

MINUTES

COMMITTEE: MANAGEMENT COMMITTEE

DATE: MONDAY, 22nd MAY 2023

VENUE: CONFERENCE ROOM, 40 WEST STEWART STREET OR
REMOTELY VIA ZOOM

TIME: 6:30 PM

PRESENT: SANDRA MCMENAMIN (CHAIR)
RONNY LEE
WILLIE WILSON (CASUAL)
DOREEN WILLIAMS
JAMES PATON
PAUL FINDLAY (CASUAL)
OLIVE YIGA (CO-OPTEE)
NANCE SMITH (CO-OPTEE)
ALASDAIR WEIR (CO-OPTEE)
JIM MCELENY (OBSERVER)

IN ATTENDANCE: - KES CAMERON, DIRECTOR OF FINANCE (DOF)
JULIE MCEWAN, DIRECTOR OF HOUSING (DOH)
PETER MACDONALD, SENIOR MAINTENANCE OFFICER
(REACTIVE)(RSMO)(*VIRTUAL*)
BRIAN ROBERTSON, SENIOR MAINTENANCE OFFICER
(PLANNED & CYCLICAL)(PCSMO) (*VIRTUAL*)
KIRSTY DAVIS, SENIOR COMPLIANCE & CORPORATE
OFFICER (SCCO)
MARY MCCREADIE, CORPORATE SERVICES & ADMIN
SUPERVISOR (MINUTE TAKER) (*VIRTUAL*)

APOLOGIES:- SHELLY MCILROY
KAY CLARK
LUCY NEILSON
VERONICA RASMUSSEN

REFERENCE: MIN/MAN/22MAY23/MMCC

1.0 CHAIRPERSON'S REMARKS

The Chair gave a warm welcome to all attendees and introduced the five new Members who were attending their first Management Committee meeting.

1.1 Health and Safety

The Chair advised all members should be aware of their own Health and Safety responsibilities whilst attending meetings remotely and advised the appropriate Health & Safety procedures for those attending from the office premises.

1.2 Apologies

Apologies were received from Shelly McIlroy, Veronica Rasmussen, Lucy Neilson and Kay Clark.

1.3 Declaration of Interest

There were no Declarations of Interest.

1.4 Gift & Hospitality Register

There was none.

2.0 DEFERRED ITEMS

Noted by Members.

2.1 Lettings Initiative – [REDACTED] Belville St

The DOH talked through this report advising Members of a potential project with Inverclyde Council's Homeless Service to assist with alleviating and preventing homelessness. A Member asked would the accommodation be let on a temporary basis. The DOH advised the tenancies would be full SST and managed by OTHA the same as any other tenancy. The DOH advised finance hadn't been discussed yet as discussions are still in the early stages. The DOH advised a paper is being presented to Inverclyde Council by the Homeless Service for approval to investigate this further and if both IC and OTHA are in favour, discussions can commence with further updates being provided to the Housing & Technical Sub-Committee on progress. **Members approved for further investigation into this project and gave approval to hold void properties at this address whilst these investigations take place.**

3.0 FOR DECISION

3.1 Draft ARC submission (incorporating EESSH/SHQS validation)

The DOF presented the Draft ARC document advising that all information had now been fully completed since a draft version was presented at the April MC Meeting. The DOF talked through all the key observations. A Member asked what the current position was in terms of Electrical Installation Condition Reports (EICR) as a report on this was to be presented to the May MC Meeting. The DOF advised the figures were included in the ARC document but a report will be brought to the June Committee with the full background and

apologised for the delay with this. The DOF and DOH gave an explanation for the benefit of the new Members advising the Association had failed to meet the target of 31st March 2022, for all properties to have a valid EICR. A Member asked for some assistance with the abbreviations, which were then explained by staff. The Chair advised EVH provide jargon journals and this may be useful for the new Committee Members. **There being no further questions or comments Members unanimously agreed for the ARC document to be submitted to the SHR.**

- 3.2 Item removed from Agenda
Noted by Members.
- 3.3 Final Business Plan & Internal Management Work Plan
The DOF presented the 2023/24 Business Plan advising this had been updated with the PEST and SWOT discussions from the recent Internal Planning Day and the key functional priorities to be delivered within 2023/24. **Members unanimously approved the updated Business Plan 2023/24.**
- 3.4 Loan Portfolio SHR Return
The DOF talked through this report advising Members the Loan Portfolio return requires to be submitted annually to the SHR and by 30th June 2023. **Members approved the return for submission to the SHR.**
- 3.5 SHR 5 Year Financial Forecast Return
The DOF talked through this report advising Members the 5 Year Financial Projections Return requires to be submitted annually to the SHR and by 31st May 2023. There has been 2 key changes to the planned and cyclical plan which have been made in an attempt to not breach any covenants. A Member asked if interest rates are expected to fall. The DOF advised we were projecting 5.25% for 23/24 but it is expected to be 4.5% and it may take some time before they come down anymore. **Members approved the FYFP Return for submission to the SHR.**
- 3.6 2022-23 Annual Report
The SCCO advised the Association were starting to compile the 22/23 Annual Report and suggested the style and format to be the same as previous years. **Approved by Members.**
- 3.7 Management Committee Membership / Capacity
The SCCO talked through this report which confirmed the decisions on Board Membership from the April meeting. The SCCO asked if any new Members would like to join either of the Sub-Committee's that meet on a quarterly basis. Willie, Nance and Paul advised they wished to join the FS&GPSC. Paul advised he would be unable to make the next meeting on 6th June. Alasdair and Olive advised they wished to join the Housing & Technical Services Sub-Committee. The SCCO

advised a calendar of meeting dates will be issued to Members following the AGM in August. **Noted by Members.**

3.8 Safeguarding Policy (**enclosed**)

The DOH talked through this report advising Members this was a new Policy created to ensure that OTHA staff and other relevant persons are aware of their responsibilities for safeguarding and promoting the welfare of all children, young people and adults. The DOH advised this Policy was required for the social isolation and loneliness fund and that it may be required for any future funding applications.

Members approved this new Policy for immediate use and also approved that Enhanced Disclosure Checks be carried out for new and existing relevant frontline staff as per the costings in the report.

3.9 Governing Body Annual Review ~ Tender Update

The SCCO talked through this report advising Members that no returns had been received following the recent tender exercise. The SCCO advised this has now been re-tendered with an updated brief and contact has been made with all identified consultants. A further updated reported will be presented at the June MC Meeting. **Noted by Members.**

3.10 Internal Audit – Tender Update

The SCCO talked through this report advising that TIAA were the only company to tender for this project. **Members approved to award the Internal Audit Contract to TIAA.** The SCCO advised the annual internal audit plan will be presented at the June MC Meeting.

4.0 FOR INFORMATION / DISCUSSION

4.1 2022/23 IMP 4th Quarter Review

The DOF talked through this report pointing out the key issues to note. **Members noted the content of the 4th Quarter Review.**

4.2 2022/23 Policy Review Timetable 4th Quarter Review

The Policy Review Timetable was noted by Members.

4.3 2022/23 Risk Map 4th Quarter Review

The DOF talked through this report advising the key changes to the Risk Map are linked to the Strone Farm development. **Members noted the content of the 4th Quarter Review.**

4.4 2022/23 Customer Care 4th Quarter Review

The SCCO talked through this report. It was noted the target for answering incoming calls hadn't been met but this had been an exceptionally busy period for incoming calls due to contact from tenants in regards to the warm pack funding. **Members noted the content of the 4th Quarter Review.**

4.5 2022/23 Complaints 4th Quarter Report
The DOH talked through this report highlighting the key observations. A Member advised the Association did well considering the issues with Contractors. **Members noted the content of the 4th Quarter Review.**

4.6 2022/23 Complaints – Annual Complaints Report 2022-23
The DOH talked through this annual report highlighting the key observations. **Members noted the content of the Annual Complaints Report.** The DOH advised this report will now be published on the Association’s website.

4.7 2022/23 Wider Action 4th Quarter Report
The DOH talked through this report updating Members on wider action activities carried out in Quarter 4 of 2022/23. The DOH updated Members in terms of the Tenancy Support Service that had recently ended, talks were in progress with other RSL’s to look at other options as tenancy sustainment is such an important issue. The DOH advised Members will be advised of any progress made. **Members noted the content of the 4th Quarter Report.**

5.0 FOR NOTING

5.1 Customer Engagement Calendar
The DOH talked through the Calendar of Engagements for 2023/24. A Member suggested that family fun-days seemed to be the most well-attended events. The DOH advised we had hosted family events previously at Funworld and agreed these were our most attended events. The Association will try to find imaginative ways to engage with tenants and grow the commitment to increase levels of involvement. **Noted by Members.**

5.2 Equalities Data Collection Update
The DOH talked through this report and updated Members on how the Association is meeting the Equality data collection requirements. **Noted by Members.**

5.3 The Scottish Property Factor Register Annual Update
Due to a technical sound glitch, the DOF presented this report on behalf of the RSMO. The DOF advised the annual update has taken place which was noted by Members.

5.4 Scottish Housing Regulator – Staff Update
The SCCO updated Members on the Association’s new contacts for the Scottish Housing Regulator. **Noted by Members.**

6.0 FOR APPROVAL/RATIFICATION

6.1 Management Committee Meeting of 24th April 2023
The minutes of the Management Committee meeting of 24th April 2023

were proposed by Sandra McMenemy and seconded by Willie Wilson as a true and accurate record of the meeting.

6.2 Housing & Technical Services Sub Committee Meeting of 20th September 2022

The Chair advised these minutes will require to be approved at the next Management Committee as the original attendees weren't present at this meeting. **Noted by Members.**

6.3 Finance, Staffing & General Purposes Sub Committee of 17th January 2023

The minutes of the Finance, Staffing & General Purposes Sub Committee meeting of 17th January 2023 were proposed by Doreen Williams and seconded by James Paton as a true and accurate record of the meeting.

6.4 Matters Arising

There were no matters arising.

6.5 Use of Seal

Members granted permission for signing and sealing of a Share Membership Application received from [REDACTED] (£1 Membership Fee Paid). A new Member asked for an explanation on the Seal. A Member advised as the Association are a limited company, the seal can only be used for specific purposes mainly legal documents and the seal was required to be stored in the company safe.

7.0 AFFILIATIONS/TRAINING & CONFERENCES

7.1 GWSF Membership Renewal

The DOH recommended to Members that the Association renew our annual membership to GWSF. **Members approved this annual subscription to GWSF at a cost of [REDACTED]**

7.2 SFHA Housing Scotland Annual Conference Full Programme

The DOH advised if any Members wished to attend the Conference to let us know [REDACTED] **all expressed an interest in attending this Conference.** A Member pointed out that the dates of the Conference clash with the next FS&GPSC Meeting on 6th June. The DOF advised they would get back to Members to advise if this meeting date could be changed to accommodate Members to attend the Conference. **Noted by Members.**

8.0 A.O.C.B.

A Member asked if there was any update on when the Employee Engagement Survey was due to take place as they were conscious there has been quite significant staff changes recently and this may be a good time to do this. The

DOF advised she would speak to the Senior HR Officer and they would give an update at the next FS&GPSC Meeting.

A Member asked if there was any update on Management Team training which was important due to some staff leaving and some internal promotions onto the Management Team. The DOF advised this had been raised in the recent IIP Report but the CEO had been waiting for the staff changes to take place so the new staff would benefit from the training. The DOF advised this will be on the next SMT Agenda and is on the IIP Action Plan to be taken forward.

The Chair advised the next Management Committee Meeting would take place on Monday 26th June 2023 at 6.30pm.

The Meeting ended at 8pm with a vote of thanks to the Chair.