

**COMMITTEE:** MANAGEMENT COMMITTEE  
**DATE:** MONDAY 3<sup>rd</sup> DECEMBER 2018  
**VENUE:** CONFERENCE ROOM  
**TIME:** 6:30 PM

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**PRESENT:** COLIN CAMPBELL (CHAIR)  
JACKIE McKELVIE (VICE CHAIR)  
JUNE GLANCY (SECRETARY)  
RONNY LEE  
DIANE MCCARNEY  
DAVID MCINDOE  
VIVIENNE HEARTON

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**IN ATTENDANCE:-** NICK JARDINE, CHIEF EXECUTIVE OFFICER (CEO)  
ANNE CULLEY, DEPUTE CHIEF EXECUTIVE  
OFFICER (DCEO)  
ALANA DURIN, FINANCE DIRECTOR (FD)  
HAZEL AITKEN, HOUSING MANAGER (HM)  
KIRSTY DAVIS, OFFICE MANAGER (MINUTE TAKER)

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**APOLOGIES:-** BETTY MCDONALD  
SHARON TRITSCHLER  
SANDRA RORISON  
JEANETTE DILLON

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**REFERENCE:** MIN/MAN/03DEC18/KPD

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## 1.0 CHAIRPERSON'S REMARKS

The Chair welcomed all members to the meeting and introduced Vivienne Hearton.

### 1.1 Health and Safety

The Chair advised members of the relevant Health & Safety information. This was noted by members.

### 1.2 Apologies

Apologies were received from Sandra Rorison, Sharon Tritschler, Betty McDonald and Jeanette Dillon.

### 1.3 Declaration of Interest

There were no declarations of interest.

### 1.4 Gift & Hospitality Register

The DCEO updated members on 2 gifts received for good service (these will be raffled for charity at a later date) :-

1 x Bottle Prosecco

1 x Bottle Asti Spumante

These items were noted by members and the Gifts & Hospitality Report was signed by the Chair.

## 2.0 DEFERRED ITEMS

The CEO advised that the Allocations Policy Review is on the agenda this evening. Members noted that the Asset Management Strategy/Action Plan/SAMS and the Complaints Policy Review would be presented in February 2019 once discussed with the Senior Management Team.

## 3.0 FOR DECISION

### 3.1 2019-20 Budget First Draft

The FD talked through the highlights of the 1<sup>st</sup> draft 2019-20 Budget. Members noted the FD's comprehensive presentation which included:-

- Operating Context
- Key changes from 2018/19 Plan
- Inflation
- Newbuild activity (front funding)
- Welfare Reform (potential impact)
- Planned & Cyclical work / Asset Investment
- Capitalised planned works
- Reactive, voids, gas servicing & garden maintenance
- Salary costs (EVH figure will be known in February 19)
- Pension deficit
- Loan funding & Interest
- Overhead costs
- Capital Spends (IT should reduce)
- Rent Policy (inflation plus 0.5%)
- Final Draft Business Plan – Rent Comparisons
- 5 year Cashflow forecast
- 30 year forecast
- 5 year statement of comprehensive income
- 5 year statement of financial position
- Future years financial assessment
- Summary

**Members agreed that Brexit is a big “unknown”; depopulation is at a critical point; competition from other providers is stronger. All of these**

**factors have impact on the Asset Management Strategy. Members noted the FD/CEO's update that the planned maintenance programme would be looked at in more detail and smoothed if required prior to coming back with the next draft.**

**Referring to the risk of cross default cross with Cloch HA the FD confirmed that there is no risk. Members agreed that a paragraph on Cloch's plan be included in future to give assurance.**

### 3.2 2019-20 Draft Rent & Service Setting

The HM talked through this report. Members noted that Housemark software had contributed to additional detail in this report.

Members noted that consultation would take place on the following options:-

- 3.5% increase to continue with current standards of service
- 3.7% increase to continue with current standards of service plus employing a modern apprentice

Members noted the rent rationalisation process is moving forward and is in its 6<sup>th</sup> year with a further 299 properties to be looked at.

**Members agreed with the report recommendations and approved the options above to be used for the rent consultation process.**

### 3.3 SHR Regulator Consultation "Our Regulation of Social Housing ~ A Consultation"

A discussion took place on this paper.

The CEO advised that Glasgow, West of Scotland Forum and SFHA will be submitting responses on behalf of the movement. A member suggested that the professional officers/SMT should study and then highlight the differences/gaps and what these will mean and present to Management Committee for comment. Members acknowledged that responsibility is being levelled at Management Committees however feel that members require the assurance and guidance of the SMT initially.

A discussion took place on topics covered within the consultation paper, these included the following points:-

- Management Committee members have specialist financial knowledge – members feel all have an understanding and ask suitable and challenging questions when required. The key is providing suitable evidence and proving this has gone through our governance process.
- Audit – review and highlight differences, add a statement of assurance
- SHR look to be setting up a regime whereby visits are the "norm"
- Members noted that there are differences between regulation Scotland / England
- Group Structure reporting – significant alteration required. FD may be able to expand quarterly report to include detail required.
- Requirements should be a "natural evolution for OTHA as already achieving a lot of the criteria laid out. Should be more of a formalisation of processes already in place and evidencing these processes.

**Members agreed that SMT to highlight any changes/gaps and feed this information to the April Management Committee.**

3.4 SHR Annual Assurance Statement Consultation  
The CEO advised that standards and timeframes will be brought to Committee at future meeting. A toolkit is likely to be available early next year. **Members noted that time requires to be set aside to review this and a report will be presented to a future meeting with criteria highlighted.**

3.5 Staffing Resources  
The CEO talked through this report along with the project management style presentation displaying tasks required for each section along with the timeframe.

**Members noted the contents of the report, visual presentation along with section priorities and unanimously approved the recommendation for recruitment of 3 x temporary (one year) grade 7 posts for Finance Section (Cloch HA contributing 50% of costs for this temporary post), Development/Technical Section and the Housing Services section.**

Members thanked the CEO for the informative break down contained in the visual presentation.

A discussion took place on the production of this report with the SMT advising that following the sessions with Tanya Kennedy a different approach was taken and sectional staff were involved in discussions. It is clear that a number of heads are better with quicker and improved solutions, on the whole, and is good evidence on the new approach being taken as a result of the consultants work in creating a new culture. Staff feel valued, have better understanding, feel able to contribute and have more of a "buy in". Overall, on this occasion, a smarter way of working and has left teams feeling more empowered and invested.

Members acknowledged this is the kind of growth they are looking for from the actual grass roots.

3.6 Asset Management Strategy/Action Plan/SAMS  
This item has been deferred to the February Management Committee meeting.

3.7 Allocations Policy Review  
The HM talked through this report on behalf of Inverclyde Common Housing Register Senior Officer.  
Members noted the contents of the report and approved:-

- The proposed changes to the Allocations Policy
- The proposed changes to the Points Schedule

The HM advised that the timescale for the implementation of the changes is likely to be 1<sup>st</sup> April 2019 and that software changes are also likely to be required and upgraded therefore there could also be cost implications. The HM requested that any further budget requirements be presented to the Housing, Technical Services Sub Committee.  
**Members requested that the Association's listed in the Allocations Policy title are listed in alphabetical order in future.**

3.8 Complaints Policy Review  
**This item has been deferred until the February 2019 Management Committee meeting.**

3.9 Inverclyde Women's Aid Christmas Appeal 2018

- Members noted the request and unanimously agreed to donate £250.**
- 3.10 Crisis ~ Donation Request  
The CEO advised members that Crisis have been contacted and OTHA can specify a target area for any donation. **Members discussed and unanimously agreed to donate £250 with the target area set as Inverclyde.**

#### **4.0 FOR INFORMATION/DISCUSSION**

- 4.1 Employee Engagement Survey  
The DCEO talked through the contents of the report which was noted by members.  
Members noted that a lot of work is ongoing. The CEO advised that one of the “Dream Teams” had suggested a full staff lunch to take place on a Wednesday and had therefore requested authorisation from the FSGPSC to open the office slightly later on that day. This request had been approved. Members noted the “expected behaviours” boards.

A discussion took place on the previously discussed structure review of the SMT (in the first instance) which would include how the management of each of the sections operate. The CEO advised that Tanya Kennedy (Consultant) carries out this type of review and based on her knowledge of OTHA requested whether members felt it appropriate that this work be undertaken in January/February. **Members agreed this would make logical sense as the future of the organisation depends on the structure. Members also agreed that a phased approach is sensible and it is important not to send mixed messages to the staff team.**

The CEO also updated that Cloch are also doing a leadership development programme parallel to what OTHA are doing

**Members also noted that Cloch are keen to look at the Independence Agreement as they would like to move forward and want to control over their own destiny. This matter will go forward to the Joint Audit Committee.**

**The Chair requested members consent to suspend Standing Orders. Members agreed to suspend on the proviso that the meeting was concluded no later than 9pm.**

- 4.2 2018/19 IMP 2<sup>nd</sup> Quarter  
The CEO talked through the content of this “exception” report.  
**A brief discussion took place and it was agreed that from this point forward this “overview” is for noting and not discussion.**
- 4.3 2018/19 Risk Map 2<sup>nd</sup> Quarter  
Noted by members.  
**It was also noted that the Employee Engagement Survey will be added as a new element.**
- 4.4 2018/19 Customer Care 2<sup>nd</sup> Quarter  
**Members noted the new look report and additional targets.**
- 4.5 2018/19 Complaints 2<sup>nd</sup> Quarter  
**Members noted the contents of the 2018/19 Complaints 2<sup>nd</sup> quarter report and also the update that complaints and compliments can now be reported via the portal.**
- 4.6 2018/19 Cloch 2<sup>nd</sup> Quarter Oversight Report

**The FD talked through this report the contents of which were noted by members.**

4.7 2018/19 Wider Action 2<sup>nd</sup> Quarter Report

The CEO updated members that he will be talking with other local groups regarding co-locating within the newly acquired West Stewart Street premises and this may realise funding which could be utilised for the new office.

**Members noted the contents of the report.**

4.8 Tenant Satisfaction Survey

**The CEO advised that draft results are due in January.**

4.9 Joint Internal Audit ~ Assurance Review of Responsive Repairs

**Noted by members.**

4.10 Joint Internal Audit ~ Principal Duties of Joint Audit Committee – Compliance Review

**Members noted the report.**

The DCEO updated members on a suggestion which had come forward at the last Joint Internal Audit meeting to increase the number of members from each association to 4 (currently 3). **Members discussed and it was agreed that Jackie McKelvie would join the JIA.**

**5.0 FOR NOTING**

5.1 GWSF Charter Report 2017-18

**Noted by members.**

**6.0 FOR APPROVAL/RATIFICATION**

6.1 Management Committee Meeting of 29<sup>th</sup> October 2018

**The minutes of the Management Committee meeting of 29<sup>th</sup> October 2018 were proposed by David McIndoe and seconded by Jackie McKelvie as a true and accurate record of the meeting.**

6.2 Housing & Technical Services Sub Committee Meeting of 18<sup>th</sup> September 2018  
**The minutes of the Housing & Technical Services Sub Committee meeting of 18<sup>th</sup> September 2018 were proposed by June Glancy and seconded by Ronny Lee.**

6.3 Joint Internal Audit Sub Committee Meeting of 30<sup>th</sup> August 2018

**The minutes of the Joint Internal Audit Sub Committee meeting of 30<sup>th</sup> August 2018 were proposed by Ronny Lee and seconded by Diane McCarney.**

6.4 Matters Arising

6.4.1 Management Committee Meeting of 29<sup>th</sup> October 2018

The CEO updated that at £5k retention is in place on West Stewart Street due to burdens on the property. Members noted that if said burdens are not resolved in 1 year this £5k retention will be retained by OTHA.

6.4.2 Housing & Technical Services Sub Committee Meeting of 18<sup>th</sup> September 2018  
**There were no matters arising.**

6.4.3 Joint Internal Audit Sub Committee Meeting of 30<sup>th</sup> August 2018

**There were no matters arising.**

6.5 Use of Seal

**Members approved the following Share Membership application for signing and sealing:-**

██████████ Trafalgar Street, Greenock

**7.0 AFFILIATIONS/TRAINING & CONFERENCES**

7.1 SFHA ~ Fee System Review

**Members unanimously agreed with the recommendation to renew membership.**

7.2 CIH – Scotland’s Housing Festival 12/13 March 2019

**Members to advise if interested in attending.**

7.3 Big Issue Subscription Renewal

**Members unanimously agreed to renew subscription at a cost of £250.**

**8.0 A.O.C.B.**

**ITN Industry News**

The CEO advised members of a letter received from Katie Downs of ITN Industry News referring to a series of CIH housing related productions which will be screened from June 2019 onwards and relates to housing sectors and their role in transforming lives.

**Members agreed that CEO/OTHA should take part. Members also agreed this would be a positive PR opportunity.**

**2019/20 Public holidays**

**Members noted and agree with 2019/20 Public Holidays for OTHA.**

**SFHA Chairs Conference ~ 1<sup>st</sup>/2<sup>nd</sup> February 2019 at Doubletree Hilton in Glasgow**

**The Chair will consider and advise if available/interested in attending.**

**There being no further business the meeting closed at 8.50pm with a vote of thanks to the Chair.**