

**Minutes of West Whitlawburn Housing Co-operative
Management Committee Meeting of**

**Monday 25th October 2021 at 6:30pm in
Whitlawburn Community Resource Centre**

In attendance:

WWHC Committee:

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

WWHC Staff:

S Marshall (Director)
R Hosie (Corporate Services Assistant)

Meeting is quorate.

1. **Apologies**
(FR), (HA) Leave of Absence
2. **Confidentiality**
The Chairperson reminded the Committee of the importance of confidentiality.
3. **Declaration of Interest**
The Chairperson reminded the Committee of the requirement to declare interests appropriately. None declared at this meeting.
4. **Previous Minutes**
 - a) **Management Committee meeting of 28th September 2021**
The previous minutes were proposed by EK and seconded by SA and noted as an accurate record.
 - b) **Signing of Minutes**
The Chairperson will pass the signed minutes of the previous meetings to the Dir for filing.
5. **Matters Arising from Previous Minutes**
There were no matters arising

Actions from Previous Meeting Report
Committee noted the progress with open items in the report.
6. **Sub Committee Minutes and Referrals**
None
7. **Correspondence**
Dir advised of 2 donation requests. Erskine and Children with Cancer.

Committee agreed a donation of £100 to each charity.

8. Delegates Reports and Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH)

Committee noted the EVH report in the papers.

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

AD advised of attendance at GWSF AGM and noted the differing approaches to re-opening.

c) Scottish Federation of Housing Associations (SFHA)

None

9. Governance and Assurance

a) Annual Assurance Statement

Dir confirmed that Management Committee approved the draft statement at the September committee meeting following consideration of the report by Mulholland Housing Consultancy.

The internal auditor has now complete the Equalities and Human Rights audit and has confirmed the clause included in the assurance statement.

The Internal Auditor will present the outcome report to the next meeting.

Committee approved the Annual Assurance Statement for signing by the Chairperson and submission to the Scottish Housing Regulator.

b) Management Committee Training Plan

FOISA refresher training has been rescheduled for 22nd November 2021, via MS Teams due to Internal Auditor attendance at next meeting.

c) Notifiable Events

After submission to SHR, Dir advised that the regulator has not been in contact. The case is still open and regulator has received all documentation. Committee noted the update.

d) Schedule of External Submissions 2021/22

Q2 Covid Quarterly Landlord Information Return was submitted to the Scottish Housing Regulator by the deadline of 20th October 2021.

All external submissions required are up to date

e) Review of Rules

WWHC Rules have been submitted to FCA for registration.

Dir advised Committee that [REDACTED] have been refused registration as a fully mutual with charitable status by the FCA as they do not accept an organisation can be both.

Dir advised that this had been raised by our solicitor previously

10. Appraisals

a) Management Committee Post AGM paperwork

Dir provided a verbal update on returns. Paperwork reissued to Committee Members as required.

b) Management Committee Annual Appraisals

Outstanding assessments to be returned which will be passed to Chairperson.

c) Director Appraisal

Committee agreed the proposed process and appraisal due for completion in November 2021.

Appraisal will be carried out by Chairperson and Secretary. A date will be arranged and reported back to Management Committee.

11. Regulation

a) SHR Covid-19 Quarterly Return – Q2

Committee noted the return which includes information on staff numbers and absences, rent arrears, direct housing payments, number of empty homes, rent lost, average time to re-let and cash at bank.

12. Director Report and Targets

WWHC office reopening is progressing cautiously to continue to minimise the risks of Covid transmission and organisational disruption. Room numbers are being increased, tenant appointments in the office are continuing and accompanied viewings have restarted.

Further progress was held off due to high Covid-19 case numbers. WWHC staff are all aware of the current Covid-19 protocols and are taking a steady approach going forward. Committee noted the update and are happy with current approach.

13. Property Services

a) Property Sub Committee Meeting 18th October 2021

Meeting held, minutes to follow.

b) New Build Fencing

WWHC's current Alterations Policy does not permit fences above 25 cm in the front gardens of new build properties. We have received a request from a tenant from a new build property for Management Committee to re-consider the policy on front garden fences.

The tenant has erected a fence at the front garden of their property. It has been installed to a good standard and has extended the existing fencing installed by the Co-operative when the properties were constructed. The main reason for installing the fence was to prevent dog fouling on the grass at the front of the property.

Director responded to Committee questions, highlighting that as with any other alteration, work must follow an agreed specification and meet specific quality standards which would be post inspected by Property Services staff.

Director highlighted the recommendation for Committee to review the Alterations Policy in relation to front garden fence heights in consultation with the new build tenants.

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| Committee do not wish to review the policy at this time and agreed to keep the position under review. |
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c) Fire Safety Review

Committee noted the quarterly review report. The main items include progress on smoke and heat alarm installations. 14 properties in NB to be completed with works recommencing on 25th October 2021.

Scottish Fire and Rescue have restarted inspections and any repairs or other action required is completed as required.

14. Tenant Services

a) Arrears monitoring report

Committee noted the monitoring report showing a slight reduction from the previous month.

b) Welfare Benefits Advice

WWHC have put in place welfare benefit advice for 2 days each week, from 16th November 2020 to March 2022 with agreement to fund this from additional income from the boundary adjustment at the new build. We subsequently accessed alternative funding which has covered the costs and continue to make funding applications. Committee noted the improved arrears position and benefits of tenant support.

It is proposed that this service is extended for a one year period from 1st April 2022 to 31st March 2023.

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| Committee agreed to extend the welfare benefit advice service for a 1 year period using the previously agreed funds |
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15. Corporate Services

No update.

16. Complaints Monitoring – Q2

Committee noted the summary of 10 formal complaints during the quarter, 3 of which were upheld wholly or in part. This resulted in staff refresher training to improve service to tenants.

17. Health and Safety

- a) **Statement for Signature**
Statement signed by AA, Chairperson.
- b) **H&S Inspections – Friday 3rd December at 10am**
- c) **H&S Committee Meeting – Friday 3rd December at 11am**
Committee noted the scheduled meeting – papers to follow.
- d) **H&S Audits – Wednesday 24th November at 10am**
Audits to be completed by Director, Concierge Manager and Finance/CS Assistant.

18. Policy Review

SFHA Governance Guidance

Governance policy reviews are being progressed following updated SFHA guidance.

- a) **Committee Member and Office Bearers role descriptions**
Updated role descriptions were presented for Committee consideration. SFHA's Model Code of Conduct and Entitlements, Payments and Benefits Policy are closely linked to the model role descriptions. The content within the models is in line with the SFHA Model Rules 2020.

Committee agreed the role description for inclusion in the Standing Orders Policy.

- b) **Management Committee Recruitment and Induction**
WWHC operates a Committee Recruitment and Induction Policy which has been reviewed against the updated guidance.

Committee approved the policy for implementation.

- c) **Training and Presentations**
Management Committee are recommended to retire this policy as content is covered under alternative WWHC policies and codes of conduct.

Committee approved the policy retirement.

- d) **Donations Policy**
It is a requirement of WWHC Rules that a donations policy is in place and all donations must be reported to members.

Committee approved the policy for implementation.

19. East Whitlawburn

a) Legal agreement

Development of legal agreement is progressing. 60 units to be acquired by WWHC on a phased payment schedule and handover.

b) Loan Finance

Following receipt of indicative terms from potential lenders, the tender for loan finance has been issued with a return date of 5th November 2021.

c) Road Construction

The license agreement needed to allow the contractor to work on WWHC's land is nearing completion. WWHC are awaiting some technical information. Work due to start on 1st November 2021.

Tenant notifications will be delivered to affected tenants by the contractor.

Project completion is expected before March 2023.

Committee noted the update.

20. AOCB

Director notified the committee of a tenants request to film within his home and communal areas of Benmore Tower. Covid-19 procedures are in place by tenant – PCR and Lateral Flow tests carried out by tenant and crew weekly and twice weekly, respectively. Committee agreed the proposal.

21. Date and Time of Next Meeting – 29th November 2021 at 6:30pm

Confidential items

22. Staffing

a) Office Staffing

[REDACTED]

23. Succession Planning

Further information to follow.

Meeting closed at 7:30pm