

**West Whitlawburn Housing Co-operative Ltd**  
**Minutes of Management Committee Meeting**  
**Held in in the Co-operative Offices at 57, Belmont Road on**  
**Tuesday, 23<sup>rd</sup> April, 2019 at 7.15pm**

**Committee in Attendance**

7 Committee members and 2 co-optees

**Staff in Attendance**

Director, Projects Officer

**1. Apologies: - signing in book**

Apologies from 2.

Absent without apologies – 2

These 2 have now been absent for 4 meetings and the appropriate letters will be sent to them confirming they will no longer be on committee.

**Leave of absence** – one Committee member continues her 3 month leave of absence as agreed.

**2. Confidentiality**

The Chair reminded Committee about the confidentiality of everything discussed.

**3. Declaration of Interest**

Some forms were re-issued as they had been filled in incorrectly. These were completed at this point.

**4. Attitude Menu**

Noted by committee

**5. WWHC Communication Code**

Noted by committee

**6. Previous Minutes**

**a) Management Committee 25th March 2019**

Proposed by – xxx                      Seconded by – xxx

One correction – 1 on page 3, Item 16 (a) it should read 141 meeting since 2013 and not 14.

**b) Signing of minutes**

Minutes were signed by xx as she chaired last meeting.

**c) Publishing of minutes**

The Director pointed out to committee that the SHR is now insisting that the minutes of meetings are now published. The minutes of this meeting, once approved at the May meeting will be published on the WWHC website. This will be after they have been checked for possible breaches of GDPR regulations and contain no sensitive information. These regulations need to be complied with.

**7. Matters Arising from Previous Minutes**

**Easter egg hunt** – as part of WWHC 30<sup>th</sup> Anniversary was very successful with about 100 children present.

**SFHA visit** – SFHA visit went well. The Director suggested that re-joining the SFHA may be a possibility in the future.

**Hot water in MSF laundries** – notices have been put up in the MSF laundries warning of potentially scalding hot water. Also the thermostats have been adjusted.

**8. Staff action list**

The Director has reviewed this item and will no longer be an on-going item on the agenda.

**9. Committee training plan and integration**

One appraisal from last year still outstanding.

Projects Officer put forward a suggestion regarding interaction with the Hawthorn Housing Co-operative committee. The idea is to possibly have members from each committee sitting in at each other's meetings, acting as observers only. This was favourably received and PO is to check on possible dates and times with Hawthorn HC.

PO asked committee's views on the governance training given by AMT on April 2<sup>nd</sup>. Everyone agreed that it was very good and a worthwhile refresher on an important topic.

**10. Sub Committee Minutes:**

None

**11. Referrals from Sub Committee: None**

None

**12. Delegates Reports**

**a) EHV Members Report**

Noted by committee

**b) EVH Member Project: Tribunals etc.**

New service available through EVH of legal advice and representation in relation to employment tribunal claims.

**c) WWHC representation on EVH**

An e-mail was received querying WWHC representation at EVH. This is currently held by xxx who is presently on a leave of absence. This will end soon and a decision will need to be made as to whether xxx will continue in the role.

**13. Correspondence**

Committee were asked about possible nominations for the Helen McGregor award. No names were put forward at the meeting.

Attendance at the EVH one day seminar – xxx to attend. PO to book a place.

Further correspondence – Committee were given the option to attend the EVH recruitment conference at the Grand Central Hotel in Glasgow – No interest.

#### **14. Policy Reviews**

**a) Notifiable events policy**

Policy approved by committee

**b) Whistleblowing Policy**

Policy approved by committee

**c) Selection and Recruitment Policy (delayed, revised target May 2019)**

Delay was noted by committee

#### **15. Staffing:**

**a) Office staffing proposals 2019/20**

**b) Concierge: additional hours**

Proposed changes in hours for xxx were approved.

**c) Staff: 30 Year EVH Service Awards: 28th May 2019 at 6:30 p.m.**

Long service staff awards will be presented at 6.30pm on Tuesday, 28<sup>th</sup> May 2019, before that evenings meeting.

**d) xxxx**

Forthcoming vacancy for xxx post. The Director told committee that EVH have been in touch about temporary cover but that unfortunately there was no-one on the register suitable. It was mentioned that WWHC in the past has been supported by EKHA. They have been contacted to see if this might be possible for a few months but there's been no response to that yet. A plan needs to be in place ASAP. A proposal was for xxx, who has been supporting finance to possibly take responsibility under guidance from East Kilbride's support. She knows our circumstances and the staff know the finance manager there. If all went well she could be a permanent replacement for xxx. However, this is dependent on support being available from East Kilbride. If this does not work then the position would need to be advertised.

Also, looking to a leaving event for xxx, this would be decided after consultation with her.

**e) Staff increments**

Noted by committee

#### **16. Governance and Scottish Housing Regulator:**

**a) Assurance Report: Further information request from SHR response. Further responses to SHR are included in the committee papers but there has been no reply to date. The Director brought committee's attention to a point on Page 3 regarding legal advice. If and when legal advice is needed then we will seek it out. Unnecessary on this issue/occasion. This was agreed by committee.**

**b) New Regulatory Framework: Self Assurance Statement: October 2019: Consultancy appointment and work plan**

We have until October 2019 further information will be presented at a future management meeting.

**c) ARC preparation**

This will be presented to Committee at the May meeting

**d) The cost of regulation.....and who pays for it**

The Director pointed out that these costs are increasing as time goes on. Staff and committee should be answerable to the tenants primarily and not just the SHR. The SHR are looking for more and more detailed information.

**17. WWHC 30th Anniversary Proposals**

Communications team are discussing this. Possible plans for a gala type event in late summer, possibly August (outside school term-time) Committee was asked for support to help planning for this event. xx offered to help.

**18. Internal Audit**

**a) 2017/18 Action Plan**

Plans are still in progress and going well. Status of actions against the plan are included in committee papers.

**b) 2019 Programme plan: Payments and Invoices report complete: Summary report**

Assurance level was shown as 'reasonable assurance' which is the second highest of four levels of assurance. Well done to all involved.

**19. Health and Safety**

Nothing to report

**20. East Whitlawburn:**

**a) Project Update**

It was noted areas have now been fenced off and buildings are being cleared. Planning permission is likely to be granted in June 2019, with demolition due to start once approval given.

**b) WWHC Lock ups**

A memo from The Depute Director drew committee's attention to an original plan to demolish four lock-ups at the east end of Roslin, Kintore and Benmore Towers. Updated plans to show the impact of this are awaited, however it looks likely that all of the lock-up's belonging to these towers will have to be demolished. Committee have agreed to this in principle, depending on the plans and terms that SLC propose.

**21. Springhall and Whitlawburn Neighbourhood Plan: Update on WWHC 5 asks**

Xxx and xxx are on the environmental improvement team and they plan to put skips in East Whitlawburn and Springhall in order to try and stop fly tipping. There were concerns over safety of these skips, Proposals taken back include tree planting and improving the street signage.

**22. Risk Management**

Nothing to report

**23. Energy Project**

**a) Progress report and Retentions figures**

Noted by committee

**b) Budget 2019/20**

Proposed price freeze for 6 months. This was agreed by committee.

**24. Allocations Policy Review: Management Committee input**

There was a request for two volunteers to join a working party on this review. Xx and xx volunteered.

**25. Freedom of Information**

There is a lot of work to be done by November, 2019 to get WWHC ready for this change in regulations. Staff are working on this and more information will come to committee in due course.

**26. Communications Update – Logo decision**

Committee expressed disappointment over the lack of representation of the new build house in any of the designs put forward. None of the short listed designs met with clear approval of the majority of committee. A consensus felt that the design should incorporate the MSF's, low rise and new build houses. There was also questions raised over the tree which is no longer there, and also the proposed new housing stock arising from the East Whitlawburn re-development. Committee asked if it would be possible for some other designs to be submitted for consideration. No decision was taken regarding a new logo.

**27. Tenant Participation/ Co-operative Development:  
Draft Policy and Presentation**

PO told committee that the brief was to look at how things are and how could be improved. This involved looking at other models to see if there was a better option, and then make a presentation to management committee. 83.5% of tenants are satisfied with the opportunities to participate (Scottish average 85%) Other co-operatives have similar results. The current policy is considered to be good but it is not measurable. PO and xxx looked at eight other tenant participation policies to compare with WWHC's and to get ideas.

The new policy will include SHR assurance statement information, guidance on the regulatory standards, human rights and equality good practice. It was felt that newer tenants perhaps don't understand where the co-operative has come from. In a focus group no-one could name a committee member. Many couldn't tell the difference between a council and the co-operative. It was suggested that we could have a better use of social media, also that we could build a stronger sense of community through such events as bingo or fun days for families.

The regulator has pushed for tenant scrutiny panels since 2012. As WWHC is fully tenant controlled this has never been deemed as necessary for WWHC. They are used to get feedback on policies and come back with fresh perspectives. It is hoped that a tenant focus group could be set up by September 2019.

Proposed use of social media to get feedback and ideas. Perhaps holding more informal meetings e.g. in common rooms of MSF's. Staff and Committee need to think more on tenant participation and be more visible. Media training is a possibility. xx pointed out that we would need a social media officer to take control of it. PO asked committee if they were interested in general media training and this was agreed on. XXX mentioned that WWHC website needed to be improved.

Action plan approved. Policy to come back to committee once finalised.

- 28. Bad debt write off 18/19:**
- a) **Rent/lock up arrears**  
Committee noted and approved the report from AD ( TS).
  - b) **Rechargeable repairs**  
Committee noted and approved the report from AD (PS).
- 29. Capital Programme**
- a) **Update**  
Committee noted the report contained with the papers
- 30. Complaint and compliments: end of year report**  
This will now be reported quarterly
- 31. Payroll Service Provider**  
This is still with the lawyers. Next consultation is due on the 1<sup>st</sup> of May 2019.
- 32. BUTW lease**  
Still waiting for a response on the lease
- 33. GDPR reports**
- a) **Breach**  
Committee noted the contents of the report
  - b) **Frequency of reporting**  
The Director recommended that the frequency of reports be quarterly unless a big breach needs to be brought to committee's attention. This was agreed by committee.
- 34. AOCB: Any Other Competent Business:**
- a) There was a concern over quorum for WCRC issues which could be difficult depending on apologies/attendance at WWHC meetings.
  - b) Work to be done on Whitcomm committee quorum also.
  - c) XX is doing the kilt walk in order to raise funds for the Phil Welsh Welfare Fund. He asked committee members for sponsorship.
  - d) The Chair has organised one to one committee appraisals for Week commencing 29/4/19.
- 35. Date and time of next meeting: Monday 28th May 2019 at 7:15 p.m.**