

# **MINUTES**

**COMMITTEE:** MANAGEMENT COMMITTEE

**DATE:** 23<sup>rd</sup> MAY 2022

**VENUE:** REMOTELY VIA ZOOM

**TIME:** 6:30 PM

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**PRESENT:** VIVIENNE HEARTON (CHAIR)  
SHELLY MCILROY  
SANDRA RORISON  
RONNY LEE (CASUAL)  
VERONICA RASMUSSEN (CO-OPTEE)

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**IN ATTENDANCE: -** NICK JARDINE CHIEF EXECUTIVE OFFICER (JOB SHARE)  
ANNE CULLEY, CHIEF EXECUTIVE OFFICER (JOB SHARE)  
HAZEL AITKEN, HOUSING MANAGER (HM)  
SUK HOPPER, MAINTENANCE MANAGER (MM)  
KES CAMERON, FINANCE MANAGER (FM)  
KIRSTY DAVIS, OFFICE MANAGER (MINUTE TAKER)

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**APOLOGIES: -** DOREEN WILLIAMS (SECRETARY)  
SANDRA MCMENAMIN  
ANTHONY WILSON  
JAMES PATON (VICE CHAIR)  
ROSS AHLFELD (CO-OPTEE)

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**REFERENCE:** MIN/MAN/230522/KPD

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## Welcome to Martin Ritchie, Internal Auditor tiao (Items 3.3 and 4.7)

Item		Lead Action	Time-scale
<b>1.0</b>	<b>CHAIRPERSON'S REMARKS</b> The Chair welcomed all Members and Martin Ritchie, tiao to the meeting. Members agreed that Items 3.3 and 4.7 be discussed directly following Item 2.0 in order that the Auditor may leave the meeting following these items.		
1.1	Health and Safety The Chair advised all members should be aware of their own Health and Safety responsibilities whilst attending meetings digitally/remotely.		
1.2	Apologies Apologies were received from Doreen Williams, Anthony Wilson, James Paton and Sandra McMenamin.		
1.3	Declaration of Interest <b>There was none.</b>		
1.4	Gift & Hospitality Register <b>There was none.</b>		
<b>2.0</b>	<b>DEFERRED ITEMS</b> .		
	Item 2.0 ~Grant Planning Target– CEO Job Share (NJ) advised a discussion is likely to take place during June.	CEO	June 22
	Item 3.9 ~ Stock Tour – A Doodlepoll had been undertaken, awaiting completion by a few Members, further details to follow.	CEO	June 22
	Item 2.0 ~ Equality & Diversity Policy is Item 3.5 on Agenda this evening.		
<b>3.0</b>	<b>FOR DECISION</b>		
3.1	ARC 2021-22 (including EESSH/SHQS Validation)		
	<p>The CEO Job Share (NJ) advised the purpose of this report is to review the ARC data, highlighting any key issues, prior to submission to the Scottish Housing Regulator. The ARC is used to measure some key areas of performance in consideration of ARC performance forms part of the SHR's regulatory framework. It forms the basis for benchmarking relating to service delivery in the sector.</p> <p>Members noted the contents of the report giving data on key areas of performance in 2021-22. Key observations included:-</p> <ul style="list-style-type: none"> <li>• The Covid 19 pandemic has continued to impact negatively on void days and void loss</li> <li>• Arrears have increased and the amount of rent collected decreased</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Repairs performance has continued to be hampered by both labour and material shortages which is leading to rises in costs</li> <li>• Compliance with the Scottish Housing Quality Standard (SHQS) is 29.50%</li> <li>• Compliance with the Energy Efficiency Standard for Social Housing (ESSH) is 94.90%</li> </ul> <p>The CEO Job Share (NJ) highlighted the SHQS element of the report from the Management Team advising there are 1235 failures against the SHQS relating to 5 categories. With reference to Element 45 – Safe Electrical Systems (1111 units) members noted that the guidance changed in April 2020, with a target date of 31<sup>st</sup> March 2022, where responsibility would be placed on landlords to ensure that Electrical Installation Condition Reports (EICR) are completed at intervals of no more than 5 years. Members noted the Management Teams reason for failure on this element was as a result of a contract not being put in place to programme the works for an electrical contractor to work through the properties requiring certification and which should have concluded in March 2022. Members also noted that a contractor has now been secured and this contract will commence on Monday 30<sup>th</sup> May 2022. This will be a 4 month contract which will be kept under constant review and monthly reports will be issued to Management Committee (by post if no meeting scheduled).</p> <p>The CEO Job Share (NJ) advised this is a major failing which started to unwind approximately 2 weeks ago and the SHR requires to be advised both by e mail and as a Notifiable Event. Members noted that this is likely to impact the status of the association’s Engagement Plan and could also trigger regular updates and questions.</p> <p>A discussion took place with one Member sharing a recent experience (approximately 6 weeks ago) of a verbal report from a Contractor not being followed up. The Senior Development Officer advised the contractor has a clause where they can make safe if dangerous however he would investigate and update the member tomorrow.</p> <p>The CEO Job Share (AC) added that she had issued an immediate email to the Management Team reminding them of the ramifications of this failure. The Management Team meeting agenda has also been amended to cover Tenant and Resident Safety (including, but not restricted to Gas/Electrical/Legionella/Asbestos).</p>	CEO	May 22



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3.2	SHR 5 Year Financial Projections Return Members noted the content of the return. <b>Members unanimously approved the return by the end of May 2022.</b>	CEO	May 22
3.3	Audit Strategy & Annual Internal Plan 2022/23 Martin Ritchie from tiaa talked through the draft Strategy and Plan. <b>This was noted and approved by Members unanimously.</b>		
3.4	Planned & Cyclical Maintenance Programme & Appendix 1 The SDO presented the report, members noted the key recommendations and contents of Appendix 1. <b>Members approved the proposed programme of works (Option A) and approved pushing the entire planned maintenance programme out by 2 years.</b>		
3.5	Equality and Diversity Policy Review The CEO Job Share (AC) updated that this policy has been reviewed by Dr Stewart Montgomery. Members noted the Data Collection Procedure was worked on by CEO Job Share (AC)/HM/SHRO with a pilot being carried out during the summer. Members noted it is an individual's right not to give information. A newsletter article would be going out at end of May/June. Members noted that this is operationally for staff and strategically for Committee. Committee approved the amendments to the policy required and agreed to continue working with Dr Stewart Montgomery. <b>Members approved the reviewed Equality and Diversity Policy, noting the content and are fully aware of strategic collection of data.</b>		
<b>4.0</b>	<b>FOR INFORMATION/DISCUSSION</b>		
4.1	2021/22 IMP 4 <sup>th</sup> Quarter Review & Policy Review Timetable Members noted the content of the 4 <sup>th</sup> Quarter Review and the following points were discussed:- <ul style="list-style-type: none"> <li>• Strone Farm – termination notice / future strategy to be discussed</li> <li>• EICR failures – already discussed</li> <li>• Covid – considerable impact</li> <li>• Planned &amp; Cyclical – programme now agreed</li> <li>• Governance – comments from SHR</li> <li>• Finance Department – staffing review</li> <li>• ARC Targets – to be addressed and reviewed following investigation</li> </ul> <b>Members noted the Policy Review Timetable</b>		

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4.2	2021/22 Risk Map 4 <sup>th</sup> Quarter Review		
	The CEO Job Share (NJ) – talked through the front page report. <b>The report and 4<sup>th</sup> Quarter Review, including the movement of several elements, were noted by Members.</b>		
4.3	2021/22 Customer Care 4 <sup>th</sup> Quarter Review		
	The HM talked through several elements of this report, Members noted the phone statistics were now included in this report. <b>Noted by Members.</b>		
4.4	2021/22 Complaints 4 <sup>th</sup> Quarter Review		
	The HM summarised this report the <b>contents of which were noted by Members.</b> Members noted that a new format would be introduced for next year and that complaints are now being discussed with Contractors and are an agenda item for Contractors meetings.		
4.5	2021/22 Wider Action Year End Report		
	The CEO Job Share (NJ) summarised the contents of this report. Members discussed and noted there were some excellent results within this report despite today's difficult operational environment. Youth Tenancy Sustainment Project was also highlighted as a real positive. Members added a "well done to all involved" on these results. <b>The contents of the 2021/22 Wider Action Year End Report were noted.</b>		
4.6	SHR Significant Performance Failures		
	Members noted the SHR Significant Performance Failure information and also noted that this information is included within the newsletter due to be published within the next few weeks.		
4.7	Internal Audit Annual Report 2021/22		
	Martin Ritchie, ttaa, presented this Internal Audit Annual Report for 2021/22. <b>The contents of this report were noted by Members.</b>		
4.8	Strone Farm Project – Update		
	The SDO updated Members on proposed timing of the issue of the Termination Notice which will then return the project entirely to OTHA. Members noted the requirements placed on the Association by the insurance company regarding security and advised approximate costs.		

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	<p><b>A discussion took place with Members noting the MT will agree a strategy going forward and a report will be provided with further options to consider.</b></p> <p><b>The meeting was unable to continue beyond this point due to a Member requiring to leave the meeting to attend to a family matter.</b></p>		
4.9	SHR – Catch-up meeting with Chairperson and CEO – Job Share		
	Deferred to June 2022 meeting.		
5.0	<b>FOR NOTING</b>		
5.1	Scottish Housing Association Pension Scheme – May update		
	Deferred to June 2022 meeting.		
6.0	<b>FOR APPROVAL/RATIFICATION (deferred to next meeting)</b>		
6.1	Management Committee Meeting of 3 <sup>rd</sup> May 2022		
	Deferred to June 2022 meeting.		
6.2	Matters Arising		
	Deferred to June 2022 meeting.		
6.3	Use of Seal		
	Deferred to June 2022 meeting.		
	<p>12/05/22 – Standard Security by OTHA in favour of RBS re subjects at Ravenscraig Gardens/Burns Rd, Greenock</p> <p>17/05/22 - Disposition, Shared Ownership 75% Share, 9 Plover Lane, Greenock</p>		
7.0	<b>AFFILIATIONS/TRAINING &amp; CONFERENCES</b>		
	There were none.		
	Deferred to June 2022 meeting.		
8.0	<b>A.O.C.B.</b>		
	<p>Leave of Absence – Rule 43.3 (Item discussed at start of meeting, as detailed below)</p> <p><b>Members discussed and agreed to exercise their discretion to grant a Leave of Absence until July 22 to fellow Member</b></p> <p>██████████</p>		

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	<b>There being no further business the meeting closed at 8:10pm with a vote of thanks to the Chair</b>		