

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 7 February 2018 at 6.30 pm in the Association's offices at 2 Meiklehill Road

Present: C Taylor (Chairperson) L Scott
M Docherty R Smith
D Wilson Cllr J Jamieson
Cllr S MacDonald

In Attendance: S Macintyre, Director
M White, Corporate Services Manager
S Tait, Property Services Manager
K Tait, Receptionist
C MacKay-McCann

1. APOLOGIES

Apologies were received from Cllr S Murray and S Niven.

C Taylor introduced Catherine MacKay-McCann to the meeting and advised that she had expressed an interest in joining the Management Committee. Introductions were made accordingly.

Committee approved the membership application and subsequent use of seal for C MacKay-McCann, and agreed that she be co-opted onto the Committee.

2. DECLARATIONS OF INTEREST AND DEFERRED ITEMS

There were no declarations of interest.

IT Security Policy

S Macintyre highlighted the review of this policy had been deferred from the November meeting to allow Members additional time for review. It was noted that feedback from Members had been received, as well as further consultation with the Association's IT provider.

L Scott referred to the section detailing the IT infrastructure and the reference to Pyramid in relation to server equipment. S Macintyre advised that Pyramid was the name of the housing management, maintenance and finance system as detailed in the policy. After brief discussion on the point, it was agreed to remove specific reference to the Pyramid system and merely advise that the Linux server runs the Association's integrated housing management, maintenance and finance systems.

D Wilson referred to the impact of the General Data Protection Regulations (GDPR) in May 2018, and M White advised that the IT consultant would be carrying out encryptions within the next month.

C Taylor referred to the Committee Member agreement and it was noted that the reference to possible dismissal should be termed "removal".

It was further noted that the value of "Mediascape" was not included within the IT Disaster Recovery Plan and S Macintyre advised this was likely to be in the region of £1500.

Taking into account the above amendments, the policy was subsequently approved.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

Management Committee Meeting held on 6 December 2017

Page 3, Item 2: Governance Standards - Self Assessment

C Taylor highlighted the reference to Standard 23, and S Macintyre advised this should read Standard 2 and agreed to arrange to meet with her soon before presentation to the Committee.

The minutes of the meeting were approved by L Scott and seconded by M Docherty.

Community Garden Sub Committee held on 27 January 2018

It was noted that this meeting had not been quorate, therefore the required decisions had been brought to the Management Committee for agreement.

Community Garden Banner

S Tait presented the design of the proposed banner and following some brief discussion, this was approved.

After School Gardening Club

Committee noted the contact made with Disclosure Scotland and Volunteer Scotland Disclosure Services (VADS) in relation to PVG checks. S Tait confirmed that VADS would carry out PVG checks for volunteers free of charge and at a cost of £59 for staff members. Committee gave approval for the Association to enrol with VADS and arrange for relevant PVG checks to be carried out.

Committee also agreed that the setting up of the After School Club would wait until the School Gardening Programme had been established.

Polytunnel

Committee noted the work required in relation to the polytunnel and approved the appointment of Priory Bridge in this respect.

S Tait highlighted that although activities in the garden were going well, the membership of the Community Garden Sub Committee required another Management Committee Member to join to ensure meetings are quorate. S Macintyre advised that Committee may wish to consider other options for this group, including the development of a Wider Role Committee, which could incorporate sub committees such as the Community Garden.

C Taylor asked that, in the meantime, if any Member wished to become part of the Community Garden Sub Committee, to let staff know.

4. DIRECTOR'S REPORT

1. Scottish Housing Regulator (SHR)

S Macintyre referred Committee to the enclosed discussion paper from the Regulator on the regulation of social landlords and note that formal consultation would take place later in the year. Committee also noted the briefing paper from the Glasgow & West of Scotland Forum and S Macintyre advised he would be attending a briefing session for Directors on 20 February.

There followed some discussion on the future regulation of social landlords.

2. Governance Self Assessment - Standard 2 Self Assessment Outcomes

Committee noted that, due to time constraints, this would be deferred to the March meeting.

3. SHAPS Defined Contribution Scheme - Employers' Contribution

Committee noted the previous discussion which had taken place regarding moving towards a "Gold Standard" pension provision, referred to by the Pensions Regulator as the "Pensions Quality Mark +" scheme, whereby an Employer sets its contributions at a minimum of 10% with Employees covering 5%. It was noted that the Association was currently paying 7% with an additional 0.45% life cover, and employees paying 3%.

S Macintyre highlighted that following the Association's exit from the Strathclyde Pension Scheme, pension costs have reduced and therefore Committee may wish to revisit its commitment towards attainment of the Gold Standard.

Following some discussion, Committee agreed that S Macintyre present a detailed report to the next meeting of the Human Resources Sub Committee, along with proposals for consultation with staff.

4. Exit from Strathclyde Pension Scheme

Committee noted that as the Association no longer had any staff members within this scheme, membership had now ended. S Macintyre highlighted that the draft Exit

Agreement had been reviewed by the Association's Solicitor's Pension Advisor and was currently with East Dunbartonshire Council for review by its own legal officers.

Committee gave delegated authority to C Taylor and S Macintyre to sign the Exit Agreement once it is finally agreed by all parties.

5. Jim Shovlin - Remembering his contribution to Hillhead Housing Association and the Community

S Macintyre highlighted the ideas received for recognising Jim's contribution, and discussion followed on the various options.

In relation to the naming of a street after Jim, Committee agreed it would be extremely appropriate to do this within the Braes O'Yetts development. Councillor MacDonald advised that he believed a street name had already been selected and that this may have been forwarded to Royal Mail. However it was agreed that S Macintyre should liaise with Barratts on this, and copy the Councillors in on any correspondence. S Tait also suggested that if a street was not possible, perhaps a park or other area could be named after Jim.

D Wilson suggested the possibility of the Council and the Association sharing a bursary type opportunity for a young person. Councillor MacDonald advised of some challenges in this respect, however suggested S Macintyre could liaise with Nicola McAndrew on the possibility of some form of long term fund.

6. Health & Safety

Committee noted that a meeting of the Health & Safety Sub Committee would take place on Wednesday 14 February at 2 pm.

7. Landlord Health & Safety

Committee noted that the Association has signed up with Employers in Voluntary Housing (EVH) for their Landlord's Health & Safety Manual, and referred to the areas covered within the manual. S Macintyre advised this ties in with the Regulator's recommendations on tenant safety.

It was noted that EVH would carry out an implementation visit in Year 1, followed by an audit the following year.

8. Scottish Parliamentary Visit

S Macintyre advised that this visit, attended by himself and L Scott, had been very worthwhile. He asked that should there be any interest in attending future visits, Committee should let him know.

9. Tenancy Support Service - Procurement

Committee noted that the above service was currently out for Tender and included a consortium of 4 housing associations – Hillhead, Antonine/Caledonia, Arklet and Partick. S Macintyre highlighted that the current provider, The Mungo Foundation, would continue as service provider up until 31 March 2018.

There followed some discussion on the service, and how the posts would be divided between the consortium. S Macintyre highlighted that it was anticipated the contract would be awarded by 19 March 2018.

10. Petty Cash

Committee noted the report detailing the recent issue regarding the office petty cash reconciliation and S Macintyre highlighted the new procedures which had been put in place as well as the planned purchase of a cash counting machine.

Committee agreed they were satisfied with the action taken by staff.

11. Policy on Use of Seal and Authorised Signatories

S Macintyre highlighted the above policy was due for review and was included later in the Agenda. He referred to the updated list of office bearers who are signatories, and advised that S Tait's job title had been changed from Co-ordinator to Manager.

Committee subsequently approved these changes.

S Macintyre highlighted the policies due for review between now and April and Committee noted the proposal to take the HR policies to the next HR Sub Committee, and hold a separate Policy Review meeting to consider the remaining policies. This was agreed, and it was noted the Policy Review meeting would take place on Wednesday 21 February at 6.30 pm.

12. Rent Increase April 2018

S Macintyre referred Committee to the table detailing how the ongoing rent harmonisation impacts on the size of the rent increase for the Association's housing stock.

There followed some discussion on rent levels and comparability.

13. Annual Performance Report - Tenant Feedback Forms

S Macintyre advised that following asking tenants to complete the feedback form enclosed within the 2016/17 Annual Performance Report, four forms had been returned from 3 households. Committee noted the comments received and agreed that each household be awarded prize vouchers, with their photo published in the next newsletter.

4i) INTERNAL MANAGEMENT PLAN - BUSINESS OBJECTIVES 2017/18

Committee referred to the report and noted the progress made against the targets set for the organisation with regard to the business objectives.

S Macintyre highlighted the objectives where progress was slipping and Committee noted the explanations for this.

There followed some discussion on rent arrears and the impact of Universal Credit, and Cllr MacDonald enquired as to the percentage of arrears which were due to this. S

Macintyre advised that more detailed information would be available at the next Management Committee which was Housing Management focused.

4ii) RISK MANAGEMENT REPORT

S Macintyre referred Committee to the report and highlighted the new risk regarding the Development function in relation to the Braes O'Yetts housing development. He also highlighted the risk control measures pending completion in line with the timetable, as well as the deleted risk in relation to the reduction in amount of private sector housing grant available, as all improvement works with owner occupiers had now been completed.

Committee subsequently approved the changes to the Risks Scoring Matrix and Risk Register.

4iii) VALUE FOR MONEY STATEMENT

S Macintyre referred Committee to the draft Value for Money statement and highlighted this had been prepared as a result of there being increasing scrutiny on service delivery and performance with an emphasis on ensuring tenants are receiving value for money.

It was noted that the Association was already carrying out benchmarking at both local and national level, and this Value for Money statement sets out the context in which the Association operates, using the available performance and benchmarking information to indicate whether a range of Value for Money criteria is being met.

Committee referred to the contents of the Value for Money Statement and it was noted that the period on page 6 relating to financial information should read 2015/16 and not 2016/17.

There followed some further discussion on the Universal Credit situation and it was agreed that the Association may benefit from further planning mechanisms. S Macintyre advised that this could be discussed further at the March meeting when E Sharkey, Housing Manager and one of the Welfare Rights Officer would be in attendance.

The Value for Money Statement was subsequently approved.

5 PROPERTY SERVICES REPORT

i) Maintenance Report

Reactive Repairs Contract – Rodgers & Johnson

S Tait referred Committee to the reactive repairs information for Quarters 2 and 3 and confirmed that the contractor continued to perform extremely well. Committee noted the spend within Quarter 1-3 as confirmed by the Management Accounts for this period, and S Tait highlighted that these costs referred to the reactive contract only and did not include void costs or other reactive repairs completed by other contractors.

Committee referred to the number of reactive repairs carried out during Quarter 2/3 compared to the previous 2 years, and noted the increases. S Tait confirmed that the situation would continue to be monitored.

S Tait highlighted the reduction in the number of voids, as well as the reduction in expenditure in this area. It was noted that the average spend to date was £1257.26 per unit.

Committee noted that, as per the tender documentation, the reactive repairs contract was awarded commencing 1 April 2015 for an initial 1 year period, with the option to extend the contract for an additional 4 years thereafter, dependant on satisfactory annual reviews of performance. It was agreed that as the contractor continued to perform well with no significant issues to report, the contract be extended until 31 March 2019.

Gas Services Maintenance Contract - James Frew

Committee noted the repairs information for Quarters 2 and 3 in relation to gas services maintenance and agreed timescales were well within targets. Committee also noted the spend as reported through the management accounts for Quarters 1-3 and S Tait highlighted the actual spend to date was less than budgeted in relation to this period.

S Tait advised Committee of a change in personnel within James Frew in relation to the team responsible for the Association's area. It was noted that he had met with James Frew last week and did not foresee any problems for the Association in this respect.

Committee referred to the information relating to the number of gas servicing audits carried out within Quarters 1-3 and noted there were no concerns as a result of these audits.

Repairs Right First Time

It was noted that this would be reported at the end of 2017/18 as in previous years.

Average Number of Reactive Repairs completed per Occupied Property

It was noted that this would be reported at the end of 2017/18 as in previous years.

Pre and Post Inspections

Committee noted the level of pre and post inspections carried out during Quarters 1-3.

Landscape Maintenance Contract - Priory Bridge Landscaping

Committee referred to the information relating to the above contract and noted that although some minor issues had been identified, these had been satisfactorily addressed by the contractor once drawn to their attention.

S Tait highlighted that the original contract was procured in 2016 for one year with the option to extend the contract for a further 2 years based on an annual review of performance. Following discussion, Committee gave approval to extending the

contract for a final 1 year period, following which a procurement exercise would be undertaken.

Cyclical Works

Committee noted the information relating to cyclical works and S Tait advised that Rodgers & Johnson would be carrying out the electrical testing.

S Tait also informed Committee that there would be some future changes to the way in which gas servicing would be checked and he would advise of this in due course.

Stage 3 Medical Adaptations

Committee referred to the information on adaptations and the current situation in relation to the referrals received and adaptations required, S Tait advised of one property where building warrant was required.

Insurance Claims

Committee noted that the works relating to the 2 house fires had now been completed with the invoices currently being collated to submit the final claim. Committee also noted there were 5 liability claims currently ongoing.

Tenants Satisfaction Survey

Committee referred to the tenant responses for Quarters 1-3 and noted the 17% return rate. Cllr MacDonald referred to the high level of "Don't know / no opinion" responses. K Tait advised that he was responsible for collating the returns and this mainly related to those who left the question blank.

Repairs Appointments Kept

Committee noted the number of appointments made and kept, as per the information provided by the tenants during Quarter 1.

Phase 11 Refurbishment Works

Committee noted that the defects liability period for this contract would end in mid February and that final inspections would then commence. S Tait highlighted that the number of defects reported to date had been minimal and had been satisfactorily attended to by the Contractor.

Remedial Works - Phase 6 Windows

Committee referred to the situation regarding the windows in the Phase 6 development. S Tait confirmed this was continuing to be closely monitored, and advised that he had met with some representatives from Janex Windows the previous day.

Scottish Housing Quality Standards (SHQS)

Committee referred to the information relating to SHQS and noted that the Association's compliance as at 31 March 2017 was 99.9% of the stock.

ESSH

Committee referred to the information relating to ESSH compliance and noted the number of properties now known to meet the ESSH standard was 75.7%, and that work was currently ongoing to identify the total number of properties.

Maintenance Services

Committee noted the services which continued to be provided to Linthouse Housing Association and S Tait confirmed he would continue to monitor closely any impact this may have in relation to the service provided to the Association's own stakeholders.

ii) Development Report

Grant Planning Target (GPT) - 2017/18

Committee noted that although Scottish Government had been in a position to fund over £800,000 this financial year for the Braes O'Yetts project, this would not be achieved due to the change in Barratt's programme. It was noted this would be discussed later in the report. S Tait highlighted that spend for the Stage 3 adaption works had already been noted in the Maintenance Report.

Phase 5 - Office and Housing

Committee noted that all defects had been attended to, thus allowing the Architect to issue the Making Good Defects Certificate. It was further noted that final retentions had been paid to Cruden and that this was no longer a "live" project.

Braes O'Yetts

Committee noted the information detailed in the report, however S Tait advised that he had received further update before the meeting from G Sherriff, Property Services Agent.

S Tait informed Committee that Barratts had indicated they were not prepared to issue collateral warranties from the timber kit manufacturer or the Architect. He advised that G Sherriff and Ian Thompson (Thompson Cost Consultants) were liaising with the Association's solicitors in this respect and concluded that, although not ideal this was acceptable, given National House Building Council (NHBC) warranties would be in place for 10 years. S Tait advised that it is likely the contract would be completed by late February.

Estate Based Regeneration Strategy

Committee noted that all properties had now been surveyed by the relevant Architects for the phases, and that joint meetings had taken place with the Architects to develop a standard specification. S Tait highlighted that once this and all drawings were complete, the information would be passed to the Quantity Surveyor to allow him to develop a cost plan.

Committee noted that a quotation had been received from Priory Bridge in the sum of £4,560 plus VAT to take down 10 trees in advance of the works commencing. This was subsequently approved.

Community Garden

It was noted this had already been discussed.

Community Litter Pick

Committee noted that the second community litter pick had been due to take place in December, however this had been rescheduled for 28 February 2018.

Planting - Entrance to Waverley Crescent

It was noted that the planting of shrubs at this location has now been programmed to take place during February 2018.

Cycle Project

Committee referred to the information within the report, however S Macintyre advised of further update to the situation. He informed that while Leader had previously intimated they would not support funding for the type of path the Association was proposing, they had now indicated this was not the case.

S Macintyre advised the project would require to be cost matched, and that the Council was willing for £15,000 of their spend to be utilised as the Association's match funding. He also advised that costs for obtaining legal consent from landowners would be in the region of £12,000.

There followed some discussion on whether the Association should re-submit applications to Sustrans and Leader and Committee agreed that, given the time and effort already put into taking the project further, applications should indeed be re-submitted.

Arts Roots Fund

Committee noted that following submission of the Expression of Interest, Sustrans had confirmed the Association's eligibility to apply for funding in relation to fees for the feasibility study regarding upgrade works to the canal bridge. S Tait highlighted the maximum funding which could be awarded at this stage was £2000 and it was agreed this be managed in-house.

S Macintyre advised that Scottish Waterways were also prepared to help with supplying of materials, and that Cllr Murray would assist with the Traffic Management Order. Cllr MacDonald also suggested the Association contact Joe Nixon from the Criminal Justice Team for possible support and assistance.

6. POLICY REVIEWS

i) Use of Seal and Authorised Signatories

It was noted that the changes to this policy had been approved earlier in the meeting, and the revised policy was subsequently approved.

ii) Procurement Policy

Committee noted the above policy was due for review and referred to the proposed amendments which reflected responsible personnel, current practice and legislation. The revised Procurement Policy was subsequently approved.

7. COMPLAINTS REPORT

M White referred Committee to the complaints received within Quarter 3 and the performance in dealing with complaints within this period.

It was noted that the recent Complaints Audit had received substantial assurance other than to endeavour to adhere to timescales for complaints resolution.

M White also highlighted that she was looking at moving onto a new system for recording complaints and noted this had previously been discussed at the last Audit meeting and during budget discussions at last week's Management Committee meeting. Committee agreed that relevant provision be allowed with the 2018/19 budget.

8. COMMITTEE TRAINING

Committee noted the details relating to recent training attended by Committee Members, as well as forthcoming events. M White asked that Members contact the office should they wish to attend any courses.

9. ANY OTHER BUSINESS

S Macintyre advised that a request had been received from EVH for a contribution towards CHAS (Children's Hospice Association Scotland) – a charity for which they fundraise each year.

Committee agreed to donate £250 towards this charity.

8. DATE OF NEXT MEETING

7 March 2018 at 6.30pm (Housing Management)

Minuted by: M White, Corporate Services Manager
12 February 2018

Chairperson's Signature:

Date: