

**Minutes of West Whitlawburn Housing Co-operative  
Management Committee Meeting of  
22<sup>nd</sup> February 2021 at 6.30 p.m.  
Virtual Meeting held via MS Teams**

**In attendance:**

**WWHC Committee:**

A Anderson (AA), Chairperson	R Alexis (RA), co-opted
S Anderson (SA), Vice Chairperson	E Kerr (EK)
A Duffin (AD), Secretary Chair	B McNicol (BMcN)
M Alcorn (MA)	D Murphy (DM)

Meeting is quorate.

**WWHC Staff:**

M Gladstone, Assistant Director (Corporate Services) (ADCS)  
S Marshall, Acting Director (ADir)  
S Paton, Project Officer (Minutes) (PO)

**1. Apologies**

P Welsh (PW)

**2. Confidentiality**

The Chairperson reminded Committee of the importance of confidentiality.

**3. Declaration of Interests**

ADir, PO, ADCS declared an interest in item 7b 'EVH Wages Ballot'.  
ADir declared an interest in item 23e 'Director's Post'.

**4. Previous Minutes Management Committee meeting of  
25th January 2021**

Proposed by EK, Seconded by AD and noted as an accurate record.

The Chairperson will pass the signed minutes of the previous meeting to the PO for filing.

**5. Matters Arising from Previous Minutes**

There were no matters arising from the meeting of 25<sup>th</sup> January 2021.

**6. Sub Committee Minutes and Referrals**

**a) Property Sub Committee 9th November 2020**

Proposed by MA, Seconded by BMcN and noted as an accurate record. There were no referrals from the Property Sub Committee.

**b) Housing Sub Committee 2nd November 2020**

Proposed by AD, Seconded by EK and noted as an accurate record. There were no referrals from the Housing Sub Committee.

## 7. Correspondence

### a) Information

None.

### b) Decision

#### **EVH Wage Ballot -**

Committee agreed to the EVH recommended two year wage deal. From April 2021 salaries will increase by 0.80%. In April 2022 the award will be 0.1% plus October 2021's CPI figure.

#### **EVH Executive Committee Nominations –**

MA will continue to represent WWHC at EVH meetings but does not wish to join the executive Committee at this time. There is no other Committee member interested in joining the EVH executive Committee.

#### **GWSF Affiliation 2021/22 –**

Committee agreed to re-affiliate with Glasgow and West of Scotland Forum of Housing Associations for 2021/22.

## 8. Delegates Reports and Affiliated Organisation Information

### a) Employers in Voluntary Housing (EVH)

MA reported that EVH had its last meeting in September 2020. MA reported that discussions had focused on wage negotiations. The monthly written EVH report was noted.

### b) Glasgow West of Scotland Housing Forum (GWSF)

There were no updates to report.

### c) Scottish Federation of Housing Associations (SFHA)

There were no updates to report.

## 9. Committee Governance Items

### a) Monthly Covid Return to Scottish Housing Regulator (Jan 21)

The Committee noted the content of the monthly Covid return to the SHR. The ADir informed the Committee that the SHR monitors staff levels, arrears, voids, lets and numbers of court action initiated.

### b) Scottish Housing Regulator (SHR) Risk Assessment

The Committee noted the email exchange between the ADir and the SHR. The SHR requested clarification of WWHC's position on long standing Committee members. The ADir reported that the SHR was satisfied with the information Committee member recruitment and appraisal processes. The SHR has closed this enquiry. Engagement plans will be published by SHR.

### c) Management Committee Training Plan

The Committee noted the report. Training providers to be identified and dates scheduled.

The Committee agreed to add a health and safety refresher session to the training plan as per recommendation by the Health and Safety audit report from February 2020.

**d) Notifiable Events**

The Committee noted the register of notifiable events. The ADir reported that there are two events currently open: the Director's resignation; and the impact of Covid 19.

**e) Schedule of External Submissions 2020/21**

The Committee noted the report. The ADir explained that the schedule is used as a monitoring tool for Committee to be assured that all external submission requirements are being met.

**f) Schedule of External Submissions 2021/22**

The Committee noted the schedule for external submissions for 2021/22.

**g) 2021/22 meeting schedule**

The Committee approved the 2021/22 meeting schedule with an amendment to the Property and Tenancy Services meeting dates to ensure they do not clash with EVH meetings. The Committee approved the two provisional AGM dates for 2021.

**h) Assurance Action Plan**

The Committee noted the quarterly assurance action plan.

**i) Review of Rules**

The ADir reminded Committee that the Co-operative will adopt the updated SFHA model rules at the AGM and that the SHR have been informed of these timescales.

**10. Finance and Audit Items**

**a) Rent Consultation and Budgets Update**

The ADCS presented the tenant feedback from the rent consultation. The consultation will close on the 23<sup>rd</sup> February 2021 and there were 17 preliminary responses to consider. Nine tenants were in favour and eight were against the 1% proposed increase in rent. The Committee noted that the electronic methods used for the rent consultation helped increase the consultation responses.

The ADCS presented a revised budget based on detail of the wage increase. The ADCS advised that the rent increase could be reduce to 0.7%.

The Committee rejected the revised rent increase recommendation in the report and ratified the 1% increase agreed at January's meeting.

The Committee approved the revised expenditure budget set out in Appendix A of the report.

**b) Management Accounts 2020/21 Quarter 3**

The ADCS explained that there had been a budget underspend due to carrying out fewer repairs. There was also unexpected income due to the job retention scheme. There was an increase in void repairs because of enhanced cleaning measures in place.

The Committee agreed to submit the covenant report to the Co-operative Bank.

**c) Letter of Engagement from Auditor**

The annual letter of engagement from the Auditor was noted and the terms were agreed to by the Committee.

The Committee agreed to the terms of the letter of engagement.

**d) ESCO Budget Report**

The Committee agreed to the proposed ESCO budget for 2021/22. The Committee agreed to freeze heating and hot water tariffs for 2021/22.

**11. Arrears Monitoring Report**

The Committee noted the content of the report. The ADir explained that the Internal Auditor is comfortable with the arrears strategy and monitoring that is in place. The strategy includes the additional resource of the welfare benefit advisor. An arrears write off report will be brought to the management Committee next month.

**12. Director Report and Targets**

The Committee noted the content of the report. The ADir gave Committee an update on the arrangements to mark the Director's retirement. There will be a virtual meeting on Friday 26<sup>th</sup> February and further celebrations can be arranged once gathering is permitted again.

**13. Communications**

**a) Communications Strategy**

The strategy meets the current regulatory standards and the equality impact assessment was included in the Committee papers. The ADir noted that this strategy may need reviewed in light of SHR equality and diversity guidance changing.

The Committee approved the new Communications Strategy.

**b) Digital Engagement**

The Committee agreed to obtain and introduce CX feedback to enhance the existing engagement methods.

**14. Policy Reviews**

**a) Attendance Management**

Reviewed as part of normal policy review schedule. The policy is based on the EVH model policy.

The Committee approved the Attendance Management policy.

**b) Dignity at Work**

Reviewed as part of normal policy review schedule. The policy is based on the EVH model policy.

The Committee approved the Dignity at Work policy.

**c) Arrears Policy**

Reviewed as part of normal policy review schedule. Assurance compliance and equality reports included for consideration.

The Committee approved the arrears policy.

**15. East Whitlawburn**

**a) Land boundary**

The ADir reported that the land transfer is complete. £35,000 has been transferred to WWHC bank account and the legal costs incurred have been paid.

**b) Subsidy increase request**

The ADir reported that the Scottish Government has asked for some clarification on some of the details of the subsidy request.

**16. Ground Maintenance Contract Extension**

The Committee agreed to a one year extension of the ground maintenance contract with a procurement exercise to be carried out at the end of the extension. The Committee asked that the contractor is made aware of the importance of keeping standards high.

**17. Health and Safety**

**a) H&S Audits - Office and Concierge 19/02/2021**

An audit was carried out and the ADir reported that there were no areas for concern. There is some tidying of the office after the improvement works were carried out to be completed.

**b) Health and Safety Committee meeting 12/03/2021**

The Committee notifications are out for the next health and safety Committee meeting. The Vice Chairperson has submitted her apologies for the meeting.

**18. Internal Audit**

The ADir explained that a procurement exercise through the Scottish Procurement Framework will be carried out to find internal auditing services as the 3 year extension will come to an end this financial year.

**a) Business Continuity – Covid Response**

Committee noted the report.

**b) Rent Arrears Management**

Committee noted the report.

- 19. Complaints Monitoring – 2020/21 Quarter 3**  
**Compliments – 2020/21 Quarter 3**  
Committee noted the report.

**20. Any Other Competent Business**

BMcN asked staff to provide further information to tenants on the importance of close cleaning. BMcN also asked staff to consider combining housing alarm checks at the same time as fire alarm tests and window checks to save resources and time spent in tenants' homes. ADir will ask the Assistant Director (Property Services) if this is practical and report back to the Management Committee.

The ADir reported that the current building insurance provider does not wish to be considered for renewal as a provider. This is consistent with other registered social landlord experiences. The insurance broker is tendering for alternative suitable policies to cover from April 2021. The Committee noted that the current insurance provider will continue to extend cover until a new provider is found. A Committee decision may be needed between Committee meetings and the ADir will keep Committee informed of how the tender process is going and make recommendations once more information is gathered.

- 21. Date and Time of Next Meeting**  
29th March 2021, at 6.30 p.m

The Project Officer left the meeting.

**Closed Session - Confidential Items**

The Acting Director left the meeting at 23.e

The meeting ended at 7.45 pm.