

West Whitlawburn Housing Co-operative

Management Committee Meeting of

Monday 27th March 2023 at 6.30pm

Meeting held in Whitlawburn Community Resource Centre

In attendance:

Committee:

S Anderson – Chairperson (SA)

A Duffin – Secretary (AD)

E Kerr (EK)

A Anderson (AA)

M Alcorn (MA)

R Alexis (RA)

K Stubbs-Gorman (KSG)

I Mykhailenko (IM) Co-optee

WWHC Staff:

S Marshall, Director (Dir)

G Clayton, Deputy Director (DD)

R Hosie, Corporate Services Officer (CSO) – Minutes

Meeting is quorate.

1. Apologies

P Welsh (PW) – Vice Chairperson, D Murphy (DM), B McNicol (BMcN)

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. Health & Safety

No items highlighted at this meeting.

6. Previous Minutes

a) Management Committee meeting of 27th February 2023

One amendment noted under item 12.a) (there)

The previous minutes were proposed by AA and seconded by AD and agreed as a true record.

b) Signing of Minutes

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

7. Matters arising from Previous Minutes

Actions arising from Previous Minutes Report

The Dir provided updates on the following:

- Long Service Awards are due to staff and committee. Eligible staff declined presentations. One committee member to be confirmed.
- John Mulholland Consultancy to conduct a tenant safety assessment. Properties will be selected at random and report content to be confirmed. More to follow.

Committee noted the report and updates.

8. Sub Committee Minutes and Referrals

No items.

9. Correspondence

a) Information

b) Decision

No items.

10. Delegates Reports and Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH)

Nominations to the Executive Committee are open – no committee member nomination.

EVH are reviewing policies specific to HR functions. WWHC will action reviews in line with policy review schedule.

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

AD advised GWSF have returned to open meetings and are consulting members on the style of these meetings. Community wealth building and review of EESSH2 guidance were prominent topics.

The Dir advised that GWSF reported on tenancy sustainment in Glasgow and noted that discussions points were relevant to councils outside Glasgow.

Committee noted the update.

c) Scottish Federation of Housing Associations (SFHA)

No updates.

11. Governance and Assurance

a) Schedule of External Submissions 2022/23

All items complete.

b) Schedule of External Submissions 2023/24

Schedule reset for upcoming financial year. WWHC now required to submit Management Accounts and Covenant Outcome Report to CAF Bank as well as the Co-operative Bank.

Schedule approved by Management Committee.

c) Management Committee Training Plan

The Dir requested feedback on preferred times for training and delivery methods. Training can be provided before Management Committee meetings depending on agenda content.

Social media and communications, the Business Plan and the Gender Recognition Reform (Scotland) Bill should it be passed.

An induction is to be scheduled for IM.

d) Governance, Recruitment and Succession Planning

Committee noted IM's recent co-option. The Dir has contacted other possible co-optees.

Committee noted the updates.

12. Regulation

a) SHR Engagement Plan 2023/24

Information will be published by the SHR on 31st March 2023.

13. Director Report and Targets

The Dir provided an update on staff absences, cover arrangements and one retirement.

The DD confirmed forced entries have commenced for properties without up-to-date heat and smoke detectors or valid EICR certificates. The SHR have published guidance on the regulations and advise that tenant refusals should be noted as abeyances. Evidence is gathered to support abeyances.

The DD confirmed that ground maintenance works are to commence from 1st April 2023.

Committee noted the report.

14. Property services

a) Bad Debt Write Off – Rechargeable Repairs

The proposed write off amount is budgeted for within the allocated amount.

Committee approved the write off sum of £21,433.90.

15. Tenancy services

The Dir updated Committee on anti-social behaviour cases. Incidents have been raised with Police Scotland and it is hoped that Scottish Fire and Rescue Service will deliver fire safety information to youth groups in the community.

The DD is investigating additional CCTV cameras.

16. Corporate services

a) Review of Bad Debt Provision

Review of bad debt provision in line with policy.

Committee agreed to reduce the bad debt provision from £110,000 to £80,000.

b) Cash Flow Monitoring Report – Quarter 3

The Dir provided a verbal summary of the report in the papers

IM queried WWHC's attitude to investment and risk. The Dir advised that WWHC is risk averse and has funds lodged in fixed low risk investment. This will be reviewed at expiry in line with Treasury Management Policy.

c) Insurance Renewals

During budget and rent setting, WWHC adopted broker advice and uplifted the insurance budget by 20%. Actual costs show a 24% uplift is required. The DD advised of reduced market competition and the benefits of WWHC's low claim history.

Committee noted the survey conducted by GWSF.

Committee approved the uplift to the insurance budget for 2023/24.

17. Policy Review Schedule

Information included for committee information.

A specific policy covering mould and damp will be developed.

Items updated as per timescales provided or as and when required by legal or regulatory standards.

Committee noted the policy review schedule.

18. East Whitlawburn

a) Progress Report

The DD advised that properties scheduled for handover on 27th March 2023, have been delayed by 1 week due to incomplete groundworks. Handovers after this date are still expected to be delivered on time.

The DD further reported that all carparks on the east side of the estate will be resurfaced on a tower-by-tower basis and the temporary road opening between Jura Terrace and Tiree Way is to be closed.

EK raised a query regarding property aerials and maintenance responsibility – the DD advised WWHC will be responsible.

Committee noted the update.

19. Business Plan Review

Item to be progressed in the coming weeks. The quantity surveyor will review the stock condition survey information which will update the maintenance plan.

Knowledge Partnership (KP) to host two focus groups on 5th April 2023 to Review TSS / rent consultation outcomes.

20. Tenant Satisfaction Survey Report

Detailed report produced by KP that categorises questions asked by demographics. All ARC indicators have been answered and responses to be included in ARC submission. Committee noted the overall satisfaction reported by respondents in comparison to the Scottish average.

AD noted wording in the report that refers to tenants and payment of full rent. Feedback to be reported back to KP to note for future.

21. AOCB

Filming request – request submitted for permission to film an advertisement in Benmore Tower for the SSPCA. The DD has been informed that a crew will be onsite and all animals will have handlers.

Committee approved the filming request.

Recycling bins at Kintore Tower – MA advised that recycling bins are not being emptied and positioned incorrectly. It is thought that this is a result of the construction works on the EW site. The DD to investigate with Concierge staff.

22. Date and Time of Next Meeting

Monday 24th April 2023 at 6.30pm

CONFIDENTIAL ITEMS

23. Staffing

The Dir confirmed Craig Crawford is appointed as Acting Concierge Manager for a 6 month trial period. Further recruitment to follow to fill vacant post.

Meeting closed at 7.40pm