

West Whitlawburn Housing Co-operative
Management Committee Meeting of
Monday 30th January 2023 at 6.30pm
Meeting held in Whitlawburn Community Resource Centre

In attendance:

Committee:

S Anderson – Chairperson (SA)	A Duffin – Secretary (AD)
M Alcorn (MA)	R Alexis (RA)
E Kerr (EK)	B McNicol (BMcN)
D Murphy (DM)	K Stubbs-Gorman (KSG)

WWHC Staff:

S Marshall – Director (Dir)
G Clayton – Deputy Director (DD)
R Hosie – Corporate Services Officer (CSO) - Minutes

Other:

A Kennedy, Knowledge Partnership (AK)
I Mykhailenko, Tenant member of WWHC (IM) – Observing
Meeting is quorate.

1. Apologies

P Welsh (PW) – Vice Chairperson, A Anderson (AA)

2. Confidentiality

The Chairperson reminded all members present about the importance of confidentiality.

3. Declaration of Interests

No interests declared.

4. Equalities and Human Rights

No issues raised at this meeting.

**5. Alan Kennedy – Knowledge Partnership
Tenant Satisfaction Survey (TSS) Outcome Report**

AK provided a brief introduction on himself and his company, Knowledge Partnership (KP).

In total, KP surveyors conducted 275 surveys, between 9th December 2022 and 13th January 2023, resulting in a 44.4% response rate.

AK reported an overall positive outcome and highlighted that 9 out of 10 respondents were satisfied with the quality of their home. Compared to the results of 2019/20, satisfaction levels had dropped at WWHC however, figures reported remain higher than Scottish averages in 2022.

92% of respondents were satisfied with the Concierge service and 91% satisfied with contact at the main office. It was further noted that 89.5% of respondents had access to the internet and therefore could be contacted via email.

Respondees were asked to suggest what they thought could be done to improve their home and the services received. Suggestions were to reduce rent, decorate common areas, improve insulation and upgrade kitchens, bathrooms and windows.

AK advised that KP offer resources to support focus groups to help develop organisational targets. SM added that focus groups can also assist with the Business Plan review and encourage further recruitment to the Tenant Scrutiny Panel and/or Management Committee.

A final report is to follow.

Committee noted the headline results of the survey and thanked AK for the presentation.

AK left the meeting at 6.51pm.

6. Previous Minutes

a) Management Committee meeting of Monday 28th November 2022

The previous minutes were proposed by EK and seconded by KSG and noted as an accurate record.

b) Management Committee meeting of Monday 9th January 2023

The minutes were proposed by AD and seconded by EK and noted as an accurate record.

c) Signing of Minutes

The Chairperson will pass the signed minutes to the Dir for filing.

7. Matters arising from Previous Minutes

Actions arising from Previous Minutes Report

SM advised that all incomplete items are ongoing. The Tenant Satisfaction Survey (TSS) and Committee external appraisals will be complete at the end of the meeting.

8. Sub Committee Minutes and Referrals

a) Performance, Assurance and Risk (PAR) Sub Committee of Monday 21st November 2022.

The draft minutes were presented to committee for information. AD noted a typing error under item 7(f) Stage 3 adaptations.

The updated minutes will be presented at the (PAR) Sub Committee meeting on Monday 13th February 2023 for approval.

9. Correspondence

a) Information

b) Decision

No items.

10. Delegates Reports an Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH) – Membership Renewal

Information presented by the Chairperson from EVH for membership renewal. Members agreed that EVH offer an important service.

Committee approved affiliation renewal
--

MA provided a verbal update on previous EVH board meetings. The annual conference has returned as a 3 day event with overnight stay.

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

AD summarised the discussions of the forum's meeting on 19th January 2023.

Membership fees have been adjusted following consultation. AD confirmed that the increase will be applied over a 2 year period and a further 3.5% increase has been agreed.

The Summer Regeneration conference is scheduled for 23rd June 2023 and the Annual Conference is scheduled for December 2023.

c) Scottish Federation of Housing Associations (SFHA)

Information presented by the Chairperson from SFHA for membership renewal. Members agreed that SFHA are a valuable source of information.

Committee approved affiliation renewal
--

Committee noted the FAQ information provided by the SFHA following the Scottish Government's decision not to extend the rent freeze from 1st April 2023. Restrictions on evictions will remain in place and private rented sector rental increases are capped at 3%.

**11. Employers in Voluntary Housing
Committee Appraisal Report**

The Dir presented EVH's report following completion of the appraisal process. Recommendations have been made and a training plan will be developed to support Committee members further. This will be presented at the February 2023 meeting for approval. Committee noted the recommendations and await a further proposal.

12. Governance and Assurance

a) Schedule of External Submissions

Submission of quarterly statistics to Scottish Information Commissioner complete. Preparation of Management Accounts and Covenant Outcome Report is underway. The Dir reminded Committee that the schedule will reset in April 2023.

b) Management Committee Training Plan

Training plan to be developed as above.

c) Governance, Recruitment and Succession Planning

Ongoing as planned, one observer attending January 2023 meeting. It is hoped that another tenant member will observe the February 2023 meeting.

d) Meeting Schedule and Work Plan

Proposed meeting dates for 2023/24 presented for approval. The Dir noted that other ad-hoc meetings may take place as the year progresses.

The Work Plan details what items can be expected at each meeting.

Committee approved the Meeting Schedule 2023/24 and Work Plan for implementation.

13. Regulation

a) Planned Rent Increase Notification

WWHC to notify the SHR of their planned rent increase figure in February 2023 when agreed following the consultation period.

b) Annual Risk Assessment

The SHR have contacted WWHC requesting further information on its work around regulatory standard 6.3. The Dir has responded advising of recent recruitment in June 2022 and one member observing with a view to co-opt and the recently completed external appraisal process.

Committee noted the correspondence and agreed to update as required.

14. Director Report and Targets

Full report included in the papers. The Dir highlighted various ongoing funding applications.

East Whitlawburn next property handover date scheduled for 13th February 2023. 9 properties will be transferred. The DD invited Committee to view the new properties.

EK queried comments made in the TSS presentation regarding windows and insulation. WWHC complete annual window checks in MSF and Low-Rise properties which are part of a series of safety checks in properties. Any defects noted are rectified and are addressed as and when they are reported by tenants.

Following comments, contractors have visited a property with a thermal imaging camera to determine any work required.

Committee noted the update.

15. Property services

a) Mould and Dampness

The Scottish Housing Regulator recently wrote to all RSL Committees to consider the systems they have in place to ensure tenants' homes are not affected by mould and dampness and that they have appropriate, proactive systems to identify and deal with any reported cases of mould and damp timeously and effectively.

Management Committee considered the Property Manager's report detailing WWHC's approach which includes annual inspections to

identify mould and dampness as part of the property annual safety inspections. If any property is identified as having issues with mould or dampness, this is investigated further and repair lines raised timeously to rectify and carry out repairs as required.

WWHC also have a specialist contractor to carry out thermal imaging to identify cold bridging areas and temperature changes within properties with recommendations on areas that require repair.

If a tenant reports issues with mould and/or dampness out with the annual inspections, an urgent pre inspection is carried out with the same process of investigation and repair followed as with the annual inspections.

Based on the above, Committee are assured that there is an appropriate system in place to deal with any reported/identified cases of mould and/or dampness within properties.

WWHC is a member of appropriate industry bodies who share, raise awareness and are looking at this issue collectively. Updates from these partnership bodies are closely monitored and SHR and will update procedures and carry out any additional training as required.

BMcN asked for more information on the scale of the issue at WWHC. The DD confirmed there are no mould cases reported. The DD expects the SHR will monitor this further and advised that the Property Manager and Property Officers are attending training on the topic and that further action may follow.

MA praised WWHC's District Heating Network and the heating supplied to properties to mitigate mould and dampness.

16. Tenancy services

No items.

17. Corporate services

a) SHAPS DB Consultation

Letter received from SHAPS requesting feedback on Defined Benefit pension scheme. Committee agreed no response required as WWHC are transferring from DB to Defined Contribution (DC) schemes on 1st April 2023.

18. Budget and Rents 2023/24

a) Tenant Consultation

Following the meeting held on 9th January 2023, WWHC are consulting on a 5% rent increase. The consultation period ends on 6th February 2023. Committee agreed to meet on 13th February 2023 to discuss the outcome and agree increase.

As of 30/01/2023, 86 responses to the consultation were received – members agreed that the CX Feedback application is an effective tool for gathering feedback.

19. East Whitlawburn

a) Progress Report

CAF Bank are visiting the site on Tuesday 7th February to view new properties, Committee are invited to attend.

Members reported concerns regarding land, road conditions and contractor parking on the East Whitlawburn site and WWHC property. The DD requested that members report issues as and when they arise and will contact the site manager for action to be taken and for more information.

20. Policy Review

a) Donations Policy

The policy has been updated to maintain consistency with information published in the annual accounts.

Committee approved the updated policy for implementation.

b) Fire Safety

A recent fire risk assessment of the office, WCRC, Concierge station and Energy Centre highlighted an amendment to be made to the Fire Safety Policy. It was advised that Duty Holder be named within the policy, prior to this WWHC provided job titles only, and the Duty Holder must sign the policy. An unsigned version of the document will be published on the website.

Committee approved the updated policy for implementation.

21. Business Plan Review

Committee considered and agreed the proposed timescale for a full review and update of the Business Plan with consultant input as shown in the report.

5 and 30 year finance projections and stock condition information update are included.

The focus groups to be held following the tenant satisfaction survey will inform proposals and will be part of the consultation on the Plan.

22.AOCB

Bollard at Tiree Way – reported to SLC previously, awaiting repair, to be re-reported.

Scottish Power substation rubbish – The DD will contact Scottish Power for items to be removed.

Bute Tower entrance door glazing – The DD will instruct PS team to action.

Dogs reported in Arran Tower – Housing Officer to be notified.

23.Date and Time of Next Meeting

Monday 27th February 2023 at 6.30pm

Confidential – Closed Session

24. Concierge Staff and Holiday Pay

Concierge Officers raised topic of overtime and holiday pay which has now been investigated. EVH have confirmed that staff should not receive less salary when they take annual leave if they work regular overtime. There is no legal definition of 'regular'.

An overtime log will be kept for each Concierge Officer and, in the case of WWHC, 'regular' overtime will be defined as an average of 1 shift per month in the previous 12 months.

Staff will determine if any back payments are due over the past year.

Committee approved the amendments to Concierge staff holiday pay.

25.Freedom of Information Request

FOI request submitted through 'What Do They Know' seeking information on staff costs, staff allowances and bonuses, contribution to WCRC and spend on MSF specific property maintenance and repair costs for common areas for the previous 4 financial years.

Response published 30th January 2023.

Committee noted the request for information.

26.Anonymous Complaints

Compliant received anonymously covering stock condition, estate cleanliness, car parking and anti-social behaviour. A second letter was submitted.

The Dir and DD inspected various items raised and found some improvements can be made. Anti-social behaviour incidents were reported to Police Scotland.

Budget costs for packages on work will be obtained as part of overall Business Plan review.

Meeting closed at 8.06pm