

# MINUTES

**COMMITTEE:** MANAGEMENT COMMITTEE

**DATE:** MONDAY 29<sup>TH</sup> APRIL 2024

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

**TIME:** 6:30 PM

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**PRESENT:** SANDRA MCMENAMIN (SM) (CHAIR)  
VERONICA RASMUSSEN (VM) (VICE-CHAIR)  
JIM MCELENY (JM<sub>c</sub>E)  
JUNE GLANCY (JG)  
NANCE SMITH (NS)  
OLIVE YIGA (OY) (*virtual*)  
RONNY LEE (RL)  
WILLIE WILSON (WW)  
DOREEN WILLIAMS (DW) (*virtual*)  
JAMES PATON (JP) (*virtual*)

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**IN ATTENDANCE:** - NICK JARDINE, CHIEF EXECUTIVE OFFICER (CEO)  
SUZHDEEP HOPPER, DIRECTOR OF PROPERTY (DOP)  
KES CAMERON, DIRECTOR OF FINANCE (DOF)  
KIRSTY DAVIS, SENIOR COMPLIANCE & GOVERNANCE OFFICER  
(SCGO)  
MARY MCCREADIE, CORPORATE SERVICES & ADMIN  
SUPERVISOR (MINUTE TAKER)  
MARTIN RITCHIE, TIAA (ITEM 4.2) (*virtual*)

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**APOLOGIES:-** KAY CLARK (KC) (Casual)

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**REFERENCE:** MIN/MAN/29APR24/MMCC

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Item	Lead Action	Time-scale
<b>1.0 CHAIRPERSON'S REMARKS</b>		
	The Chair welcomed everyone to the Meeting advising that Martin Ritchie of Tiaa would be joining the meeting remotely to present Item 4.2.	
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 KC.	
1.3 Declaration of Interest		
	There were no declarations of interest.	
1.4 Gift & Hospitality Register		
	Members were advised of 2 entries recorded in the Gift & Hospitality Register received on 18 <sup>th</sup> and 26 <sup>th</sup> April 2024.	

***Item 4.2 was heard at this point of the meeting.***

## **2.0 FOR APPROVAL / RATIFICATION**

- 2.1 Management Committee Meeting Minutes of 25<sup>th</sup> March 2024  
The minutes of the Management Committee Meeting of 25<sup>th</sup> March 2024 were proposed by VR and seconded by JM as a true and accurate record of the meeting.
- 2.2 Housing & Technical Services Sub Committee Meeting of 12<sup>th</sup> December 2023  
The minutes of the Housing & Technical Services Sub Committee Meeting on 12<sup>th</sup> December 2023 were proposed by JM and seconded by JG.
- 2.3 Matters Arising  
There were no matters arising.
- 2.4 Use of Seal  
Members granted permission for signing and sealing of the following:  
Share Membership Applications: -  
[REDACTED] Greenock - £1 Membership paid  
[REDACTED] Greenock - £1 Membership paid
- Members granted retrospective Use of Seal for the following:  
10/04/24 – Disposition & Exclusive Occupancy Agreement, Shared Ownership, [REDACTED]  
19/04/24 – Disposition, Shared Ownership, [REDACTED]

Item	Lead Action	Time-scale
<p><b>3.0 DEFERRED ITEMS/ROLLING ACTION SCHEDULE</b></p> <p>The CEO updated Members on the SHIP Item advising he and the DOP met earlier that day with the planning team from Inverclyde Council. He advised the draft SHIP has been approved but consultation is ongoing, and it is anticipated there will be a further meeting in May. He confirmed Strone Farm Development has been included in the Plan. The DOP advised they sought clarification on the acquisition strategy, and it is likely we will bid for 6 properties and if successful there will be further discussions to expand.</p> <p>The CEO also advised the SHR have released new wording specifications for the AAS and this will be presented to Members at a later date. <b>Noted by Members.</b></p>		
<b>4.0 FOR DECISION</b>		
<p>4.1 Risk Management Plan</p> <p>The CEO advised he wished to defer this item until May. <b>Members approved deferment until May.</b></p>	CEO	May 24
<p>4.2 Audit Strategy and Annual Internal Audit Plan Programme</p> <p>Martin Ritchie, Director of Audit (Tiaa) presented the Audit Strategy and the proposed Internal Audit Programme for 2024/25. <b>Members approved the Internal Audit Strategy and Plan for 2024/2025.</b></p>		
<p>4.3 Customer Care Charter</p> <p>The SCGO talked through this report in detail, advising of the recent tenant consultation exercise and highlighted the proposed changes to the Customer Care Charter. The SCGO advised Members the current target for our quarterly customer care statistics on answering a call within 20 seconds, was set at 100%. This target is unachievable as there are more incoming phone lines than there are staff and asked Members opinions on this. <b>Members discussed and agreed the target should be set to 95% which is a more realistic target.</b> A Member asked if any issues from the tenant satisfaction survey had been addressed in this review. The SCGO advised the TSS is carried out every 3 years and this was due to take place later this year. <b>Members noted the content of the report and approved the updated Customer Care Charter.</b></p>		
<p>4.4 EVH Executive Committee (Extension of Date)</p> <p>The CEO advised EVH are currently recruiting Board Members and the application date has been extended. Should anyone be interested in joining the Board, to complete the paperwork and submit to us for forwarding to EVH. <b>Noted by Members.</b></p>		
<p>4.5 Management Committee – Pen Portraits/Website Biographies</p> <p>The CEO advised following previous discussions on this topic he was looking to finalise this. Discussion took place on whether Members wished to include a bio and a photograph on our website. <b>Members all agreed that a short 2-3 sentence bio to be included on our website for all Members. Members also agreed that the bio will not be</b></p>		

Item

Lead  
Action

Time-  
scale

**accompanied with a photograph.** A Member suggested that the Consultant who carried out the recent Committee Skills Appraisal may have some information that could be used for this purpose. The SCGO agreed to send the Consultants brief to each individual Member for approval before this is published on the website.

SCGO

**5.0 FOR DISCUSSION**

**5.1 SHR Enquiry – Strone Farm**

The CEO talked through his report updating Members the report from Curb should be available at the May Meeting. **Noted by Members.**

**5.2 Response to Tiaa Investigation of Strone Farm Development**

[REDACTED]

**5.3 Final Business Plan ~ including IMP workplan**

The CEO talked through the final draft 2024/2027 Business Plan. Members discussed and agreed it was a well-structured and comprehensive document. **Members approved the 2024/2027 Final Business Plan.**

Item	Lead Action	Time-scale
<b>6.0 FOR INFORMATION / ASSURANCE</b>		
6.1 Notifiable Events Register – Annual Report The SCGO presented the Notifiable Events Register, as at end of March 2024. <b>Noted by Members.</b>		
6.2 SHR Engagement Plan The CEO talked through the Annual Report from the SHR. <b>Members noted OTHA’s “Compliant” Regulatory Status.</b>		
6.3 SHR Analysis of RSL Financial Statements 2022/23 The DOF talked through this report giving Members an overview of the SHR findings from their analysis of RSL’s audited financial statements and added context to how OTHA’s financial statements compare. Members advised we are pretty much in line with other RSL’s, and the analysis was fair. <b>Noted by Members.</b>		
6.4 EVH Employers Ballot Outcome The CEO updated Members on the result of the recent Employers ballot. <b>Noted by Members.</b>		
6.5 Man On Inverclyde – Thank You Letter A thank you letter was received from Man On, following a recent donation made by the Association. <b>Noted by Members.</b>		
6.6 Starter Packs – Thank You Letter A thank you letter was received from Stater Packs, following a recent donation made by the Association. <b>Noted by Members.</b>		
6.7 Inverclyde Foodbank – Thank You Letter A thank you letter was received from Inverclyde Foodbank, following a recent donation made by the Association. <b>Noted by Members.</b>		
6.8 Children in Poverty Inverclyde – Thank You Letter A thank you letter was received from Children in Poverty Inverclyde, following a recent donation made by the Association. <b>Noted by Members.</b>		
6.9 SHR Complaints and Serious Concerns The DOP talked through this report advising Members of the recent fact sheets published by the SHR on Complaints and Serious Concerns. <b>Noted by Members.</b>		
<b>7.0 AFFILIATIONS/TRAINING &amp; CONFERENCES</b>		
7.1 TPAS Membership Renewal The CEO advised it was the recommendation of the Management Team to renew our annual affiliation. <b>Members approved the Association to renew annual affiliation for 2024/25.</b>		

Item	Lead Action	Time-scale
<p>7.2 Scotland's Housing Network Membership Renewal The CEO advised it was the recommendation of the Management Team to renew our annual membership. <b>Members approved the Association to renew annual membership for 2024/25.</b></p>		
<p>7.3 Poverty Alliance Membership Renewal The CEO advised it was the recommendation of the Management Team to renew our annual membership. <b>Members approved the Association to renew annual membership for 2024/25.</b></p>		
<p><b>8.0 A.O.C.B.</b></p>		
<p>8.1 Management Committee Training Following Member's confirmation of availability, the SCGO confirmed the optimum training date for Effective Scrutiny and Challenge Training was now confirmed. Members advised their preference was for "in-person" training where possible. Date agreed as 22<sup>nd</sup> May 2024 at 6pm with confirmation email to be sent to all Members. <b>Noted by Members.</b></p>	SCGO	

**The meeting finished at 7.40pm with a vote of thanks to the Chair.**