

**West Whitlawburn Housing Co-operative**  
**Management Committee Meeting of Monday 25<sup>th</sup> April 2022 at 6.30pm**  
**Meeting held in Whitlawburn Community Resource Centre**

**In attendance:**

**Committee:**

A Anderson – Chairperson (AA)	M Alcorn (MA)	B McNicol (BMcN)
S Anderson – Vice Chairperson (SA)	R Alexis (RA)	D Murphy (DM)
A Duffin – Secretary (AD)	E Kerr (EK)	P Welsh (PW)

**WWHC Staff:**

S Marshall – Director (Dir)

G Clayton – Deputy Director (DD)

R Hosie – Corporate Services Assistant (CSA) – Minutes

Meeting is quorate.

**1. Apologies**

None.

**2. Confidentiality**

The Chairperson reminded committee members about the importance of confidentiality.

**3. Declaration of Interests**

AA, SA and AD declared an interest at agenda item 16.c) and will not take part in discussion or decision making.

**4. Equalities and Human Rights**

No issues raised at this meeting.

**5. Previous Minutes**

**a) Management Committee meeting of 28<sup>th</sup> March 2022**

The previous minutes were proposed by MA and seconded by SA and noted as an accurate record.

**b) Signing of minutes**

The Chairperson passed the signed minutes to the Dir for retention.

## **6. Matters arising from Previous Minutes**

At the March 2022 Management Committee meeting the urgent request for housing from SLC for people fleeing the war in Ukraine was approved.

SLC have viewed the properties and we are awaiting a report back. SLC have access to funding to cover rent/void/other costs associated with the lets.

## **7. Actions arising from Previous Minutes Report**

All open items are progressing.

The CXFB tool has launched and surveys are being sent out to tenants who have had repairs carried out.

Talks with City Fibre are still ongoing, proposals to be considered by staff.

## **8. Sub Committee Minutes and Referrals**

None.

## **9. Correspondence**

### **a) Information**

None.

### **b) Decision**

None.

## **10. Delegates Reports an Affiliated Organisation Information**

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

EVH AGM being held on 29<sup>th</sup> April 2022. The Dir updated Committee regarding the proposed salary increase of 4.1%. EVH received a 90% response rate and members in favour of the increase. Information regarding updated salary points has been issued.

Committee noted the update.

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

Two Committee members AD and PW attending GWSF Summer Re-generation conference and will be presenting the plenary session.

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

No items.

## **11. Governance and Assurance**

### **a) Schedule of External Submissions 2022/23**

Final Covid SHR return due for submission by 29<sup>th</sup> April 2022 for quarter 4.

ARC returns and 5 Year financial Projections due end of May 2022.

Committee noted the report.

### **b) Management Committee Training Plan**

Training session on Scottish Social Housing Charter with Linda Ewart dates proposed:

- 11<sup>th</sup> May, delivered in-person
- 16<sup>th</sup> May, delivered remotely

Committee opted to arrange the training session for 11<sup>th</sup> May at 6.30pm.

### **c) Governance, Recruitment and Succession Planning**

Discussions regarding committee recruitment have been continued from training session with Linda Ewart on 7<sup>th</sup> March 2022 and March Committee meeting.

The Dir proposed that other Co-operatives Chairpersons' be invited to chat to WWHC Management Committee about their experiences with non-member co-optees and recruitment. Dir to contact other Housing Co-operatives and report back.

The design/launch of a new website and re-introduction of Tenant Scrutiny Panel (TSP) may encourage further recruitment.

The Dir confirmed that current Chairperson will have been in position for 5 years and must step down following the ASGM this year. Committee to consider succession planning.

Committee noted the update.

## **12. Regulation**

### **a) Engagement Plan**

The Scottish Housing Regulator has published engagement plans for 2022/23. Committee noted the copy of the plan contained within the papers.

### **13. Director Report and Targets**

The PA&R Sub-committee meeting is due to be held on 9<sup>th</sup> May 2022.

Senior staff meetings are returning to in-person and will discuss/consult with staff on moving towards office reopening, with mitigations in place.

WWHC currently have one long-term void due to meter change issues. Staff are working to resolve this.

Two MSF properties have handsets which do not relay smoke alarm calls back to Concierge due to a worldwide shortage of chips. Concierge staff are aware of the properties and monitor these regularly.

Committee noted the content of the report.

### **14. Property services**

- a) SHR Returns pending which will include performance information

### **15. Tenancy services**

- a) SHR Returns pending which will include performance information

### **16. Corporate services**

#### **a) Budget Update – Staff Salaries**

Dir updated committee regarding the impact on the budget of the salary increase of 4.1%.

The budget has been updated with this and the cover arrangements in place for the interim staff structure in place for 2022/23.

Additional costs will be incurred as a result of cover arrangement for Concierge and Housing Management staff absences which will be reported through the Management Accounts and internal cash flow reports.

Committee noted the updated information.

#### **b) Procurement – Website re-design and build**

A tender was issued on 11<sup>th</sup> April 2022 via Public Contracts Scotland, to design and publish a new website so that WWHC can meet Regulatory Standards. The tender closed on 22<sup>nd</sup> April 2022 with 10 responses received, 2 were disregarded for failure to meet formatting requirements.

Committee approved the appointment of Code Aces trading as Site By Design to develop and publish a new website and to provide support and maintenance services for a 3 year period.

The Dir opened the discussion up to the idea of a new logo/branding to coincide with the new website. Re-branding was considered previously but was placed on hold.

One committee member expressed that logo/brand re-design may result in difficulty in decision making due to personal taste/preferences.

Members agreed that if WWHC were to re-brand, it would be suitable to consider this alongside the production of the website. The Communications and Participation Working Group (CPWG) will investigate this further.

### **c) WCRC Minute of Agreement**

AA, SA and AD did not participate in this discussion.

Amendment to be made regarding the WCRC Chairperson.

Committee agreed to approve and sign the Minute of Agreement between WWHC and WCRC and pass to WCRC committee for approval thereafter.

### **d) Cost Centre Apportionment**

Each year WWHC review what percentage of salaries are apportioned to specific activities. The proposals are based on the interim staff structure which is in place until January 2023.

Committee agreed to approve the apportionments highlighted in Appendix 1 of the report, with figures effective from 1<sup>st</sup> April 2022.

## **17. Monitoring Reports 2021/22**

### **a) Complaints**

Committee considered the complaint monitoring report for 2021/22 which detailed a total of 34 complaints received during the year with 2 carried forward from 2020/21. All complaints were resolved except 2 carried forward to 2022/23.

28% of the complaints were upheld in whole or in part with details in the summary report on all complaints. There were no complaints on equalities issues.

The complaints received highlight the importance of good communications internally and externally, particularly during periods of remote working and having good quality information readily available for tenants.

Committee noted the outcome report and the figures will be reported to SHR through the ARC.

**b) Compliments**

Committee noted the summary compliments report received during 2021/22.

**c) GDPR Breaches**

GDPR breaches report for 2021/22 showed 1 potential breach and 1 actual data breach during the year. The actual breach was handled immediately and all information on the receiving end has been deleted. It was considered low risk. Legal advice was taken on the potential breach and no personal data was released.

Committee noted the 2021/22 outcome report.

**d) FOISA Requests**

WWHC received 2 Freedom of Information requests during 2021/22 which were responded to where the information was held. WWHC also receive information requests regularly which are considered “business as usual” where written information is requested and provided as a matter of course. Monitoring information is submitted quarterly to The Scottish Information Commissioners Office.

Committee noted the 2021/22 outcome report.

**18. Policy Review**

**a) Whistleblowing Policy**

This policy has been reviewed as part of the normal review cycle to ensure it is up to date. There are no legislative or material changes and is based on the EVH Model Policy. No equalities issues have been identified.

Committee approved the Whistleblowing Policy for implementation.

**b) Membership Policy**

This policy has been updated to ensure it reflects the updated Rules as highlighted in the cover report.

Committee approved the updated Membership policy for implementation.

**c) Use of the Seal Policy**

This policy has been updated as part of the normal review cycle. It sets out how WWHC executes important documents and the procedure for use of the seal. There have been no legislative or material changes made to the policy.

Committee approved the Use of the Seal policy for implementation.

**d) Homeworking Policy**

This policy was last reviewed in May 2021. The timescale for normal review cycle has been increased from 1 year to 3 years.

Committee approved the updated Homeworking policy for implementation.

**19. East Whitlawburn**

**Development Strategy Update Report**

**a) Legal Agreement**

The DD confirmed that the Missives were concluded on 25<sup>th</sup> March 2022. The DD further confirmed that the first valuation and grant funding drawdown was submitted and approved by the Scottish Government for payment to South Lanarkshire Council

**b) Loan Finance**

CAF Bank have requested information ahead of the first drawdown which is being gathered by Senior Staff. This information request includes biographies for Management Committee and Senior Staff.

**c) Progress Report**

Stock mix of the 60 units breakdown confirmed as

- 8 x 4 person, x 3 apartment houses
- 4 x 7 person, x 5 apartment houses
- 16 x 6 person, x 4 apartment houses
- 12 x 2 person, x 2 apartment flats
- 12 x 4 person, x 3 apartment flats.
- 8 x 2 person, x 2 apartment cottage flats

South Lanarkshire Council remain on programme for the property handovers which are expected to commence from September 2022 and be completed before end of December 2022.

The information will be published in the next newsletter.

The DD proposed another site visit for Committee to view the properties progress – agreed for 9<sup>th</sup> May 2022 at 6pm.

## **20. AOCB**

AD provided an update on the Pensions Working Group. It is proposed that WWHC close the Defined Benefit scheme and offer new Defined Contribution rates. Rates have been proposed at a low, medium and high scale. Staff members will have access to 1:1 advice sessions with Chiene & Tait Financial Planning. Discussions are still ongoing, with feedback requested by 18<sup>th</sup> May 2022, and any proposals will be brought to Management Committee for approval.

## **21. Date and Time of Next Meeting**

23<sup>rd</sup> May at 6.30pm

CSA left the meeting at 19.23.

**Closed session - CONFIDENTIAL ITEMS**

**Meeting closed 19.50**