and members noted the content of the report.</p>	
9.	<p><u>Complaints 2022-23 Q1</u> Prepared by A Brown, Governance Assistant.</p> <p>The report provided members with information on all complaints received within the scope of the Association's Complaint Handling Procedure during Q1.</p> <p>There have been 5 complaints received. M Menabney advised she will ask managers to remind staff that any expression of dissatisfaction is a complaint.</p> <p>Members had no questions, and the report was approved.</p>	
10.	<p><u>Membership Applications/Cancellations</u></p> <p>There was one new membership application.</p> <p>James Wilson, [REDACTED] applied to join YHA as a member. He is a housing professional and interested in becoming a governing body member to give him experience.</p> <p>Committee approved his application</p> <p>There were no new membership cancellations.</p> <p>The membership number as of 11th August 2022 is 104.</p>	
11.	<p><u>Report from GWSF</u></p> <p>The GWSF Annual Regeneration Conference took place at the Reidvale Neighbourhood Centre on 24th June 2022. M Green and Y Alexis attended.</p>	

	<p>Both provided feedback reports which can be seen on request. Y Alexis said the conference was very interesting and focussed on Community Wealth Building with ideas given on how to bring resources back to the community in ways which would help with employment, business and building up strong community infrastructure, where people living in the area would support each other and benefit from living there.</p> <p>GWSF have 2 positions for representatives from Housing Associations on their board. G Kennedy is standing for election to become a representative for YHA. An update will be provided at the next meeting.</p> <p>M Menabney asked if members would like there to be a standing agenda item for feedback reports on training events and conferences. Members agreed a verbal report would be sufficient.</p> <p>A member asked for there to be a standing agenda item on Community Engagement as this is something which is very prevalent at the moment.</p>	
12.	<p><u>Report from SFHA</u></p> <p>The SFHA Virtual Engagement Conference will be held on 7th September 2022. One committee member and 2 members of staff are due to attend.</p> <p>Other conferences were noted: Governance Conference 4th October 2022 Finance Conference 9th November 2022 Factoring Conference 4th December 2022. Anyone who wishes to attend should contact A Brown.</p>	
13.	<p><u>Report from EVH</u></p> <p>EVH Annual Conference will take place on 8th and 9th September 2022. One committee member is booked on. Anyone else who wishes to attend should contact A Brown.</p>	
14.	<p>AOCB</p> <p>M Menabney asked whether Committee members wanted this year's AGM to be virtual or face to face. After some discussion it was decided the AGM should be face to face.</p>	

<p>S Pattison confirmed the Overnewton Centre is fit for use and the AGM will take place there on 22nd September 2022</p> <p>M Menabney asked committee members if they wanted to meet in September. A member asked if the staff would have the capacity to produce reports for then. M Menabney then suggested that if there were any urgent business matters managers could meet and she could take anything requiring a decision to the Office Bearers who could then decide whether to call a meeting. Members agreed to schedule the next meeting for October.</p> <p>There was no other business and the meeting closed at 7.20pm</p> <p>Date of next meeting: <u>6pm Thursday 13th October 2022 VIA Zoom.</u></p>	
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Signed as a Correct Record Chairperson