

WEST WHITLAWBURN HOUSING CO-OPERATIVE LIMITED (WWHC)

MINUTES OF MANAGEMENT COMMITTEE MEETING

HELD IN THE CO-OPERATIVE OFFICES AT 57 BELMONT ROAD

MONDAY 23RD SEPTEMBER 2019 AT 6.30 p.m.

COMMITTEE IN ATTENDANCE:

All 12 members

Meeting is quorate.

STAFF IN ATTENDANCE:

WWHC Director

WWHC Project Officer

Foster Evans and John Mulholland from The Mulholland Consultancy gave a presentation to committee on their consultancy report for the Assurance Statement.

1. Apologies – signing in book

None.

2. Confidentiality

AA reminded committee about confidentiality.

3. Declaration of Interests

No Declarations of Interests.

4. WWHC Attitude Menu

Committee noted the report contained within the papers.

5. WWHC Communication Code

Committee noted the report contained within the papers.

6. Previous Minutes

a) Management Committee 23rd April 2019:

Amendment: Item 8. a) 4 Legislation comes into force in November and not October as stated.

Item 20 b) name should be spelled Ann Hopkins-Simpson.

b) Post AGM meeting 16th September 2019

Amendment: Apologies were also received from **EK**.

AA has stepped down from chairing the Staffing and Recruitment Sub-Committee, **AD** will take up the role of chair of the Staffing and Recruitment Sub-Committee.

Minutes proposed by **SA**.

Minutes seconded by **MA**.

The minutes were approved by committee as a true record and signed by the chair.

c) Signing of minutes

Management Committee 23rd April 2019

Minutes proposed by **EK**.

Minutes seconded by **MA**.

The minutes were approved by committee as a true record and signed by the chair.

7. Matters Arising from Previous Minutes

Item 7 **PF** updated committee that there has been a positive response to the loan application and the paperwork just needs signed off.

Item 8 b) (4) Committee Code of Conduct papers have now been sent out.

Item 12 c) **AA** has reconsidered the EVH Governing Body Leadership Programme if there are afternoon sessions. **SP** will look into this and forward the details to **AA**. **MA** and **PW** have now received documentation on the EVH Annual Conference.

Item 15 c) The Director's Appraisal has now been completed.

Item 15 d) The Chairperson's Appraisal has now been completed.

Item 18 The next meeting will take place on the 22nd of October at 11am **SP** will put out papers to **AA**, **CB** and **MA** who are on this committee. **PF** informed committee that the Internal Audit Committee could be dissolved after the next meeting.

8. Committee training plan and integration

a) *Future Training Plan: priorities.*

1) Working with Interpreters

SP has acquired a 20-minute video from Happy to Translate which would be a good training aid and proposed it be shown before the next committee meeting. Committee agreed to the proposal.

2) Understanding Reports

Nothing further to report.

3) New Regulatory Framework

Nothing further to report.

4) Freedom of Information

SP stated that some training will take place before November.

Additionally, **SP** informed committee that mini refresher training sessions on Confidentiality, Payments, Entitlements and Benefits and Whistleblowing are being considered and something will hopefully be in place in the coming months.

b) Other Governance items to be progressed

1) Committee Appraisals

AA reported that 1 appraisal is outstanding, and the 2 remaining interviews will be carried out as soon as possible.

2) Chairperson's Appraisal

AA let committee know that her appraisal has now been completed.

3) Committee Training Process

Committee noted the report contained within the papers.

c) AGM Outcomes

1) Sub-Committees

Sub-committee set up remains the same as last year. **LW** will be sent out the agendas and can then choose which sub-committees she wishes to join.

2) Staff and Recruitment Sub-Committee

AD will now chair the committee. **EK**, **PW** and **LW** agreed to join the sub-committee.

3) Returning Signed Declarations

SP reminded committee that anyone who hasn't signed and returned their declarations should do so as soon as possible.

4) Members Views on Landings

PF sought committee's view on the condition of landings in the Multi-storey properties after a couple of tenants highlighted the issue of the paintwork and flooring needing updated at the AGM. Committee discussed the issue at length. It

was decided that lots of money has been spent post Grenfell to ensure fire safety, but this has impacted on the funds available for this work and it could not be given priority with lots of pressures on the budget already. The cost is likely to be substantial and committee are not certain if any new legislation with regards doors, doorsets and sprinklers will be implemented which would result in the paintwork needing redone. If tenants did wish to do the work themselves, they would need to get permission. It was also felt we should try and communicate this decision to tenants, so they understand why it is not being done at this time.

9. Sub Committee Minutes:

a) Finance

Committee noted the Finance Sub-Committee minutes from the 28th May 2019.

Committee noted the Finance Sub-Committee minutes from the 24th June 2019.

10. Referrals from Sub Committee:

Finance

a) Management Letter

Committee noted the Management letter received from our Auditor.

b) Letter of Representation and Response

Committee approved the Audit Management Letter Response letter.

Policy Referrals

a) Committee Expenses

Committee ratified the Committee Expenses Policy.

b) Insurance Policy

Committee ratified the Insurance Policy.

c) Tender Procedures

Committee ratified the Tenders Procedures Policy.

d) Treasury Management

Committee ratified the Treasury Management Policy.

e) Office Bearers Expenses

Committee noted the report contained within the papers.

11. Delegates Reports

a) EHV Members Report

Committee noted the report contained within the papers.

b) GWSF monthly update

Committee noted the report contained within the papers.

AD will attend the Glasgow and West of Scotland Forum (**GWSF**) Open meeting on the 17th October 2019.

12. Correspondence

a) Information

None.

b) Decision

The current Donations Schedule was circulated to committee. Committee declined the donation request from Children with Cancer UK.

c) Training.

AA agreed to attend the SHAPS support group event on the 25th October 2019. **SP** will book a place.

13. Policy Reviews.

a) Tenant Participation (New Policy)

AD asked if in Section 3 The Importance of tenant Participation the word tenants in the second paragraph could be replaced with members to reflect that all WWHC members were eligible to join the management committee. **SA** asked if the table on 6.4 could be changed to show that the Housing Management Sub-committee take place quarterly and not 2 monthly and the Finance sub-committee takes place 2 monthly and not quarterly. Committee agreed.

Committee ratified the amended Tenant Participation and Engagement Strategy Policy.

Additionally, **SP** informed committee that only two responses were received to the recent Tenant Participation Consultation which was disappointing as a lot of work had went into the consultation and even offering a £30 prize had not attracted a larger number of participants.

b) Committee Performance Reviews (New Policy)

Committee ratified the Committee Performance Reviews Policy.

14. Staffing:

SP left the room to allow committee to deal with these issues.

a) IT Officer (confidential envelope)

Committee noted the report contained within the papers.

Committee unanimously agreed to extend the agency contract to 28th February 2020 and to review the position at the management committee meeting in January 2020.

b) Concierge issues

A memo was circulated to committee. **PF** apologised to committee, but this information had only become known earlier in the day.

EK enquired about the possibility of recruiting a permanent new concierge officer to support the concierge team with cover for illness and holidays and it would provide a member of staff needed when the new development is completed. **PF** replied that having an additional member of concierge has a considerable cost attached and could perhaps make non-attendance more tolerable when cover is already in place and that there are no plans to extend the staff structure when the new development is complete as it is hoped it can be absorbed using the current staff structure. **PF** reminded committee that the development is not due for completion for another 2 years.

Committee approved the Temporary Staffing Proposal contained in the report.

c) Staff Grievance: Stage 3

PF updated committee that Stage 2 of the Grievance procedure had been completed and it had now been taken to Stage 3 which will be handled by the Staff and Recruitment Sub-Committee.

15. Governance and Scottish Housing Regulator (SHR)

a) New Regulatory Framework: Self Assurance Statement October 2019

1) Statement for Signing

Committee noted the report contained within the papers.

PF informed committee that after receiving **SFHA** guidance on Friday an enhanced Statement had been produced and this was circulated to committee.

Committee approved the enhanced draft which will go to the October management committee meeting for sign off.

2) Affordability Study

Committee noted the report contained within the papers.

PF stated **WWHC** will continue to evaluate the utilisation of the **SFHA** Rent Affordability Toolkit for rent setting.

3) Management Committee Skills Analysis

Committee noted the report contained within the papers.

4) Assurance Report: Update

Committee noted the report contained within the papers.

b) The cost of regulation.....and who pays it

PF stated that regulatory involvement and the production of the Assurance Statement had led to him being less productive in other areas as it has been consuming a large chunk of his (and other staff's) time, the cost of which is met by the tenants and also means a reduced service to the tenants.

16. Internal Audit

a) Action Plan: Update

Committee noted the report contained within the papers.

SP reported that the Action Plan is on target.

b) 2019/20 Programme: Risk Management:

Committee noted the report contained within the papers.

17. Health and Safety

Nothing to report.

18. East Whitlawburn.

a) Project Update

PF informed committee that there has now been a further reduction in the number of units for sale with 81 owner occupied properties now planned.

b) Legal Agreement

PF reported that the meeting that had been planned for last Wednesday had been postponed until next Thursday.

19. Springhall and Whitlawburn Neighbourhood Plan.

a) Update on WWHC 5 asks

SP informed committee that she had pitched for a £500 grant for spring bulb planting for local young people at the Participatory Budget Event held in Springhall but had been unsuccessful having only received 30 out of 300 votes. **CB** told committee that there is funding available for utilizing young people to benefit community spaces. **SP** will investigate to find out if this is available to **WWHC** for spring bulb planting for local young people.

b) Pop up info and consultations: Benmore Tower

Nothing to report.

20. Risk Management

No issues to report.

21. Energy Project

a) Progress report and Retention figures.

PF advised committee that **WWHC** are still awaiting a final invoice from Npower.

b) Future Pricing

PF commended committee for freezing prices over the winter months. **AA** stated that it would be beneficial to tenants. **AD** added that future costs would need be planned for and committee should consider the need for contingency funds in the future for repairs or maintenance.

22. Rules Working Party and WWHC SFHA Consultation Response

Committee noted the report contained within the papers.

PF stated to committee that the Rules Working Party is on hold until the consultation is concluded and a position finalised.

23. Freedom of Information: Update

PF informed committee that he is satisfied with **WWHC**'s position to implement the new guidelines on time.

24. Moorepay Update

PF will be in contact with the Moorepay Business Development Manager tomorrow to look at ways forward and for them to consider the benefit of a settlement against the possibility of losing **WWHC**'s custom as we are looking at alternatives. **PF** thinks those higher in the Moorepay management may still be reluctant, but it is worth trying.

25. Communication Strategy: WWHC Logo etc

Committee noted the report contained within the papers.

Committee are happy with the design of the new logo. Some concerns were raised about the cost of rebranding and how this money could be better spent elsewhere, especially after having to tell tenants there are no funds to update the landings in the multi-storey flats. The new logo would give a better and more modern image of **WWHC**. After discussion committee agreed to seek more detailed costings of implementing a new logo and how this could be phased in to minimise costs and use up existing stocks.

26. Capital Programme Update: 5 Year Programme: Hard Decisions required

Committee noted the report contained within the papers.

PF reported to committee that reserves were reducing and under pressure from planned kitchen and bathroom renewal and office improvements. Office improvements are budgeted at £20,000. The planned Kitchen and bathroom renewal would cost £100,000 with 28 kitchens and 65 bathrooms due for renewal. The 3 options to allow this work to be carried out are 1) use £120,000 of reserve funds 2) add an additional 4% to the rent rise 3) not carry out the work. Committee discussed at length all options and concerns were raised that any postponement may be a false economy and cost more in the long run. Committee were not keen on raising rents by any additional amount. One suggestion was to decelerate the kitchen and bathroom program and complete it over a longer period replacing the most at need first. **PF** reminded committee that there is no contractual commitment yet. Committee agreed to continue the decision until next month. **AA** asked committee to have a good think before as it is important to get it right.

27. Budget and Rent Setting 19/20

Committee postponed a decision as they will be better prepared to consider any rent rise and subsequent budget once a decision is made on the Capital Programme and the utilisation of the **SFHA** Rent Affordability Toolkit for rent setting.

28. A.O.C.B. – Any Other Competent Business

LW asked if a time capsule had been considered for the new development. **PF** replied that it had not but if it was something committee agreed on it could be considered.

PF circulated the proposed questions for the tenant satisfaction survey. Committee approved the questions.

PF stated that Scottish Power had identified an underground cable at the sub-station site and although it is not live it will need taken care off before any improvements can be done.

PF informed committee that the gritting contractor has agreed to freeze prices and a full paper will go to the Property Sub-Committee.

PF was pleased to let committee know that Grant Clayton **WWHC** Assistant Director of Property Services had reviewed the aerial rental income and has secured an additional £20,000 of income. Committee were extremely pleased to hear this and highly praised Grant on his good work.

29. Date and time of next meeting: Monday 28th October 2019 at 7.15 p.m.