

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 4 April 2018 at 6.30 pm in the Association's offices at 2 Meiklehill Road

Present:

C Taylor (Chairperson)	L Scott
S Niven	Cllr J Jamieson
Cllr S MacDonald	C McKay-McCann
Cllr S Murray	D Wilson

In Attendance: S Macintyre, Director
M White, Corporate Services Manager

1. APOLOGIES

There were no apologies.

2. DECLARATIONS OF INTEREST AND DEFERRED ITEMS

There were no declarations of interest. It was noted that the policy deferred from the March meeting was included later in the Agenda.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

Management Committee Meeting held on 7 March 2018

Page 1: Matters arising - Special Management Committee Meeting 31 January 2018

L Scott referred to the correction in relation to the bad debts figure and it was noted that the correct figure should be £50,000.

Page 1: Matters arising – Management Committee 7 February 2018

S Macintyre referred to the discussion regarding the Strathclyde Pension Scheme exit agreement and advised that he had now heard back from a member of EDC's legal team and had emailed them details of what was required. He agreed to forward a copy of this email to Cllr MacDonald.

Page 2: Matters arising – Management Committee 7 February 2018

S Macintyre referred to the discussion on the Braes O'Yetts development, and advised that while the warranty issue had now been resolved, some further issues of concern had arisen including the defects liability period and utility matters. It was also noted that we are seeking assurances that Barratts have all the necessary consents in place now that they are on site. S Macintyre advised however that these foregoing matters had not as yet affected timescales for the completion of the Association's properties with a site start still anticipated by January 2019.

Page 3: Matters arising – Health & Safety Sub Committee 14 February 2018

S Macintyre confirmed that he had informed the local pharmacist that the Association had a de-fibrillator within the office and that its location would be registered on the Scottish Ambulance Service website.

Page 3: Director's Report - External Auditors

S Macintyre confirmed that Chiene & Tait had accepted their appointment, and advised that he would likely meet with them later in the year.

Page 4: Director's Report - Email from OSCR

S Macintyre confirmed that M Savage was still working on the Protecting Vulnerable Adults (PVG) Policy for volunteers. Cllr Murray suggested that guidance could be obtained from Support Scotland website.

Page 4: Director's Report - Our Power Energy Company

C McKay-McCann highlighted the figures relating to the reduction in void turn around periods and it was noted this should read 2 to 3 years and not 32 years.

Page 5: Director's Report - Revised Budget (pension contributions)

C Taylor enquired as to whether staff had been consulted on their contributions. S Macintyre advised that he had raised it at today's staff meeting and would now be developing a short survey to distribute to all staff. He agreed to keep Committee updated on this.

Page 5: Housing Manager's Report

S Macintyre advised that the rent arrears figure had fallen to below 4% as at the end of March 2018.

Taking the aforementioned amendments into account, the minutes were subsequently approved by L Scott and seconded by S Niven.

Human Resources Sub Committee Meeting held on 21 March 2018

The minutes of the above meeting were approved by L Scott and seconded by C Taylor.

Community Garden Sub Committee held on 23 March 2018

As the only member from the above meeting present, L Scott approved the minutes.

4. DIRECTOR'S REPORT

1. Affiliation to External Bodies

a) Tenant Participation Advisory Service (TPAS)

Committee noted that the annual membership of TPAS was due for renewal, with the fee for the coming year being £205. S Macintyre referred to the included information leaflet on the membership benefits, and also highlighted that the Membership Plus option subscribed to in 2016, would run over into the new financial year.

Committee subsequently agreed to renew membership for the next year.

b) SHARE

Committee noted that the annual membership of SHARE was due for renewal, with the fee for the coming year being £4180, which remained unchanged for the past 4 years. S Macintyre highlighted the current review being undertaken by SHARE in relation to member benefits, and advised that Committee should let him know if they would be interested in joining their focus group in this regard.

Committee subsequently agreed to renew membership for the next year.

c) Energy Action Scotland

Committee noted that the annual membership of Energy Action Scotland was due for renewal, with the fee for the coming year being £96, which remained unchanged since last year.

Committee subsequently agreed to renew membership for the next year.

d) Scottish Federation of Housing Associations (SFHA)

S Macintyre highlighted that SFHA had been in touch with him to enquire whether the Association may consider re-joining. Committee recalled they had taken the decision to cease being a member in 2009 following dissatisfaction with the service and doubts as to whether membership offered value for money. It was further noted that it had been agreed last year to defer decision on re-joining until the post of Chief Executive Officer had been filled. S Macintyre highlighted that Sally Thomas was now in post and had offered to meet with Committee and Staff to discuss the possibility of re-joining.

Following some discussion, Committee agreed that a meeting be arranged to discuss the service and member benefits further.

2. Wider Role Strategy

People and Communities Fund (PCF) – Applications for funding to March 2019: Tenancy Support Service

S Macintyre referred Committee to the report and highlighted that Scottish Government had contacted PCF recipients to invite applications for continuation funding for the period 1 April to 31 March 2019. S Macintyre advised that although it was unlikely that grant support of 50% would continue to be offered, given that a

budget had been set on the basis that no grant support would be available, an application for this level had been submitted.

3. Scottish Housing Regulator - Regulation Plan 2018/19

S Macintyre advised that he had now received correspondence from the Regulator confirming the Association's Low Engagement level. He highlighted however that the Regulator was seeking confirmation of the Association's compliance with their recent thematic study in relation to development. It was noted that G Sherriff would prepare a report to Committee for the May meeting to give assurance in this respect. S Macintyre also agreed to include a copy of the thematic study with this report.

4. Committee Strategy Day

S Macintyre referred to the possible options for this year's Committee Strategy Day, which included Communications and Social Media; Rents and Affordability; Value for Money; and Governance & Risk Management (including Committee Annual Effectiveness Review). He also highlighted the enclosed Value for Money report and Committee noted the content of this report, agreeing it was very useful.

There followed discussion amongst Committee on other possible themes for the day, and suggestions included the following:

- Business Plan – moving forward for the next 5 years
- Customers of the future – demographics, employability opportunities
- Succession Planning for Committee and Staff

Discussion also took place on venue and facilitator. It was suggested that Kirkintilloch Town Hall may be a venue option, or Kilmardiny House. In relation to the timing of the day, Committee agreed that it could be arranged for later in the year, however it was noted that the Committee Effectiveness Review required to be undertaken prior to the Annual General Meeting.

S Macintyre agreed to look into the suggestions discussed and present a report on the above to the May Management Committee meeting.

5. Health and Safety

Committee noted there was nothing to report under this item.

6. Governance Standards - No 2

S Macintyre referred Committee to the copy of the recent self assessment exercise which highlighted areas requiring further development.

Committee noted the content of the report and agreed they were comfortable that the Association was exercising compliance. S Macintyre confirmed he would now continue working on the remaining Standards for presentation to the Management Committee.

7. Audit Sub Committee Meeting

It was noted that the above meeting had been deferred until Wednesday 18 April at 6pm.

8. Our Power – Becoming a Member

It was noted that the decision on membership had been deferred from last month's meeting in order to allow further research to take place.

S Macintyre advised that membership would involve a one off joining fee which would entitle board membership. He explained that costs would be £1 per self contained unit exclusive of VAT.

It was noted that membership would involve the Association transferring each void property to Our Power, as well as raising awareness with tenants of the Our Power service.

S Macintyre advised Committee of information received from other housing associations who are current members of Our Power, particularly in relation to response times and installation of smart meters.

Cllr MacDonald again expressed concern about the Association giving one company exclusive rights to its properties and there followed discussion in this regard.

Cllr Murray highlighted that the Association was merely looking out for the best interests of its customers in relation to helping them control energy. S Macintyre also advised that this would only be rolled out as properties became void, and once they became tenanted, customers would not be obliged to remain a customer of Our Power.

Following further discussion it was agreed that the Association become a member of Our Power, and that the service be monitored through new tenancy visits.

4i) INTERNAL MANAGEMENT PLAN 2017/18 Q4

S Macintyre referred to the business objectives for 2017/18 and Committee noted the progress made against each one.

Some discussion took place on the possible new acquisition strategy, and it was suggested this may also be an item for the Committee Strategy Day.

4ii) INTERNAL MANAGEMENT PLAN – DRAFT BUSINESS OBJECTIVES 2018/19

S Macintyre referred Committee to the draft business objectives for 2018-2019 and some discussion took place on the list.

It was suggested that the objective on website and social media channels could be incorporated alongside the objective regarding the text messaging.

There also followed discussion on universal credit and payments management, and it was agreed to include the monitoring of universal credit within the objective on rent arrears.

4iii) GENERAL DATA PROTECTION REGULATIONS (GDPR)

M White referred Committee to the previously distributed report and to the progress currently being made by staff in preparation for the new regulations. Committee noted the Action Plan included within the report.

M White highlighted the section on Data Protection Officer, and the recommendation not to appoint anyone in this regard at present. It was noted that the Association was not currently legally required to appoint a Data Protection Officer, however this position would likely change when the Freedom of Information situation is confirmed in 2019. It was further noted that there may be opportunities in the future for the Association to share services of an externally appointed Data Protection Officer.

Committee noted the information within the report and action plan, and agreed the recommendation not to appoint a Data Protection Officer at this time. M White agreed to provide further updates on GDPR via future strategy focussed meetings of the Management Committee.

5. TENDER REPORTS

i) Property Services - Cyclical Maintenance

S Macintyre referred Committee to the previously distributed report containing details of the appointment of a Contractor to complete cyclical maintenance works at Phase 1 new build.

Committee noted that quotations had been sought in this regard via Public Contracts Scotland and Quick Quotes portal, and referred to the costs received from the 5 contractors invited to quote. S Macintyre highlighted that a provisional sum had been included to add preservative to timber fencing, however this had been removed as it was considered that this work is not yet necessary. It was noted that all contractors had been aware this was a provisional item at the time of providing quotations.

Committee noted the content of the tender report and approved the recommendation to accept the tender from Rodgers & Johnston as it represented the most cost effective price. It was noted this would keep the tender sum well within the 2018/19 budget allocation set aside for Phase 1 cyclical works.

ii) Housing Management – Tenancy Support Services

S Macintyre referred to the report and highlighted the background information relating to the tenancy support service and the recent decision to procure a new contract on behalf of Hillhead Housing Association 2000, Antonine/Caledonia, Arklet Housing Association and Partick Housing Association.

Committee noted the details of the tender assessment and referred to the procurement outcome following receipt of tenders from the Mungo Foundation, Simon Community, SACRO and Enable Scotland.

Committee noted the report should read that the Tender Panel agreed that the Simon Community be appointed.

S Macintyre highlighted that the Mungo Foundation had agreed to extend the current service until Friday 13 April in order for appropriate handover arrangements to be made between the outgoing and incoming provider. It was further noted that the current tenancy support officer had agreed to transfer to Simon Community under TUPE.

Committee subsequently approved the acceptance of the tender from Simon Community Scotland for a contract of 2 years with a 3 year extension. It was noted that an introductory meeting had been arranged for Thursday 5 April with the Associations involved and the Simon Community's Head of Services & Development.

6. POLICY REVIEWS

i) Mortgage to Rent Policy

S Macintyre referred to the above policy which was due for review and which had been deferred from last month's meeting. Committee noted the proposed amendments to the policy.

C Taylor referred to the Policy Objectives section and in particular the aim to set an annual budget for Mortgage to Rent referrals. It was agreed that this objective be removed as it did not reflect actual practice.

It was also agreed that Section 3.4 be amended as it referred to The Equalities Act 2010, and this was known as The Equality Act 2010.

Subject to the above further amendments, Committee approved the Mortgage to Rent Policy.

7. ANY OTHER BUSINESS

i) Cllr Murray highlighted that a clean-up exercise was taking place in the area over the coming weekend through Kirkintilloch Action (Community Council), whereby a car and trailer would be used to pick up any discarded items of rubbish and debris. S Macintyre advised that the housing officers had been made aware of this and would contact Cllr Murray with any locations and addresses where rubbish had been left.

ii) M White advised that one of the recommendations from the recent internal audit on data protection was that subject access requests be reported on annually to Committee detailing the number of requests made, the timescale to resolution and outcomes of each request.

She advised that for the year ending 31 March 2018 there had been no subject access requests, however highlighted that some changes to such requests would occur as a result of GDPR including timescales reducing and there no longer being an ability to charge for requests.

8. DATE OF NEXT MEETING

2 May 2018 at 6.30pm

Minuted by: M White, Corporate Services Manager
11 April 2018

Chairperson's Signature:

Date: