

# YORKHILL HOUSING ASSOCIATION LTD

## Minutes of Management Committee hybrid meeting held on 14<sup>th</sup> March 2024 at 18:00 in The Association's Office and via Zoom

**Present:** Y Alexis (Chair), W Docherty (Secretary), M Green, D de Croy, M Ralph (Treasurer), C Armstrong (Vice Chair) (Zoom), P Braat (Zoom), N McPherson (Zoom).

**Apologies:** J Wilson.

**In Attendance:** T Mallaghan (Chief Executive), S Pattison (Compliance Manager), L A Maclver, (Housing Officer, minutes), [REDACTED] (Wylie and Bissett via Zoom – Agenda Item 3)

		Action
1.	<p><b><u>Welcome and Apologies</u></b></p> <p>The Chair welcomed everyone to the meeting, and apologies were noted.</p> <p>Meeting began at 18:00</p>	
2.	<p><b><u>Declarations of Interest</u></b></p> <p>Declarations of interest noted by Chief Executive, Compliance Manager and Housing Officer in relation to agenda item 20, will leave meeting to allow committee to discuss.</p>	
3.	<p><b><u>Wylie and Bissett – Internal Audit Reports</u></b></p> <p>Presented by [REDACTED] of Wylie and Bissett via Zoom.</p> <p><b><u>3.1 Risk Management</u></b></p> <p>Wylie and Bissett have made 3 recommendations for improvements, which is similar to other associations they have worked with. Pages 10, 12 and 14 of the report detail risks raised and action recommendations which will be actioned by Senior Management Team (SMT). Overall Wylie and Bissett are satisfied that risk is being managed.</p> <p>Chief Executive confirmed improvement will be implemented as per recommendations and will arrange training schedule. Chair agreed and requested training dates be provided.</p> <p>There were no further questions on this report, report approved.</p>	Chief Ex

### 3.2 Annual Review 23/24

Wylie and Bisset presented report and highlighted page 4 which shows they are satisfied Yorkhill Housing Association (YHA) has effective risk management. Table on page 6 shows; 8 medium priority and 6 low priority raised and 4 actioned which are highlighted in yellow.

There were no questions on this report, report approved.

### 3.3 Audit Plan 24/25

The internal audit is a 3-year plan, which will be approved each year. Pages 5 and 6 of report shows the 3 audit areas: Governance, Financial Controls and Damp & Mould. Chief Executive confirmed recommended based on review.

There were no questions on this report, report approved. Wylie and Bisset left meeting.

4.

### **Minute of the last meeting (8 February 2024)**

#### 4.1 – Amendments

Chair raised that the action column was empty, actions required by staff should be noted for example item 4 Procurement Policy. Also change at item 12 to thank Chief Executive and staff involved in acquisitions. Request made that page numbers be added to minutes document. Member noted title error against another member's name. Chief Executive agreed with above amendments, and this will be actioned.

Chief Ex

#### 4.2 – Approval

The minutes were approved based on above amendments.

#### 4.3 – Matters Arising

Chief Executive provided update in relation to item 4 Procurement Policy, confirmed direct award of contracts through the Scottish Procurement Alliance (SPA) framework is allowed, however it is not being used yet. Member requested further details on thresholds for procurement and direct awards. Chief Executive confirmed will gather further details and report back.

Chief Ex

5.

### **Final Budget 24/25**

Chief Executive presented report prepared by Finance Manager

highlighting that the figures in the budget are based on the previously agreed salary increase of 5.5%. If the salary increase is agreed at 6% as now proposed this will increase staff costs and reduce the surplus by approximately [REDACTED]. This report is based on the information we have now, Finance Manager will make any adjustments and report back as required if the staffing costs change.

Finance  
Manager

Discussions took place in relation to property insurance costs, Chief Executive explained that less companies are operating in our sector resulting in rise in cost however advisors have assured us of best deal possible. Chief Executive went on to advise of [REDACTED] funding applied for from Scottish Government towards the costs of the window replacement in the B and C listed buildings, we will know outcome by April 2024.

Chair offered members opportunity for any questions, member asked about new budget for environmental services. Compliance Manager and Chief Executive advised this has been added due the rising costs in pest control works the Association has been carrying out due to cuts in council services. Discussions took place in relation to pest control, bulk uplift and fly tipping issues through-out the area of Glasgow. Member raised that bulk is the responsibility of residents to report and pay for. Chief Executive agreed and confirmed this new budget relates to pest control and bulk uplifts.

No further questions and report approved.

6.

### **External Auditor Review**

Report prepared by Finance Manager and update to report provided by Chief Executive. [REDACTED]. Therefore, full tender should be done instead via consultant, over a 5-year period as this is more financially viable.

Finance  
Manager

Chief Executive confirmed same process as before. Approved subject to above changes.

Treasurer requested that Finance Manager notify them of dates and timescales for interview process and to provide plenty of notice for attendees.

Finance  
Manager

7.

### **Health and Safety Audit and Action Plan**

Compliance Manager presented report explained that the EVH control manual subscription provides for an independent audit every two years. Directed members to appendix. 2 showing items raised and what

actions need to be taken. Advised risk assessment requirements. SMT now involved in Health and Safety risk assessments and will report to Governance and Finance Sub Committee in May 2024. Training will be arranged as required for staff and the coming Wednesday afternoon office closures will help with ensuring staff receive appropriate training.

Chief Ex

Member raised question regarding occupational driving is this relevant given the Association does not have company cars. Compliance Manager explained it is still relevant if staff choose to use their own car for work purposes, staff currently complete paperwork and provide their insurance information, going forward staff will have to confirm that they carry out checks on their cars for example tyre pressure, lights and so on. Member raised that if providing milage to staff we must ensure appropriate insurance. Compliance Manager confirmed staff must have business insurance on their own car and this is checked annually.

No further questions raised, and report approved.

8.

#### **Membership applications/cancellations**

Member asked if we should be recruiting new members. Chair advised that we always look for new members and it needs to balance with the higher number of members raises the number of people required to attend Annual General Meetings (AGM) to make it quorate. Therefore, members should be encouraged to attend the AGM.

Housing Officer confirmed tenants are advised of membership at sign up and discussed during settling in visits. Member advised that other associations do not cancel members who have moved out of the area as we do. Chief Executive will check with other associations on their recruitment and cancellation processes for members.

Chief Ex

No further questions and report approved.

9.

#### **Write-Off Report**

Main reasons for write-offs occurring from housing benefit overpayments, tenants who have passed away or we have no way of contacting. Members noted content of report and approved.

10.

#### **Q3 Complaints Report**

Report prepared by Housing Services Manager and presented by Chief Executive. Additional document enclosed from training Housing Services Manager attended, members noted they found this very useful. The Housing Services Manager will do training sessions with other staff on the Scottish Public Services Ombudsman (SPSO)

guidelines.

Chief Executive advised learning outcomes from complaints are discussed at SMT and with the above training sessions we hope to empower more staff to deal with stage 1 complaints as senior staff should be dealing with stage 2 complaints in line with Complaint's Handling Procedure (CHP).

Member raised question in relation to one complaint where there was a delay in response to complainer. Member asked that staff ensure they have appropriate information on their out of office messages to prevent delays. Chief Executive confirmed he will remind staff of out of office information however the complaint that was delayed was due to investigation process and learning outcome is to ensure continued contact with complainer and/or notifying them of additional investigation time being required.

Chief EX

11.

### **Abandonment Policy Review**

Policy discussed in depth at sub-committee and changes agreed. No questions, policy approved.

12.

### **Stress Management Policy**

Compliance Manager presented policy advising it is based on the EVH policy template. Advised that stress questionnaire has recently been sent to staff and is being analysed. Chief Executive explained that due to all the changes occurring he wanted an idea of staff stress levels, a further questionnaire will be sent out in around 6 months' time to compare.

The Health and Safety Executive Tool will be used to analyse and highlight concerns which may require consideration. Occupational health and Counselling Services are available. Member asked if staff are aware they can go directly to occupational health, Compliance Manager confirmed they know, and that information is displayed in the office.

Member asked why particular characteristic pregnancy/maternity has been marked on appendix 2. Compliance Manager explained that this characteristic requires an individual risk assessment, and this is noted in the equalities appendix.

13.

### **Reports from Sub Committees**

#### **13.1 Property Services Sub Committee – 15/02/2024**

Chief Executive advised of wrong title, and it should be out of hours not

Chief Ex

governance on the attached report. No further questions, report approved.

13.2 Housing Services Sub Committee – 22/02/2024

Members noted content of report, no questions, report approved.

14.

**Factoring Policy Review**

Member raised that changes are not in red text as advised on covering report, they have been given the revised copy. Member suggested that the sub-committee should receive final version before going to full management committee. Request noted and procedures will be updated. Policy approved.

Chief Ex

15.

**National Fraud Initiative Audit Scotland**

Report prepared by Finance Manager and presented by Chief Executive, who reported that it is important to be part of this pilot scheme as there is always a potential for fraud furthermore, we believe that the regulator will want to implement this in future, therefore best to be involved early. Chief Executive explained there has already been a couple of cases of Yorkhill tenant's sub-letting out their properties. Member asked when committee could see results/report of the pilot. Chief Executive advised the pilot is running for a year, findings will be reported back when we have them.

Chief Ex

No further questions and report approved.

16.

**Bank/Government Portal Signatories Update**

Chief Executive requested that committee approve Housing Services Manager being added to bank and signatories, with Compliance Manager being removed due to retirement. No questions raised and changes approved.

17.

**Staffing update (Item 3 from Governance & Finance Sub Committee)**

Chief Executive advised of upcoming staffing changes explaining that Housing Services Manager has accepted offer. These changes were subject to 30-day consultation with staff, the union, EVH and regulator. Chief Executive explained these changes will mainly affect Housing Officers who have been consulted, a review will take place in future to ascertain if further staff changes or recruitment is required. Chief Executive noted typo on report; should be existing Housing Services Manager not exiting, this will be corrected.

18.	<p>Member asked if EVH has provided their approval in writing. Chief Executive advised only verbal confirmation however will request approval in writing.</p> <p>No further questions and report approved.</p> <p><b><u>Scottish Federation of Housing Associations (SFHA) Update</u></b></p>	Chief Ex
19.	<p>The Chief Executive reported that there is a lot of consultation going on with Scottish Housing Net Zero Standard (SHNZS) with changes week to week. YHA have been actively involved in the roundtable discussions to prepare a response via SGHA and GWSF. He will gather more details and report back to committee.</p> <p>No further questions, information noted.</p> <p><b><u>Glasgow West of Scotland Forum (GWSF) Update</u></b></p>	Chief Ex
20.	<p>As above.</p> <p><b><u>EVH Update</u></b></p> <p>Chief Executive advised salary ballot was carried out, asked if committee wished to discuss among themselves, members confirmed they would. Chief Executive, Compliance Manager and Housing Officer left meeting to allow further discussion.</p>	
21.	<p>Chair confirmed when staff could return and advised agreement of 6%, Chair will sign off and Chief Executive will return to EVH.</p> <p>Discussion took place relating to dates for EVH events and member requested this information be sent to members as it comes in, Chief Executive confirmed this will be done in future.</p> <p><b><u>AOCB</u></b></p> <p>Member raised that council plan to extend parking times in the area to 10pm 7 days a week from April 2024. Discussions took place as to if this was residents wishes and if the Association should put their opinions to the council. Member advised there is plans for a consultation before any changes are made, however this has not yet gone ahead, member will keep committee informed when he has any further information.</p> <p>The Chair thanked everyone for their attendance and input at the meeting. The Chair wished to thank Compliance Manager for his</p>	Chief Ex

service at Yorkhill Housing Association, this being the last Management Committee he will attend before retirement.

Meeting Closed at 19:45

**22.**

**Date and Time of Next Meeting: 11<sup>th</sup> April 2024 at 18.00**

Signed as a Correct Document

..... Chairperson