

## **MINUTES**

**COMMITTEE:** MANAGEMENT COMMITTEE

**DATE:** TUESDAY 3<sup>rd</sup> MAY 2022 (postponed from 25<sup>th</sup> April 22)

**VENUE:** REMOTELY VIA ZOOM

**TIME:** 6:30 PM

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**PRESENT:** VIVIENNE HEARTON (CHAIR)  
DOREEN WILLIAMS (SECRETARY)  
SANDRA RORISON  
ANTHONY WILSON  
RONNY LEE (CASUAL)  
ROSS AHLFELD (CO-OPTEE)  
VERONICA RASMUSSEN (CO-OPTEE)

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**IN ATTENDANCE: -** NICK JARDINE CHIEF EXECUTIVE OFFICER (JOB SHARE)  
HAZEL AITKEN, HOUSING MANAGER (HM)  
SUK HOPPER, MAINTENANCE MANAGER (MM)  
KES CAMERON, FINANCE MANAGER (FM)  
ANDREW MCCULLOCH (TIAA - ITEM 4.1 ONLY)  
KIRSTY DAVIS, OFFICE MANAGER (MINUTE TAKER)

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**APOLOGIES:-** JAMES PATON (VICE CHAIR)  
SHELLY MCILROY  
SANDRA MCMENAMIN  
ANNE CULLEY, CHIEF EXECUTIVE OFFICER (JOB SHARE)

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**REFERENCE:** MIN/MAN/03MAY22/KPD

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**Welcome to Andrew McCulloch, Internal Auditor tiaa (Item 4.1 to be discussed after 2.0, around 6.40pm)**

Item		Lead Action	Time-scale
<b>1.0</b>	<b>CHAIRPERSON'S REMARKS</b>		
	The Chair welcomed all Members to the meeting and advised that also joining the meeting around 6.40pm, would be Andrew McCulloch, Director of Audit at tiaa for Item 4.1.		
1.1	Health and Safety The Chair advised all members should be aware of their own Health and Safety responsibilities whilst attending meetings remotely.		
1.2	Apologies Apologies were received from James Paton, Shelly McIlroy, Sandra McMenamin and Anne Culley.		
1.3	Declaration of Interest <b>There was none.</b>		
1.4	Gift & Hospitality Register <b>There were no items.</b>		
<b>2.0</b>	<b>DEFERRED ITEMS</b>		
	Grant Planning Target – Members noted that an updated position and discussion paper would be presented to the May/June Management Committee regarding Oak Tree's development position.	CEO	May/June
	Factoring Complaints Policy – Members noted this item required to be deferred until June 2022 due to workload commitments.	MM	June
<b>3.0</b>	<b>FOR DECISION</b>		
3.1	Business Plan & Internal Management Plan Members noted the updated Business Plan, updated utilising the agreed formula, and was a 2-year plan rather than a 3-year. Members discussed and agreed due to current market volatility a 3-year plan is not recommended. Members noted the 6 strategic objectives, which were set out, last year, serviced from a series of workshops previously held, have not changed.  A discussion took place around the 6-point plan in Appendix A and how this reflected locally with other Housing Associations and the Local Authority. A Member asked were these in line with other local RSL's. The CEO advised he could not confirm that the local Associations would have similar objectives as he had not yet caught sight of other HA's new Plan however, he did confirm these issues had been raised at several meetings. A		

Item		Lead Action	Time-scale
	discussion also took place on differing strategic objectives held by the Local Authority i.e. de-population.		
	Members noted that the Internal Management Action Plan would be presented to Management Committee on a quarterly basis.	MT	Qrtly
	<b>As there were, no further comments or questions the Business Plan &amp; Internal Management Plan were unanimously approved.</b>		
3.1.1	Policy Review Timetable <b>Members noted the content of the Policy Review Timetable and acknowledged this would also be presented to Management Committee on a quarterly basis in order that progress be monitored.</b>	MT	Qrtly
3.2	Risk Management Plan The CEO talked through the Risk Management Plan with discussion taking place on the following specific items:- <ul style="list-style-type: none"> <li>• Covid</li> <li>• Contractors (negotiations re cost)</li> <li>• Strone Farm – notifiable event</li> </ul> <b>Members noted and unanimously agreed the Risk Management Plan.</b>		
3.3	Item Removed Members noted this Item was removed from Agenda but kept as a placeholder to avoid renumbering all paperwork.		
3.4	Review of Scheme of Delegation (review) The CEO advised this review reflected minor administration changes required i.e. Finance Director changed to Finance Manager etc. <b>Members noted and approved the amendments.</b>		
3.5	Notifiable Events Register The CEO updated that since the report had been written, the notifiable event Reference No. 17 on the extract register, has now been closed and the Association had no open Notifiable Events as at 31 <sup>st</sup> March 2022.		
3.6	Item Removed Members noted this Item was removed from Agenda but kept as a placeholder to avoid renumbering all paperwork.		

Item		Lead Action	Time- scale
3.7	<p>Committee Member Recruitment Policy Review</p> <p>The CEO advised this review reflected administrative changes i.e. Board of Management returning to Management Committee etc. <b>Members noted and approved the review of the Committee Member Recruitment Policy.</b></p>		
3.8	<p>Membership Policy Review</p> <p>The CEO talked through the proposed amendments to the Membership Policy. A discussion took place around Item 6.2C (former staff members joining the Management Committee). Following discussion around a Members suggestion that this could be “time-bound” rather than “limitless” it was agreed that a limit of 5 years prior to applying to join the Management Committee would be prudent.</p> <p>Members discussed and agreed with the proposed amendment to Item 7.4 to facilitate Hybrid meetings.</p> <p>Members noted the remainder of the review incorporates changes in legislation.</p> <p><b>Following discussion and agreement of change required to Item 6.2C the Membership Policy was unanimously agreed for immediate use.</b></p>		
3.9	<p>Stock Tour</p> <p>A discussion took place regarding the merits of holding a Stock Tour. Members agreed this is a valuable exercise and agreed their preference would be for a “virtual” stock tour with an option for Members to attend the West Stewart Street office Conference Room, early evening (close of business with light refreshments available) with some members attending from the office Conference Room. Members advised they were looking forward to seeing the most recent Oak Tree developments. It was agreed that approximately 1.5 hours be allocated to this event. <b>A Doodle Poll would be circulated to establish optimum date/time.</b></p>	CEO	May
3.10	<p>Calendar of Meetings</p> <p><b>Noted by all and approved.</b></p>		
3.11	<p>Content Planner – Work plan</p> <p><b>Members noted and approved the proposed work plan.</b> It was agreed the Calendar of Meetings and Content Planner be posted to all Members for reference</p>	OM	May
3.12	<p>Draft Action Plan following MC Member Appraisals</p> <p><b>The CEO talked through several elements of this Action Plan, which were noted by Members.</b></p>		

Item		Lead Action	Time-scale
3.13	<p>Comprehensive Tenant Satisfaction Survey</p> <p>The HM talked through the key points of the report reminding Members that a special event had previously been carried out led by the Consultant who had delivered the survey. Members noted drops in multiple indicators whilst acknowledging these results were also reflected in surveys carried out across the board by other Housing Association's.</p> <p>A discussion took place on the practicalities of the Action Plan with several elements being discussed which included:-</p> <ul style="list-style-type: none"> <li>• Focussed newsletters</li> <li>• Online web portal</li> <li>• Wider range of communication tools</li> <li>• Making Association more accessible</li> <li>• Awareness of need to become more pro-active (re materials)</li> <li>• Managing expectations re Planned &amp; Cyclical works</li> </ul>		
	<p><b>Members noted a report with further information on Planned &amp; Cyclical projects would be presented to the May Management Committee meeting.</b></p>	D&AMM	May
	<p><b>Members noted the Comprehensive Tenant Satisfaction Survey and unanimously approved the Action Plan.</b></p>		
3.14	<p>Factoring Policy</p> <p><b>Members noted the proposed amendments to the Factoring Policy as presented by the MM.</b></p>		
	<p>Members noted the plan for a further review following implementation of the Factoring Module (due for Implementation by March 2023).</p>		
	<p>Following a Members question on responses to Surveys from Owners a discussion took place regarding methods, platforms and the use of specific questions to encourage better engagement and to allow for specific comments.</p>		
	<p><b>The Factoring Policy was unanimously approved with a further review post Factoring Module implementation (March 2023).</b></p>	MM	post Mar '23
3.15	<p>Approval of RBS updated Loan Facility Agreement and Security</p> <p>The FM summarised changes between previous loan</p>		

Item		Lead Action	Time-scale
	agreement the updated current agreement.		
	<p><b>Members noted and approved the RBS updated Loan Facility Agreement and Security.</b></p> <p>It was agreed the loan paperwork would be signed by the Chair on behalf of the Committee with the CEO and FM acting as signatories on the loan document and then for the document/agreement to be sealed. All noted and document will be sent to Chair for electronic signature.</p>	Chair/ FM/ CEO	May '22
<b>4.0</b>	<b>FOR INFORMATION/DISCUSSION</b>		
4.1	<p>Audit ~ Assurance Review of Responsive Repairs &amp; Follow-Up Andrew McCulloch, tiao presented the review and recommendations following the Responsive Repairs Assurance Review. <b>Members noted that “Reasonable Assurance” had been given.</b> Members also acknowledged that it had been a difficult time to navigate and now hopeful that a degree of normality would return.</p> <p><b>Members acknowledged the Factoring Survey Follow up Review showed the 3 recommendations highlighted had been successfully implemented with evidence provided.</b></p> <p>Andrew McCulloch left the meeting at this point.</p>		
4.2	<p>Maple Road Update</p> <p>A lengthy discussion took place regarding the update of Maple Road. The discussion included:-</p> <ul style="list-style-type: none"> <li>• 15 properties now empty</li> <li>• Demand for properties from Afghan refugees</li> <li>• Tenders due to be issued for demolition project</li> <li>• Further consultation to take place re disruption/mess</li> <li>• Future of improved blocks</li> <li>• will be further update on Maple Road at the October 2022 meeting</li> <li>• potential of employability aspect/community benefit via demolition contract</li> <li>• potential to have an outdoor meeting point with gazebo whereby people could come along to speak with an Association representative</li> <li>• Members noted there are statutory planning items tied into this demolition also.</li> <li>• Timing of demolitions</li> </ul>	HM	Oct '22

Item	Lead Action	Time-scale
<p>4.3 SHR e mail of 3/3/22 The CEO talked through this item of correspondence. Members noted the CEO responses/explanations to the queries raised. <b>It was also noted that a meeting has been arranged to meet with SHR/Chair/CEO on Thursday 12<sup>th</sup> May 2022 (virtually).</b> There were no queries or comments.</p>		
<p><b>5.0 FOR NOTING</b></p>		
<p>5.1 SHR Engagement Plan The CEO advised there had originally been other wording included regarding a financial element, however following discussion this wording has been removed and normal Engagement Plan resumed.</p>		
<p>All acknowledged the Scottish Housing Regulator does an excellent job.</p>		
<p>5.2 Customer Engagement Calendar The HM talked through the background to the Customer Engagement Calendar which was noted by Members. One item had been missed from the Calendar which has already been done – Complaints Handling – this will be added in.</p>		
<p>The HM asked for suggestions for inclusion and welcomed ideas</p>		
<p>A member suggested a “Soup and a Blether” event to get people together and talking. The new Oak Tree office is in a convenient location with excellent access and transport links. Members also acknowledged the fantastic work carried out at local community centres.</p>		
<p><b>Members noted this is a working document and would consider further and advise any further ideas.</b></p>		
<p>5.3 Housemark Report The HM talked through this report and advised that this comparison is within a small pool of organisations and whilst it has contained useful information for benchmarking against ourselves in previous years it is perhaps not as useful now due to the mixture/types of organisations.</p>		
<p><b>Members discussed and agreed that Oak Tree will not renew the Housemark subscription and would instead consider the possibility of joining the Scottish Housing Association Network, which would be more relevant.</b></p>		

Item	Lead Action	Time-scale
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5.4 SHAPS – Pensions Update  
**The CEO advised there would be a further report from SHAPS later in May.** Members noted this.

**6.0 FOR APPROVAL/RATIFICATION**

6.1 Management Committee Meeting of 14<sup>th</sup> February 2022  
**The Minutes of the Management Committee meeting of 14<sup>th</sup> February 2022 were proposed by Doreen Williams and seconded by Viv Hearton as a true and accurate record of the meeting.**

6.2 FS&GPSC Meeting of 15<sup>th</sup> June 2021  
**The Minutes of the Finance, Staffing & General Purposes Sub-Committee meeting of 15<sup>th</sup> June 2021 were proposed by Sandra Rorison and seconded by Doreen Williams.**

6.3 Housing & Technical Services Sub Committee Meeting of 14<sup>th</sup> December 2021  
**The Minutes of the Housing & Technical Services Sub Committee Meeting of 14<sup>th</sup> December 2021 were proposed by Ronny Lee and seconded by Sandra Rorison.**

6.4 Matters Arising

- 6.4.1 Matters Arising from Management Committee Meeting of 14<sup>th</sup> February 2022
- (Item 5.1 – Notice of Claim from Employment Tribunal Scotland – Claimant withdrawn claim / Employment Tribunal have now dismissed Claim).
  - Error on Attendance description. The CEO highlighted an error on the December Management Committee minute re Ross Ahlfeld. Ross was associated in the minute as an ICDT member however is not on Committee on behalf of ICDT, he is on, on his own right, however the minutes of Dec 21 have gone through as this, as above and approved. It has been sorted from Feb 22 (i.e. no ICDT mention) and going forward will not make mention, however, as we cannot change the December 21 minute Members approved the redaction of the ICDT part from the web minutes of 6/12/21.

**FS&GPSC Meeting**  
**There were no matters arising.**

**Housing & Technical Services Sub Committee Meeting**  
**There were no matters arising.**



Item		Lead Action	Time- scale
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6.5 In-Between Meetings Decision – SFHA Annual Affiliation  
The CEO advised members this decision required to be taken outwith meetings due to timing of Management Committee meetings. **Members noted this.**

6.6 Use of Seal

Members granted retrospective Use of Seal for the following:-

<b>Date</b>	<b>Description &amp; Address</b>
14/03/22	Disposition, [REDACTED] Street, Greenock
30/03/22	Disposition, Resale of [REDACTED] Street, Greenock
30/03/22	Disposition, Resale of [REDACTED] Street, Greenock
30/03/22	Disposition, ¼ Share, [REDACTED] Street, Greenock
08/04/22	Disposition & Exclusive Occupancy Agreement, [REDACTED] Street
08/04/22	Exclusive Occupancy Agreement, [REDACTED] Street, Greenock
08/04/22	Exclusive Occupancy Agreement, [REDACTED] Street, Greenock

**7.0 AFFILIATIONS/TRAINING & CONFERENCES**

7.1 GWSF Regeneration Conference Friday 24<sup>th</sup> June 2022  
(enclosed)

**There were no members interested in attending at this point.** Members will advise should their position change.

7.2 TPAS Scotland ~ Membership Renewal  
**Members unanimously agreed to renew Membership of TPAS Scotland at a cost of £446.**

OM May '22

8.0 **A.O.C.B.**  
**There were no items.**

**There being no further business the meeting closed at 8.11pm with a vote of thanks to the Chair**