

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

	Action
Present:	Margaret McIntyre (MM), Betty Macneill (BM), Iain Dyer (ID), Ruth McCluskey (RM), Alison Devlin (AD), Shirley Robison (SR), Surjit Singh Chowdhary (SC), Munir Choudry (MC), Bob Turnbull (BT), Jonah Chireka (JC).
In attendance:	Patrick Mc Grath (PM), Norma Taylor (NT), Des Phee (DP), Lynne Buchanan (LB), Aileen Radford (AR).
Item 1: Apologies & Attendance	Apologies received from Alex Cameron.
Item 2: Conflicts of Interest	No conflicts of interest for noting.
Item 3: Minutes of meeting 25.03.2021	Corrections: no corrections for noting. Matters Arising: no matters arising for noting. The minutes were approved by Committee – proposed by MC and seconded by RM.
Item 4: Matters Arising Schedule	<i>Self-Assessment against Regulatory Standards</i> – all tenders are in and have been assessed. A report will be taken to the Audit Committee on 6 th May 2021. DP
	<i>Management/Admin Value for Money review</i> – Mandy Wright working on this but still a few months from being complete. MW
	<i>Communal Heating Energy Suppliers</i> – NT working on a report looking at internal processes. This will be brought to June Committee meeting. NT
Item 5: Committee Work plan	<i>Committee Appraisals</i> – tenders have been received and office bearers have agreed to use Northstar (Freya Lees). Dates for these are 25 th , 26 th and 27 th May and AR will contact Committee members to book a time. AR
Item 6: Legionella Policy	MM welcomed LB to the meeting. LB advised that the policy was written prior to her joining the Association, however would address any questions. MC noted that there was no mention of environmental implications and it was agreed that the risk template should recognise this. There was a series of specific questions on aspect of detail in the policy.

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MC also asked if the Association has a list of tenants who are vulnerable. PM confirmed that we don't have that, however the Association's responsibilities are landlord responsibilities and apply mainly to communal or holding tanks but we do have responsibility towards 'vulnerable' households where the regulation of hot water through controls applies. Also an obligation to periodically provide a legionella risk in newsletter etc. Void properties have a 'flush service' prior to letting.

There was some discussion around Appendix E, however it was noted that this was a template for operational use.

The policy was approved by Committee – proposed by ID and seconded by RM.

PM noted that as LB was now into push a review of existing maintenance policy and practice there may be a number of policies for review in the coming months.

**Item 7:
Internal
Management Plan**

PM gave committee a presentation on this internal tool used by staff. He explained that the Internal Management Plan is linked to the budget and has a strong operational focus. The Business Plan is set by Committee for 5 years but the IMP and Budget are annual plans.

PM talked about a Performance Management Framework:-

- Tenant Safety – reported annual in the ARC and also quarterly to Committee
- Governance – reported regularly to Committee

Other areas reported less regularly:-

- Advice Service, Care & Repair and Saffron – all have an annual review but not required to be reported quarterly.
- IT and Business Improvement – updates received when required but noted this was relatively frequent over the past 12 months.
- Community Development – report to Neighbourhood Committee and periodically to Management Committee
- Finance – monitoring of budget quarterly through Management Accounts, external audit and management accounts.
- Capital programme – reports quarterly
- Policy review work – notes when updates are required
- Customer Feedback – this is included within the ARC
- KPIs – also included within the ARC and in most quarterly reports

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PM advised that the IMP is important to staff but can be hard to get the balance of not being too operational for committee.

Committee approved the Internal Management Plan – proposed by JC and seconded by BM.

**Item 8:
Director's Report**

PM advised Committee that there has been a data breach which was potentially a serious issue. An e-mail was issued to all those on the waiting list for mid-market rent properties. However the e-mail was not sent as a blind copy so all e-mail addresses were visible to everyone. DP advised the Information Commissioner who advised it was human error and did not contain personal information. DP advised that this is not a Notifiable Event to the Regulator. The Association informed everyone involved what had happened and this generated four complaints. This has also flagged up a training issue for staff

SR asked if Committee would normally receive a report on data breaches. DP advised that only on an ad hoc basis in the past, however it was agreed to have this as a standing quarterly report. DP will also bring notice of recent Freedom of Information requests within this new quarterly report format.

DP

SHARE Annual Fees – committee took some time to discuss this and felt that the Association was not receiving Value for Money. It was agreed that SHARE would still be used for training and noted that a higher cost per course would be paid for this. Committee approved the recommendation to terminate membership of SHARE and noted that the 12 month's notice requirement had been filled.

Committee noted the rest of the Director's Report.

**Item 9:
SHA 50th
Anniversary**

PM noted that a couple of years ago both staff and committee had considered events to celebrate the 50th Anniversary, but because of the pandemic many of these are not deliverable. PM has gathered some historical information, pictures and video footage with ID but now looking for some guidance on how to best celebrate the anniversary.

Committee thought there could be some celebration at the AGM, but it was agreed that this will probably be virtual again this year.

Another idea was to have a display which would allow tenants and residents to come and view this. It could include first set of accounts as well as the 50th set of accounts. PM will take the ideas and work on putting something together.

PM

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- Item 10:
Application for
Membership** There is still an issue of getting certificates signed. It was agreed to look at putting the Certificates on line to allow digital signatures to be added.
- Items 11 & 12:
Proposed and
use of the seal** Nothing to report.
- Item 13:
Minutes of sub-
committees** No minutes for this month.
- Item 14:
Relationship with
other bodies** Nothing to report.
- Item 15:
Consents etc** Nothing to report.
- Item 16:
SHR
Correspondence** Nothing to report.
- Item 17:
Any other
competent
business** No further business to report.
- Item 18:
Director's
Appraisal Update** **See Confidential Minute**