

**Minutes of Management Committee meeting – Thursday 26th September 2024
In Southside House at 6.00pm.**

Action

Present: Alex Cameron (AC), Munir Choudry (MC), Iain Dyer (ID), Ruth McCluskey (RM), Shirley Robison (SR), (LP), Jenna Monteith (JM).

In attendance: Paul McVey (PM), Pauline Fletcher (PF), Steven Good (SG) Des Phee (DP)

**Item 1:
Apologies &
Attendance** Apologies received from Surjit Chowdhary, Alison Devlin, Liz Ely, Betty Macneill, Pamela McLevy and Lisa Peebles

**Item 2:
Conflicts of
Interest** None declared

**Item 3:
Minutes of
management
committee
meeting –
29.08.2024 &
Minutes of
Management
Committee
meeting
12.09.2024** SR highlighted part of the minutes of 29.08.2024 relating to the Annual Accounts aren't an entirely accurate reflection and commented that the external auditor did not present or discuss the accounts in such detail with the Management Committee and instead the detail was more to the Finance and Corporate Services Sub-Committee members, presented immediately before the Management Committee meeting.

ID commented that it is appropriate that the Finance & Corporate Services consider the accounts, but it is essential that responsibility lies with the Management Committee for a full review of the annual accounts and that this is fundamental to oversight of the annual accounts. PM acknowledged the timing issues with preparation of the annual accounts and the Committee meeting schedule. ID commented that it is proper that F&CS discuss but it doesn't supplant the role of the MC. This will be noted next year.

Management Committee approved the Minutes of the Management Committee meeting 29.08.2024 with appropriate amendments.

Proposed: RM Seconded: MC

Management Committee approved the Minutes of the Management Committee meeting 12.09.2024

Proposed: RM Seconded: MC

**Item 4: Consent
Agenda** AC highlighted three items within the Consent Agenda which were for Management Committee to note:

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- Draft Minutes of Finance and Corporate Services Sub-Committee meeting 15.08.2024
- Draft Minutes of Finance and Corporate Services Sub-Committee meeting 29.08.2024
- Draft Minutes of SHA Annual General Meeting 12.09.2024

PM

Management Committee noted the contents of the three items within the Consent Agenda.

Item 5: Matters Arising

PM went through the report and highlighted the following items.

150 Berryknowes Avenue – Options Appraisal update is mentioned in the CEO Report

Management Committee Appraisals: Follow up actions also contained within CEO report

****Minutes edited to remove commercially sensitive information****

Evictions approved – PM updated on the two cases for eviction approved by Management Committee at the August meeting, one tenant has until tomorrow to arrange payment if not forthcoming SHA will progress eviction.

Rubixx Housing Implementation: Project progressing with contract in mid-negotiation. A Privacy Impact Assessment has been conducted this week in relation to the implementation following enquiries from Management Committee. PM also reported that there also looks to be a cash saving of £5K per annum on what has been budgeted for.

**Item 6:
Revised SHA
Code of
Conduct for
Governing Body
Member**

DP presented a revised SHA Code of Conduct for Governing Body Members which also incorporates the Protocol for Investigating a Breach of the Code of Conduct. DP explained that the accompanying report sets out very minor cosmetic changes to the Code of Conduct and highlighted that a revised Model Code of Conduct is due for imminent publication by the Scottish Federation of Housing Associations (SFHA). DP advised that the revised model had been presented to a recent SFHA Governance Conference and that there did not appear to be any materially significant changes made as a result of the review, however the Code of Conduct would be revised again to take account of the update Model Code. Any changes will be advised to members.

MC highlighted the wider implications of the Nolan Principles upon which the Code of Conduct was based and there was some discussion around the Nolan Principles. The Chair stressed that for all members it is best to err on the side of caution in declaring conflicts of interest than not.

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Management Committee approved the revised SHA Code of Conduct for Governing Body Members.

Proposed: AC Seconded: ID

**Item 7.1:
Allocations
Policy – Post
Consultation
Report**

PF presented a report on the revised SHA Allocations Report and the public consultation carried out and outlined the outcomes of the consultation. PF also highlighted the wide range of groups who the Association has shared the consultation documents with and invited responses from including waiting list and transfer list applicants for housing and a range of external stakeholders. PF advised that a total of fifteen responses to the consultation were received the majority of which were received from waiting list applicants with respondents being broadly in favour of the proposed changes being made to the Allocation Policy.

Management Committee discussed the consultation, and the Chair asked if the Association should revisit consultation in a years' time to see how the new policy is working. RM commented that with some consultations if people see a policy and are substantively happy with this they won't be driven to respond. SR asked whether we have any tenants' groups who we have consulted with in the past, PF responded that we don't but that it is something SHA needs to progress on.

RM enquired how many people are on the SHA waiting lists, PF stated that in conjunction with the consultation exercise a cleansing of waiting lists was carried out and this has brought the numbers down from about 2000 to just over 1000. JM commented that if there is 1000 people on the waiting list, but we are prioritising 67% of Homeless cases then there will only really be a small amount of availability to feed that demand.

Management Committee approved the SHA Allocations Policy.

Proposed: AC Seconded: SR

**Item 7.2 SHA
Repairs Policy**

SG presented the revised SHA Repairs Policy and highlighted that this is part of a suite of revised Property Services policies that will be coming in the next few months.

SG commented that there has been no direct public consultation with this policy as there haven't been any material or significant changes to the policy.

RM highlighted some changes to be made the layout of the policy, SG commented that these will be made prior to publication of the policy.

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AC enquired about compensation in relation to repairs and asked does this arise very often? SG advised that it hadn't really been a significant issue during his tenure at SHA. PM commented that there has been recounted one incidence of compensation being paid in the past and this involved a fairly complex Scottish Government formula for calculating the amount of compensation to be paid.

AC enquired about 10% post inspections and asked if SHA are achieving this, SG advised that we are targeting repairs that will go over a certain value and where we want to be satisfied that the work has been done to standard.

Management Committee approved the SHA Repairs Policy.

Proposed: AC Seconded: RM

**Item 7.3 SHA
Contractor and
Consultants
Liquidation and
Receivership
Policy**

PM presented this newly developed SHA policy and explained this policy had been developed to ensure that the Association has contingency arrangements in place in the event of contractor insolvency. PM intimated within the report that a contractor insolvency can have significant financial implications, this is often less of an implication with reactive repairs contractors, however if a developer fails mid-project that may present a much more serious problem for the Association.

SR asked if PM could provide some more explanation about what a performance bond is. PM commented that we can we provide a more in-depth report with an explanation for the next meeting. PM raised the point that performance bonds can in some incidences put contractors off tendering for works.

JM enquired what kind of advice the Association is taking from lawyers around this issue. JM advised that performance bonds are becoming more commonplace and can act as safeguards in drawing down against the bond. JM pointed to recent developer collapses and highlighted that collateral warranties in this type of situation can be very useful if they have been implemented correctly.

PM advised that the Association usually does take advice from TC Young solicitors on issues around contracts, but a further report will come to the Management Committee in respect of performance bonds and collateral warranties.

Management Committee approved the Contractor and Consultants Liquidation and Receivership Policy.

Proposed: AC Seconded: JM

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**Item 8:
Review of SHA
Compliance
Against
Regulatory
Standard 6**

DP presented a self-assessment report against Regulatory Standard 6 and explained that this comprised part of the Associations' annual assurance process. DP also highlighted that the Management Committee has approved a rolling cycle of self-assessment against Regulatory Standards and Requirements and that Committee approved an approach in April this year which would assess our level of compliance with Regulatory Standard 1 & 6 and an annual review of Regulatory Standard 3 which is the finance-oriented standard.

DP advised that SHA staff including the CEO had carried out an initial self-assessment against Regulatory Standards 1&3 on 1 August, and those were presented for further scrutiny to the Finance & Corporate Services Sub Committee meeting in August, and included in the consent agenda for Management Committee at the end of August and that this report represents a self-assessment of our level of compliance against Regulatory Standard 6 - ***The Governing Body and Senior Officers have the skills and knowledge they need to be effective.***

DP referenced the report and intimated that Standard 6 has been assessed that there is evidence that the Association has evidence in place and effective in relation to 4 of the guidance points, and in place, but could be improved against 3 others.

DP also highlighted that through the process the Association had identified seven improvement actions which are not considered to be of material significance, and these will be added to the Association's Annual Assurance & Regulatory Framework Action Plan.

Management Committee noted the report with regard to Regulatory Standard and agreed with the self-assessment findings and actions.

**Item 8.1 & 8.2
Annual
Assurance
Report 2024 and
Draft Annual
Assurance
Statement 2024**

DP presented a further report which aims to set out how the Association has undertaken its annual assurance and regulatory compliance arrangements for this submission. DP highlighted at section 3 of the report how the Association has evidenced our compliance with each of the Standards we have self-assessed against this year. DP further highlighted Section 3.9 which provides an assessment of the Associations' level of compliance against Standards 1, 3 and 6 and also sets out the number of improvement actions which will be incorporated into the Annual Assurance and Regulatory Framework Action Plan.

DP advised that in line with the SHR's expectations this year at section 4 the Association has set out how we feel we comply with the key areas of Tenant and Resident Safety, those traditional big

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five tenant safety compliance areas plus damp and mould, lift safety and RAAC.

DP also intimated that the presentation of a self-assessment report of compliance against Regulatory Standard 3 to the Finance and Corporate Services Sub-Committee had precipitated a lot of discussion and feedback from Committee members both at the meeting and in subsequent discussions with the Leadership Team. This has resulted in further revisions to our self-assessment and a more robust set of improvement actions.

SR and AC both commented that they were pleased to see revisions made to the Regulatory Standard 3 self-assessment and that they both considered this Standard to be the Standard which represents the highest risk area for the Association.

DP also presented a draft Annual Assurance Statement for consideration by Management Committee and stressed however that this is the Management Committee's statement, and any comments and feedback can be input into a further revision of the Annual Assurance Statement. Management Committee commented that were happy to see the depth of narrative that has gone into the Statement and in particular the improvement focus that has been highlighted.

PM also advised that the Association would be sending a 'state of the SHA nation' type update to the SHR which we tend to do regularly to keep our Regulation Manager and Analyst updated and this is indicative of a good relationship we have with the SHR Regulation Team. The Chair appreciated the proactive approach with regard to the SHR.

Management Committee approved the SHA Annual Assurance Statement for submission to the SHR by October 31, 2024.

Proposed: RM Seconded: ID

**Item 9:
Tender Report –
Kitchen
Renewal
Contract**

SG introduced the tender report for the renewal of kitchens contract. SG advised that there had been a good response to the tender process. SG highlighted that there were a few outliers, some that are very low cost and some which are very high, and the quality aspect of the process acts as an effective filter.

AC enquired with regard to some of the lower bids received and if the reduction in quality was substantial, SG intimated that that the tender price the Association intend to proceed with is quite competitive, the lower bids did tend to involve a significant decrease in quality in order to achieve that price mark.

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SG outlined the intention is to carry out the kitchen renewal programme in two phases Phase 1: Hartlaw/Chirnside approximately 90 installs, then Phase 2: completion of Hartlaw/Chirnside and move onto Pollokshields.

SG also highlighted that the Association has come in within budget on this tender which is really key. PM advised that he has asked the Association's Asset Team to look closely at tenders and budget. PM also commented that the Association is getting floor coverings included within these costs and that the Association had budgeted for £6,864 per kitchen, however we came in under budget at ***Minutes edited to remove commercially sensitive information***, which is really important as that affects the Association's ability to carry out kitchen replacements over the term of the 30-year investment plan. PM also advised that this also took into account disturbance costs etc. which were not previously budgeted.

SR enquired if the Association receive many challenges from unsuccessful tenderers. SG advised that this is not something that the Association tends to experience. SG advised that the next stage is to progress to 'march ins' and explained that the Association will work around what tenants have and they choose colours etc, a lot of tenant liaison involved and a £100 disturbance allowance will be paid. JM enquired given the level of tenant liaison the Association are undertaking are the Association entering into effective Data Protection agreements with contractors. PM confirmed that Date Processor Agreements are entered into with all contractors handling personal data.

AC asked if when properties are surveyed for this work will we update our Stock Condition Survey data accordingly? SG advised that currently we update systems manually, however with Rubixx the system will automatically do this.

Management Committee approved the successful tender received from MCN Scotland Ltd.

Proposed: AC Seconded: SR

**Item 10:
Chief Executive
Report**

PM went through the CEO report in detail, highlighting some of the main points.

Pollokshaws Road – we are expecting to start this development very soon and in response to a query on delays, PM advised that the Geotechnical department at GCC Planning are wanting more assurance and external validation around findings. Geotechnical

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team under-resourced and presenting a real issue. However, we can't start on site until the green light is received which we are assured is imminent.

SHR Consultation on Charter Indicators: a few SHA staff members will be looking at this in more detail and attending a network session in relation to the consultation.

Staffing: Paul McColgan selected after a very competitive process to the Director of Property & Assets role. Paul will join at the beginning of December with a handover agreed with Steven.

Minutes edited to remove confidential information

150 Berryknowes Avenue: Meeting with design team and Arneil Johnson and Management Committee to discuss options appraisal, appropriate date and time for meeting to be arranged.

Governing Body Away Day – PM advised that a date of November 18th has been agreed for an away day session, facilitated by Allanpark Consultants. PM advised that a Teams meeting to be held with Chair, CEO and Alison Smith in advance of the Away Day session.

Committee Christmas Event: AR will send out a survey to gauge Management Committee preferences around an event. 29 November or 13 December looking like most likely dates.

DR

AGM Reflection: Feeling is that the format worked really well, staff hub breakout sessions had received good feedback. PM commented that people who didn't feel comfortable speaking in public felt able to speak to staff or raise issues in a more intimate setting.

First Tier Tribunal (FTT) case: PM advised that this case finally went ahead we will report back findings when we have a decision from the FTT. PM also highlighted to Management Committee that a few other MMR cases are being taken to the FTT and the Associations' experience is that this is not a fast-moving process.

Management Committee noted the CEO Report.

**Item 11:
Committee
Workplan**

DP presented an updated Committee Workplan to Management Committee and advised that feedback received from Management Committee with regard to programming an annual Governing Body Health and Safety Report and a Membership Report into the work programme of the Finance and Corporate Services Sub-Committee. DP advised that this would be incorporated into an updated workplan.

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Management Committee noted the Committee Workplan.

**Item 12:
Support for
Vulnerable
Households -
Winter 2024/25**

PF presented the report and outlined the range of support that the Association are able to provide to vulnerable households, this was raised by Committee last month in relation to the forthcoming cuts to the winter fuel payment. PF highlighted the range of Community Benefits that the Association have managed to put in place which will bring assistance to tenants, PF also highlighted funding received for starter packs for new tenants. PF advised that the Association are continuing to pursue grants and funding but also highlighted that the landscape is much harder for funding currently.

MC also commented that delegates at the Labour Party conference earlier this week had expressed unhappiness with plans to cut winter fuel payment, Management Committee agreed however that this was unlikely to affect the UK Government planned cuts.

Management Committee noted the support in place for vulnerable households over the coming months.

**Item 13:
Applications for
Membership**

PM advised that the following applications for SHA membership had been received:

- Application No. 409 – [REDACTED]
- Application No. 410 – [REDACTED]
- Application No. 411 – [REDACTED]
- Application No. 412 – [REDACTED]

Management Committee approved the applications for membership.

Proposed: AC Seconded: MC

**Item 14:
Relationship
with other
bodies**

PM canvassed appetite among Management Committee for remaining on external bodies representing the Association on external bodies.

EVH – Betty Macneill

SFHA – Iain Dyer

GWSF – Jenna Monteith

Cardonald Area Partnership – AD, however, will work in rotation along with staff representative

Pollokshields Area Partnership – SHA Housing Manager Shahnaz Shakoor will represent the Association on this external body

Item 15:

DP advised of one notifiable event which has been submitted to the SHR and subsequently closed by the SHR.

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**SHR Guidance,
Correspondence & Notifiable
Events** *NE Ref: 31049 – Disposal of Land and Assets.*

Management Committee noted the Notifiable Events report.

**Item 16:
Any Other
Competent
Business** RM highlighted a recent accident at Shields Road and enquired if it
there had been any progress with repairing the wall that was
damaged as it is on the boundary of the old SHA office on Shields
Road. PM will look into this to establish the current state of play.

MC also raised issue with vehicles speeding on Shields Road. PM
advised that the Association has formally raised this issue with
GCC.

**Item 23:
Date of next
meeting** Date of the next meeting will be 31st October 2024.

The meeting ended at 7.46pm