

# MINUTES

**COMMITTEE:** MANAGEMENT COMMITTEE

**DATE:** MONDAY 23<sup>RD</sup> OCTOBER 2023

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

**TIME:** 6:30 PM

---

**PRESENT:** SANDRA MCMENAMIN (CHAIR)  
VERONICA RASMUSSEN (VICE-CHAIR) (*virtual*)  
JIM MCELENY  
JUNE GLANCY  
KAY CLARK (*virtual*)  
LUCY NEILSON  
NANCE SMITH  
OLIVE YIGA  
WILLIE WILSON

---

**IN ATTENDANCE:** NICK JARDINE, CHIEF EXECUTIVE OFFICER (CEO)  
SUKHDEEP HOPPER, DIRECTOR OF PROPERTY (DOP)  
JULIE MCEWAN, DIRECTOR OF HOUSING (DOH)  
KES CAMERON, DIRECTOR OF FINANCE (DOF)  
KIRSTY DAVIS, SNR. COMPLIANCE & CORPORATE OFFICER (SCCO)  
CLAIRE HUBEAUX, REPAIRS SUPERVISOR (MINUTE TAKER)  
MARTIN RITCHIE, TIAA (*ITEMS 5.1 & 5.2 ONLY*) (*virtual*)

---

**APOLOGIES:** RONNY LEE  
PAUL FINDLAY  
LORNA LYLE  
ALASDAIR WEIR  
DOREEN WILLIAMS (LOA)  
JAMES PATON (LOA)

---

**REFERENCE:** MIN/MAN/23OCT23/CH

---

Welcome to Martin Ritchie, TIAA to present Items 5.1 & 5.2 (to be presented after Item 1.4)

Item	Lead Action	Time-scale
<b>1.0 CHAIRPERSON'S REMARKS</b>		
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 Ronny Lee, Paul Findlay and Lorna Lyle. It was noted [REDACTED] were currently on a leave of absence.		
1.3 Declaration of Interest One Member expressed a declaration of Interest re factoring item 4.6 as he was currently a factored customer of OTHA. <b>Noted by Members.</b>		
1.4 Gifts & Hospitality Register <b>Members noted no gifts or hospitality had been received since the last meeting.</b>		
<b>2.0 FOR APPROVAL/RATIFICATION</b>		
2.1 Management Committee Meeting of 27 <sup>th</sup> September 2023 <b>The minutes of the Management Committee meeting of 27<sup>th</sup> September 2023 were proposed by Lucy Neilson and seconded by Nance Smith as a true and accurate record of the meeting.</b>		
2.2 Matters Arising The CEO commented on procurement strategy query regarding current legislation requirements in terms of procurement and support. The CEO explained that OTHA have broken contracts down this year and provided training to local contractors in relation to the tendering process and OTHA framework set up for planned/cyclical and reactive and have several local contractors who have been successful and are now on our contractor list. Noted that we hadn't failed, although it was set up in a way for smaller and local contractors to bid.		
2.3 Use of Seal <b>Members granted permission for signing and sealing of the following:</b> Share Membership Application :- [REDACTED] £1 Membership paid.		
<b>3.0 DEFERRED ITEMS/ROLLING ACTION SCHEDULE</b>		
The Chair talked through the Rolling Action Schedule which was <b>noted by Members.</b>		
3.1 Finalise date for Virtual Stock Tour The CEO suggested the virtual stock tour be held in December on the same evening as the H&TSSC meeting and this could be a semi-social event. <b>All agreed Tuesday 12<sup>th</sup> December 2023 and all Members will be notified of this event.</b>		
<b>4.0 FOR DECISION</b>		
4.1 SHR Regulatory Compliance & Final Annual Assurance Statement		

The CEO advised the Annual Assurance Statement which is due for submission to the SHR, encompasses all work over the year. Several Members had accepted the invitation extended and attended the office in the last week to view the evidence bank in more detail. The SCCO presented the evidence bank and spreadsheet, this information was noted by Members, including linked items to the evidence bank containing relevant information. A Member noted the format is well structured and easy to look through. A Member suggested linking evidence to narrative cell for ease. It was agreed this improvement would be implemented in future.

Following a member's suggestion it was agreed that the Statement wording be amended to reflect consistency i.e. "Committee of Management" throughout. The SCCO noted advised she would update the document. This Member also advised they feel assured and a good bank of evidence presented. A Member advised excellent evidence bank and commended each and everyone involved, appreciative of huge piece of work involved in this. **The Annual Assurance Statement was unanimously approved for submission and signed by the Chair.**

#### 4.2 OSCR Return

The DOF presented the OSCR Return, as a registered charity, the Association requires to submit annually to OSCR along with a copy of the signed accounts. **Members authorised the OSCR return for submission.** The DOF noted discrepancy with figure which states £77,000 and should read £113,750. This was an error which has been corrected and has verified all other figures. Further noted on Return her title is still Finance Manager instead of Director and will have this rectified.

#### 4.3 Health & Safety Policy Review Statement

The SCCO confirmed this document is reviewed annually. **Members noted the content of the H&S Policy Review Statement and acknowledged this required to be signed by all members.**

#### 4.4 Freedom of Information Policy Review

The SCCO advised this policy had been reviewed in consultation with RGDP (Data Protection Officer). Members noted the updated content and **the Policy was approved by Members.**

#### 4.5 Data Protection Policy Review

The SCCO advised this policy had been reviewed in consultation with RGDP (Data Protection Officer). Members noted the updated content and **the Policy was approved by Members.**

#### 4.6 Factoring Administration Fee – Annual Uplift

The DOF confirmed annual uplift on factoring charge for Owners, based on RPI of previous December which was 13.4% at that time. Annual fee now £172.40 and no surplus is made on this fee. Highlighted OTHA still looking in to factoring module, recommendation from internal audit. Report will be made to Management team to decide if something we would want to take forward.

Discussion held around increase and affect for Owners. The DOF noted circumstances difficult for everyone however inflation last applied in 2010. The CEO noted if feel inappropriate due to the circumstances they should advise and it could be reconsidered. A Member noted important to say it'd been considered and decided not to apply the percentage as its high, however

Item	Lead Action	Time-scale
it was applied and justifications provided, including not much of financial impact.		
<b>Members approved the annual factoring service fee as stated in the report, effective for the period commencing 1<sup>st</sup> July 2023.</b>		
<b>One member refrained from discussion on this item, as per Item 1.3.</b>		
<p>4.7 Festive Period Arrangements – Office Opening A brief discussion took place around dates/times for closure on day prior to Christmas 2023. <b>Members all agreed that, provided emergency contact numbers were in place, the office would close at 2pm on Friday 22<sup>nd</sup> December 2023.</b></p>		
A further brief discussion took place on several options for a Christmas social event for Committee and Staff. <b>It was agreed that a Doodle Poll with a variety of dates and options would be issued in order to take the matter forward.</b>		
<p>4.8 Development Activity Going Forward The CEO noted awaiting Scottish Government and expects further update around January. <b>Suggested this is changed from deferred action on the Agenda to a standing item/nothing to report. This was agreed.</b></p>		
<p>4.9 Date for January Management Committee Meeting Members discussed and <b>agreed the January 2024 meeting to be held on 15<sup>th</sup>.</b> Members noted the Chair’s apologies for the January 2024 meeting. The Vice-Chair confirmed availability to Chair this meeting.</p>		
<b>5.0 FOR INFORMATION/DISCUSSION</b>		
<p>5.1 Internal Audit – EICR Final Audit Martin Ritchie, tiaa presented the EICR Final Audit report in reference to previous non-compliance and focused on validation. Confirmation and validation background information noted on file and assurances given. Members acknowledged this had been a Notifiable Event a time of occurrence. <b>The CEO confirmed he had received notification that Notifiable Event is now closed.</b></p>		
<p>5.2 Draft Internal Audit Report – Regulatory Standards 1 &amp; 2 Martin Ritchie, tiaa presented the Internal Audit Report on Regulatory Standards 1 &amp; 2. Members noted Standards 1 and 2 focus on Governance Framework and the governing body leading and directing the RSL to achieve good outcomes, Standard 2 reflects openness and accountability towards its tenants. Providing substantial assurance, good evidence to support OTHA compliance with these two standards. One priority 3 recommendation considered routine, re timely review of procurement strategy. Good practice OTHA have this in place and to keep on top of to set out procurement activity for the year. Highlighted Page 5 re OTHA efforts to promote tenant engagement. Experiences across the sector show this is a challenge, however good work being carried out by OTHA. Martin Ritchie, tiaa, confirmed substantial assurance given to both standards. <b>The Chair thanked Martin for the report, which was noted by Members.</b></p>		

Item	Lead Action	Time-scale
5.3 SHR Enquiry		
5.3.1	Governance	
	The CEO advised most up to date position, Management Committee is at full capacity in line with the Association's Rules. Two members currently on a period of "Leave of Absence". The Scottish Housing Regulator has been kept apprised. Members noted that a representative from SHR will observe the November Management Committee meeting, via Zoom, to view board in action.	
5.3.2	Strone Farm	
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] <b>All agreed comfortable with the CEO continuing discussions.</b> Updates to be given on a regular basis.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
5.4	Performance Report with Benchmarks	
	<p>DOH &amp; DOP input information regarding services for performance 3 year summary.</p> <p>Members noted that the Association is due to carry out tenant satisfaction survey in 2024.</p> <p>Quality of rents against home, neighbourhood value for money and compare against local RSL re rent levels and increases and tenant satisfaction. This will be broken down to compare 16 similar RSLs, listed within report and shows our ranking compared to those RSLs and indicates where we have moved up, or down, from previous years. Further comparison is then made against 128 Scottish RSLs showing where OTHA ranked from previous years and this year, and looked at again for the Scottish average. In most cases OTHA do better than the Scottish average, summary also given of performance of that year.</p> <p>Members noted the content of this report.</p>	
5.5	Charter Report to Tenants	
	The DofH advised the report had been updated and was due to be posted to tenants today. <b>This was noted by Members.</b>	
5.6	Committee Handbook Review	
	<b>Members noted the structure of the Committee Handbook has been updated to make it more user friendly and it has all been uploaded to Decision Time under the Resources section.</b>	
5.7	Letter from Paul McLennan MSP	
	No reply required, letter noted by Members.	
5.8	EVH Landlord External Audit Report	

Item

Lead  
Action      Time-  
scale

DOP advised audit carried out by ACS, used by EVH which we're a member of and have adopted the manual. Appendix 1, breakdown of audit/sections, columns on right hand side detail steps required, DoP happy to advise we were able to demonstrate every single policy, procedure and best practice is in order and it was beneficial to provide the list of the various numerous documents required to demonstrate compliance. Really good piece of work and outcome for the organisations and great to see compliance with no improvements that need to be made, or any suggestions for recommendations. OTHA are able to demonstrate staff understand their remit and responsibilities are, including timescales for compliance. SQL reports are in place to assist staff alongside our housing software.

**6.0 FOR NOTING**

No items to note

**7.0 AFFILIATIONS/TRAINING & CONFERENCES**

None

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

**8.1 CIH Certificate 2023/24**

The CEO advised we have received our annual Certificate which shows we are a housing partner of CIH.

The SCCO advised a survey, via Survey Monkey will be issued shortly on behalf of our Consultants, North Star, as part of the Management Committee Annual Review. Further information will be provided regarding bookings for 1-2-1 review's with the Consultant and Chair, likely dates are:

- Monday 20<sup>th</sup>
- Tuesday 21<sup>st</sup>

Various times available, slots last 45 minutes. Preference for these reviews are "in person", however alternative options can be made available if required.