

YORKHILL HOUSING ASSOCIATION LTD

Minutes of Management Committee hybrid meeting held on 12th October 2023 at 6pm in The Association's Office and VIA Zoom

Present: Y Alexis (in-person), C Armstrong (in-person), B Docherty (in-person), M Ralph (in-person), M Green (in-person), B Hanley (in-person), D de Croy (in-person), J Wilson (Zoom), M Chang (Zoom from item 6.1)

Apologies: N McPherson, P Braat.

In Attendance: Tony Mallaghan (Chief Executive), Gary Watson (Finance Manager), Aileen Brown (Governance Assistant, Mins), Kevin McDermott (Wylie and Bisset)

		Action
1.	<p><u>Welcome & Apologies</u></p> <p>Y Alexis welcomed everyone to the meeting and apologies were noted. The meeting started at 6pm. Y Alexis advised members the meeting would begin by discussing item 9 on the agenda, Cyber Security Internal Audit Report. Members agreed and she welcomed Kevin McDermott from Wylie and Bisset.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>A member asked whether a declaration should be made on the Declarations of Interest Form regarding membership of the Glasgow Buildings Preservation Trust. T Mallaghan confirmed that it should.</p> <p>There were no other declarations of interest.</p> <p>Item 9 was discussed first to allow K McDermott from Wylie and Bisset to present his report prior to other business being discussed.</p>	
3.	<p><u>Minutes of last meeting 28th September 2023</u></p> <p><u>3.1 Amendments</u> None.</p> <p><u>3.2 Approval</u> The minutes were unanimously accepted and approved for signing off by Y Alexis.</p> <p><u>3.3 Matters Arising</u> 5.6 Co-options 2023-2024. T Mallaghan advised members that he and S Pattison had spoken with M MacIntosh after she had expressed an</p>	

interest in being a co-opted member of the Management Committee. T Mallaghan confirmed that the discussion had gone well, and he recommended members consider her for a co-opted role. Members approved this and T Mallaghan will contact M MacIntosh to let her know.

TM

A member advised committee that he had gone to a meeting at EVH only to find that it had been cancelled. As he does not have email he was not notified of the cancellation. T Mallaghan advised he had arranged for bulletins and emails to be sent to S Pattison, G Watson and A Brown who will make sure any information is passed to the member in the future.

4. Assurance Statement and Report

Presented by T Mallaghan, Chief Executive.

T Mallaghan began by advising members the Assurance Statement is there to confirm that everything is in order. All reports which are presented to Committee are stored in evidence banks which relate to the regulatory standards. This makes it easy for auditors and members to see all the standards are being met. Drop down boxes on the newly formatted reports also give a regulatory standard which the report relates to.

He explained that the main change this year in terms of Assurance is an emphasis on tenant safety e.g. showing how the Association deals with any issues and how they communicate with tenants regarding issues such as damp and mould.

Members had no questions and the Assurance Statement was approved for signing by Y Alexis.

5. Lone Working Risk Assessment

Presented by T Mallaghan, Chief Executive.

T Mallaghan confirmed that there had been no major changes from the last risk assessment however 2 other security measures had been introduced:

- The security code on the front door is now changed every time a member of staff leaves.
- G Watson is obtaining costs to have the internal doors secured so they open with fobs. This will prevent any unauthorised person gaining access to the office.

A member asked if the personal alarms were linked to the main alarm. A Brown confirmed that the personal alarms in the office were linked to the main office alarm. The personal attack alarms staff take on visits with them are not linked to any other alarm.

M Chang joined the meeting at 6.30pm

6. Governance and Finance Q1 Reports

6.1 Freedom of Information update

Prepared by S Pattison, Compliance Manager.

Report detailing information requests during Q1.

No comments or questions. Members noted the content of the report.

6.2 Health and Safety

Prepared by S Pattison, Compliance Manager.

Report providing an update on Health and Safety during Q1.

No comments or questions. Members noted the content of the report.

6.3 CPD Q1 2023-2024

Prepared by A Brown, Governance Assistant.

Report detailing Continuous Professional Development for Senior Staff during Q1.

T Mallaghan advised that this may become more important in the future as SFHA were looking to make qualifications mandatory for Senior Staff. He advised members appraisals are used to see what training staff require and assured members that staff would be encouraged to take up training for their improvement and for the Association's benefit.

Members noted the content of the report.

6.4 Absence Summary Q1 2023-2024

Prepared by A Brown, Governance Assistant.

Report detailing staff absence during Q1.

No comments or questions. Members noted the content of the report.

6.5 Training Q1 2023-2024

Prepared by A Brown, Governance Assistant.

Report detailing staff and committee training during Q1.

No comments or questions. Members noted the content of the report.

7. Services Sub-Committee (Property Services)

Prepared by J Stirling, Factoring Manager.

A summary report of the key decisions taken at the Services Sub-Committee meeting on 17th August 2023.

Members noted that the issues with the new system have been resolved meaning the factoring invoices should run smoothly in November.

Members ratified the decision to approve additional procurement and Project Management costs for Grant Murray in relation to the Windows Projects.

No comments or questions. Members noted the content of the report.

8. **Services Sub-Committee (Housing Management)**

Prepared by G Kennedy, Housing Services Manager.

A summary report of the key decisions taken at the Services Sub-Committee meeting on 24th August 2023.

A member asked what failed back courts meant at item 8 on the report. It was clarified that this meant if staff noticed during inspections that items had been left in the backcourts or stairs causing a hazard or health and safety issue.

No further comments or questions. Members noted the content of the report.

9. **Cyber Security Internal Audit Report**

Presented by Kevin McDermott (Wylie and Bisset).

Kevin McDermott began by advising members that the overall conclusion of the Cyber Security report was Substantial meaning there is a substantial level of assurance over the Cyber Security and associated policies and controls. He added that it was nice to see so many areas of good practice.

He advised he had spoken to G Watson and to Brightridge (IT support company) and following his investigations had made 4 recommendations. 3 recommendations were medium grade:

- To add encryption to mobile devices to prevent access to data should they be lost or stolen.
- To have a reputable third party conduct an IT penetration test to ensure that the security of the IT system is robust.
- To produce a Disaster Recovery Plan to give a step-by-step guide to what would happen in the event of a disaster or catastrophic event. Kevin acknowledged that the Association has robust back up provisions in place but that having a detailed plan would mean any appropriate response would be quick and efficient.

1 recommendation was low grade.

- To introduce measures to ensure that Data cannot be leaked from the Association's network by the use of USBs or unmanaged file sharing websites.

Kevin advised members that the Association were already taking steps to work towards these recommendations.

A member asked Kevin how he thought the Association's systems would relate to Artificial Intelligence (AI). Kevin said in his opinion AI would provide an enhancement to what the Association already has and that would be an advantage.

There were no further questions or comments and Y Alexis thanked Kevin for his time.

10. Finance Information and Outcomes 22-23

Prepared by G Watson, Finance Manager.

G Watson advised the Association is required to complete several financial returns to regulatory bodies throughout the course of the year. The reports are submitted to committee throughout the year but for transparency he had included the whole return which shows assurance that the returns have been sent.

The returns report is produced by the Scottish Housing Regulator and shows comparisons with other Housing Associations. A Member stated that we need to be mindful of comparisons with larger Housing Associations especially in terms of staffing costs as some of their staffing costs will be through consultant fees rather than wages. The Association's staffing costs are around 45% which was documented in the business plan as being high. Another member pointed out that average staffing costs are around 55% and that the Scottish Housing Regulator recommends all associations have staffing costs of under 60%.

There were no other questions or comments and the contents of the report were noted.

11. Complaints – Q1 and Q2 2023-2024

Prepared by A Brown, Governance Assistant.

Report detailing complaints to date in 23-24.

Members noted that a few complaints related to poor communication. T Mallaghan advised this has been addressed and an email was sent to all staff giving advice on how to communicate with customers more frequently and more effectively.

A member asked how we compare to other Housing Associations in

	<p>regard to complaints. It was noted that information on all Housing Associations complaints were available to view on the Scottish Housing Regulator's website. A member advised that Scottish Housing Network are an independent Housing Network and they do comparisons on various items. He agreed to forward information on to T Mallaghan.</p> <p>Another member asked about a complaint regarding the allocations process. A Brown advised that it had not been received in Q1 or Q2 however an update on it had been given on the Q1 complaints report. A Brown to give copy of that report to the member.</p> <p>No further comments or questions. Members noted the content of the report.</p>	AB
12.	<p><u>Membership applications/approvals</u></p> <p>Prepared by A Brown, Governance Assistant.</p> <p>There was one cancellation to consider.</p> <p>Share number 137, [REDACTED] had moved away.</p> <p>Membership as at 30.9.23 was 105 members.</p>	
13.	<p><u>Report from EVH</u></p> <p>Nothing to report.</p>	
14.	<p><u>SFHA updates</u></p> <p>T Mallaghan advised that SFHA had published a response to the Human Rights Bill which is available to view on their website. He advised they will also be publishing a response to the Housing Bill and this should be available shortly. He advised they had wanted to run a Governance Forum for Governing Body members however had not received much interest. M Green and Y Alexis confirmed they had both submitted an interest.</p>	
15.	<p><u>GWSF updates</u></p> <p>T Mallaghan advised members that GWSF members had set up a short-life working group to look at how associations could better engage with tenants on rent and rent increases. A discussion paper has been drawn up reporting the conclusions of the group and can be viewed on the GWSF website.</p>	
16.	<p><u>AOCB</u></p> <p>T Mallaghan advised that all staff had completed an online training</p>	

course for Equalities, Diversity and Inclusion. He advised he wanted to extend this course to committee and advised that A Brown will send links to the course to members.

AB

A member advised he did not think the website was up to date. A Brown advised that updates are in progress to tie in with the Landlord Report being sent out. The member also asked if there was a way to track how well the website is used. A Brown will contact the website company to find out.

AB

A member asked if the committee papers could be sent on recycled paper as they are currently sent on good quality paper. A Brown will look into getting a cheaper paper to send out the papers.

AB

There was no further business and Y Alexis thanked everyone for attending. The meeting closed at 7.10 pm.

Date of next meeting: 9 November 2023

Signed as a Correct Document

..... Chairperson