

**Minutes of Management Committee meeting – Thursday 29th July 2021
Held via Zoom with all attendees at 6.00pm**

Action

- Present:** Jonah Chireka (JC), Surjit Chowdhary (SJ), Alison Devlin (AD), Betty Macneill (BM), Ruth McCluskey (RM), Margaret McIntyre (MM), Shirley Robison (SR), Bob Turnbull (BT).
- In attendance:** Patrick Mc Grath (PM), Norma Taylor (NT), Des Phee (DP), Pauline Fletcher (PF), Chris Milborrow (CM), Aileen Radford (AR).
- Item 1:
Apologies &
Attendance** Apologies received from Alex Cameron and Munir Choudry.
- Item 2:
Conflicts of
Interest** No conflicts of interest noted.
- Item 3:
Report on Rule
37.6 '9 year rule'
and Committee
Succession
Planning** MM advised that herself, Iain Dyer and SC are all affected by the 9 year rule. Committee discussed each individual separately, while that member was out of the meeting. AC chaired the meeting in Margaret's absence.
- Iain Dyer** – MM advised that ID was asked at his appraisal if he would like to continue as a committee member and he advised he would. Members felt that ID is an asset to the committee and highlights salient points and has a lot of experience. Committee unanimously agreed that ID should seek re-nomination.
- Surjit Chowdhary** – SC left the meeting to allow discussions to take place. SC advised that he is keen to remain as a committee member. Committee members felt that Surjit brought business and community perspectives and unanimously agreed that SC should seek re-nomination.
- Margaret McIntyre** – MM left the meeting. Committee felt that MM is very experienced and knowledgeable and is a valuable member of the Committee. In her role as Chair the consensus was that Margaret fills this role very well and conducts the meetings fairly and efficiently. Committee agreed that MM should seek re-nomination.
- MM re-joined the meeting and took over as Chair and raised the issue of succession planning within the management committee. MM is in her 4th year as Chair and AC has indicated he would be happy to take over after her 5th year. This would leave the position of Vice Chair to fill. MM asked if RM or AD would be interested in this position. Both agreed to think about this. JC is willing to stay on as secretary.

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- Item 4:
Minutes of
management
committee
meeting
24.06.2021**
- Corrections:** AD advised that she had noted a conflict of interest last month which should be noted in the minutes. This will be amended.
- Matters Arising:** no matters arising for noting.
- Minutes were approved by Committee – proposed by AD and seconded by RM.
- Item 5:
Matters Arising
Schedule**
- PM advised that Item 3 – Refusals on new Lets would be brought to the August meeting. **PM**
- Item 6:
Committee Work
plan 2021**
- It was noted that some amendments are required within the Work plan.
- Item 7:
Advice Services
Strategy Action
Plan**
- Committee noted the details within this Strategy Action Plan and how this reflects the approach to managing issues arising from Welfare Reform and introduction of Universal Credit. This report is brought to Committee on a six monthly cycle.
- SR asked if the Strategy covers MMR tenants from SFARS. NT advised that it is just for tenants. Previously when the Association had lottery funding it was opened up to residents, however no funding available just now. NT commented that if a MMR tenant approached the service it would be in both parties interest to try and help with any issues.
- Committee approved the Strategy Action Plan – proposed by BM and seconded by SR.
- Item 8:
Business
Improvement
Programme
Update**
- CM updated committee on outstanding actions within the Business Improvement Programme and also advised that Orchard have recently merged with MRI, a larger company.
- 4.1 Housing Repairs and Mobile Inspector** – a number of requests have been received from Orchard throughout August. This is linked to the Mobile Inspector which will allow maintenance officers to be out and about.
- 4.2 Housing Factoring** – this is progressing, however it should be noted that it is a significant task
- 4.3 Housing Campaign Manager and Resident Involvement** – CM met with Orchard and agreed to go ahead with these modules. Concerns about issues were raised.
- 4.4 Housing Tenancy Visits** – Thomas McIlvaney and Jenna Stevenson were initially lead officers on this project, however

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Jenna has now been replaced with David Allison who will provide support to Thomas on this.

4.7 Asset – It has now been agreed to free up a staff member for the month of August to service this module. Orchard will work closely with then on this.

5.1 Mobyssoft – the recent update from staff is that the 10% threshold has been completed. Feedback from the team is very positive. Going live on 17th August 2021.

5.2 Digital Inclusion – there are now 50 customers who have agreed to work on this as a trial. Waiting on devices being delivered and there are three proposals for training delivery also.

The tenancy visits module allows visits to be booked and linked to diaries. This will also allow appointments to be managed and tenants will see these on the digital platform.

5.4 Service Sustainability and Target Operating Model – NT and CM are taking a report on this to the senior management team on 11th August 2021.

SR asked for an update on the Cyber Security. CM advised that there are a couple of points required to finalise this and SHA is working with Orchard to overcome any difficulties.

JC thanked the team for the progress but was looking for reassurance that the merger with MRI was not going to have a negative impact. CM noted there have been some service impacts and the changeover in account management. However now through the initial transmission and MRI are much bigger and have a lot more processes. NT added that this is not without concern and the Association is working closely with them, particularly on the factoring module was promised but not delivered on. Reassurance has been sought on the progress with this. CM highlighted that the project management resource within Orchard has remained consistent.

AD asked if there would be an 'app' for MySouthside. CM commented that it is a web based 'app'.

PM commented that there will be intense workload for the next few months which will be very challenging and frustrating for some teams. There is a bottle-neck in IT as there is only one person and CM contract ends in October. Monthly updates will be brought to committee to ensure the work streams are kept on track.

SR commented that there is a lot going on and losing a resource at a crucial time won't be easy.

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Committee thanked CM for the update.

**Item 9:
Collaborative
Agreement** **Minutes edited to remove commercially sensitive information
in relation this agenda item**

Committee approved the Collaboration Agreement with GCC and the Grant Agreement with NatureScot – proposed by AD and seconded by JC.

**Item 10:
SHA Business
Plan 2021 to
2025**

PM apologised for the elongated process, however it is important to have this document approved to allow it to be shared with lenders and stakeholders.

RM asked if wording could be changed in 4.0 – possibly ‘will’ instead of ‘want’. Also date should be June 2021.

PM

BT commented that he only received his papers the previous day and as this is a very large document, he would like more time to read it properly.

PM advised that there is no critical deadline, however he would like it approved as soon as possible. MM agreed that the document would not be re-issued, but would be approved at next month’s management committee meeting. In the meantime, if anyone has any comments these should be passed to PM.

**Item 11:
Corporate Risk
Register**

DP advised that this has already been passed by the Audit Committee.

DP commented that revisions from the Auditors and Senior Management Team (SMT) had indicated a number of duplications – the risks have now been reduced from 30 to 22.

2.2 - explains the risks merged and also the COVID register that has been removed.

3.3 – no new emerging risks, however SMT will review this each month.

Committee approved the Risk Register – proposed by JC and seconded by BM.

**Item 12:
Information
Governance
Quarterly Report**

confidential agenda item

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- Item 13:
Quarterly
Performance
Report –
Complaints**
- DP highlighted the increase in complaints and noted that the Customer Service Department are taking a lot that may have previously been missed.
- DP noted that there are a number of open complaints on our system and there is a meeting next week to discuss these.
- An update will be brought to Committee next month looking at resolved complaints and progress with the number of open complaints. **DP**
- It was noted that the repairs/maintenance seem to be the main problem. This has highlighted a system training requirement.
- PM advised that there have been significant performance issues with City Building who have struggled with COVID and providing a full workforce.
- Committee noted the report.
- Item 14:
Quarterly
Performance
Report –
Projects**
- Committee noted the content of the report.
- Items 15 and 16**
- These items will be brought back to the August meeting. **LB/SS**
- Item 17:
Privacy Policy
Review**
- DP advised that the policy has been updated to reflect changes in legislation. There is an extra appendix attached – customer verification process which will be rolled out to staff shortly.
- Committee approved the policy – proposed by RM and seconded by BM.
- Item 18:
Development
Strategy**
- Committee noted the changes made and asked that wording be amended from 'pipeline' to 'potential programme'.
- SR commented that development activity is risky and asked if any new tenders and strategy could be reported to the Committee. PM agreed that SHA needs a consistent way of looking at projects and nothing should be committed until a full appraisal is carried out. SR asked if each project will be financially assessed and this could be noted within the Risk Register. PM agreed that approval should be qualified that every project is fully appraised.
- Committee approved the Strategy – proposed by SR and seconded by AD.

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**Item 19:
Review of the
role of the
Neighbourhood
Committee**

PM advised that the Neighbourhood Committees have not operated since March 2020. The attached report revisits the original remit, reflects on the experience in recent years and considers various options for re-shaping. PM advised that the Neighbourhood Committee should be more a focus for resident consultation rather than a decision making extension of the Management Committee. The Management Committee agreed with this re-focusing of the Neighbourhood Committees. It was agreed to re-draft the Terms of Reference to concentrate on tenants and communities.

PM

There was discussion around joining the two Neighbourhood Committees together, however it was agreed that each neighbourhood can have very different issues.

Committee approved the new role for the Neighbourhood Committees – proposed by RM and seconded by JC.

**Item 20:
Director's report**

PM went through the main points within the report.

AGM – this meeting has been moved to mid-September – this is to help with the difficulties in having the accounts ready. Finance are working off two systems and this is very challenging.

There was a lot of discussion around whether the AGM should be face-to-face or virtual. The new rules, adopted last year, do allow for a virtual meeting. .

DP raised Standing Orders and asked for agreement to extend the meeting – this was approved – proposed by SR and seconded by RM.

After wide ranging discussion on the risks and benefits, it was agreed to hold a virtual meeting this year and in the new year look at the best option for next year.

Serious Incident – PM advised that a person has been arrested and is back in a secure psychiatric unit. PM will write to all residents.

PM

Bulk Uplift – it was agreed to hold this over to next month.

PM

150 Berryknowes / correspondence with Humza Yousaf MSP – DR has a meeting next week to discuss the new Single Building Assessment.

DR

Committee noted the report

Item 21:

The applications from 372 to 390 were approved by Committee – proposed by BM and seconded by RM.

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**Application for
Membership**

Items 22 & 23: Nothing to approve for both these items.

**Proposed use of
the seal and use
of the seal**

Item 24: No minutes for noting.
**Minutes of sub-
committees**

Item 25: Nothing to report
**Relationship
with other
bodies**

Item 26: Nothing to report
**Consents,
Disposals and
Acquisitions**

Item 27: Nothing to report.
**Guidance
Notes/Notifiable
Events &
Correspondence**

Item 28: Nothing for noting.
**Any other
competent
business**

Item 29: The next meeting will be held on Thursday 26th August 2021 at
**Date of next
meeting** 6.00pm via zoom.