

Minutes of the Management Committee Meeting of Trafalgar Housing Association held on Wednesday 30th March 2022 at 6.00pm via Microsoft Teams.

Present

Diane Hendry (Vice-Chair)
 Janet Stitt (Full Member)
 Fiona Connolly (Full Member)
 Elizabeth Grass (Full Member)

In Attendance

Paul McShane (Director)
 Sara Pattison (Admin Officer)
 Chris Chalk (Housing Manager) Items 8 & 11
 Alison Leabody (Property Services Manager) Items 11, 12 & 13
 Graeme Bruce (Lethame Business Ltd) Items 1, 2, 3, 4, 5 & 6
 Emma Tilley (Henderson Loggie) Items 1 & 3

Item One – Apologies and Declarations of Interest	ACTION
<p>Apologies were received from Willie Croft, Joshua Campbell, Nicola Lyden and Graham Dunlop. There were no declarations of interest. It was noted that Item 10 – Severance Training due to take place tonight would no longer go ahead as Marianne McJanette was no longer able to attend. It was agreed to go direct to Item 3 as Emma Tilley was present.</p>	
Item Three – Consolidated Action Plan – Emma Tilley in Attendance	
<p>This paper were circulated to Committee prior to the meeting.</p> <p>Emma advised we had completed a lot in this quarter. From the 164 actions there are now 28 in progress. She advised that progress is steady and reasonable target dates are being set.</p> <p>Following a question committee were advised that Risk Management Training with SHARE as mentioned on page 16 was in addition to that already undertaken with Henderson Loggie. This is to ensure there is no conflict of interest as Henderson Loggie also carry out our audit.</p> <p>Emma Tilley left the meeting at this point and was thanked for her time.</p>	
Item Two – Minutes of Previous Meetings	
<p>These papers were circulated to Committee prior to the meeting.</p> <p>Item 2.1 – Meeting held on 23rd February 2022 Item 2 – The Director advised he had spoken to EVH, GWSF and SHARE regarding Corporate Service Work and other possible gaps in service. The Director advised he was still in discussion with EVH and this minute is still ongoing.</p>	<p>Director to update on possible corporate service work.</p>

<p>It was advised the Business Plan had not yet gone to the SHR as there had been technical issues in changing a section; however these have now been resolved today.</p> <p>There were no other comments and the minutes were approved. Proposed by Diane Hendry and seconded by Janet Stitt.</p> <p>Item 2.2 – Meeting held on 2nd March 2022</p> <p>Item 2 – The Director advised the job description had been finalised and EVH had graded it at Grade 6 post. The financial consultant wants to clarify the financial position before it goes out for recruitment.</p> <p>Item 2 – Committee were advised that the Good Neighbour award had been presented and a picture and article would go in the next Newsletter.</p> <p>Item 2 – Committee were advised that staff had enquired about the bike sheds and possible funding and were waiting to hear back.</p> <p>Item 5 – It was confirmed that Diane Hendry had been included as a cheque signatory.</p> <p>Item 9 – It was advised that this item was still ongoing.</p> <p>Item 10 – Equalities and Human Rights Action Plan was only circulated earlier today, therefore this item would be brought back at the next meeting.</p> <p>Item 11 – This item is still ongoing and Risk Appetite would be included in the next meeting.</p> <p>Item 13 – Housing Management KPI's still ongoing and to be brought back at next meeting.</p> <p>There were no other comments and the minute was approved. Proposed by Diane Hendry and seconded by Fiona Connolly.</p> <p>Item 2.3 – Meeting held on 21st March 2022</p> <p>Item 2 – It was agreed that the strategy day in July may not be the best timing, and should possibly look at discussing dates in May or June.</p> <p>Item 2 – It was advised the assumption figure of £0.49m on pg 27 should have been £49k.</p> <p>Item 2 – It was advised the Property Services Manager still had to contact the suppliers re any possible material issues due to the situation in Ukraine/Russia.</p> <p>There were no other comments and the minutes were approved. Proposed by Diane Hendry and seconded Fiona Connolly.</p>	<p>Director to update on AIO post.</p> <p>Update on bike sheds to be given at next meeting.</p> <p>Director to contact SHARE re Complaints Training.</p> <p>Action Plan to be brought to next meeting.</p> <p>Risk Appetite to be on next agenda.</p> <p>HM KPI's to be discussed later.</p> <p>Date for Strategy Day in May or June to be discussed.</p> <p>PSM to contact contractors re materials from Ukraine/Russia.</p>
<p>Item Four – Draft Budget including 30 Year Projections – Graeme Bruce in Attendance</p>	
<p>These papers were circulated to Committee prior to the meeting.</p> <p>The Financial Consultant advised that due to the economy and world issues the budget and assumptions would have to be reviewed in the financial year. He advised after the 1st Quarter Management</p>	

<p>Accounts we would need to look at reviewing costs, and following the strategy day and discussions with Brown and Wallace we would review the 30 year projections.</p> <p>Following a question he advised we had received the renewal quote from the insurers and it wasn't too much of an increase from last year. He and the Director had queried a few items and not yet heard back though. It was also advised our policy includes cyber insurance.</p> <p>Following a question it was advised that stock rebuild costs should be surveyed this financial year.</p> <p>The Financial Consultant advised he was concerned about how the impact of the rent increase and increase in utilities would affect the rent arrears going forward.</p> <p>There were no other questions and the Budget including 30 year Projections was approved.</p>	<p>Stock rebuild survey to be carried out this financial year.</p>
<p>Item Five – Value for Money Statement – Graeme Bruce in Attendance</p>	
<p>This paper was circulated to committee prior to the meeting.</p> <p>Following a question the Financial Consultant advised that 'zero based budget approach' meant that he had based the figures on what the need was for the coming year, rather than historical transactions.</p> <p>There were no other questions and the Value for Money Statement was approved.</p>	
<p>Item Six – Regulatory Status Update 2022/23 and Correspondence from SHR</p>	
<p>This paper was circulated to Committee prior to the meeting.</p> <p>The Director and Vice-Chair advised that they had met with SHR prior to the regulatory status being advised and felt it had been a positive meeting. Our regulatory status for 2022/23 is still 'working towards compliance'.</p> <p>Committee felt it should be noted that they acknowledge the huge improvement and amount of work undertaken by the committee and staff. One committee member expressed concern that once we become compliant can the same level of work be continued to remain there.</p> <p>It was advised that Health and Safety was an area which would require a lot of work.</p> <p>The Vice-chair asked the Director to provide a list of what to expect on each Agenda going forward for the financial year.</p>	<p>Director to provide a list of future Agenda Items for the year ahead.</p>

<p>It was advised that the Director and Vice-chair would continue to have bi-monthly meetings with SHR and they would attend a future committee meeting.</p> <p>Graeme Bruce left the meeting at this point. Committee thanked him for his time.</p>	
<p>Item Seven – Revised Business Plan</p>	
<p>It was advised that the required changes had all been made and the completed Business Plan would be distributed to all Staff and Committee.</p>	
<p>Chris Chalk joined the meeting at this point.</p>	
<p>Item Eight – Draft Abandoned Tenancies Policy</p>	
<p>This paper was circulated to Committee prior to the meeting.</p> <p>The Housing Manager advised there were a few amendments that had been made since the paper was circulated.</p> <p>Section 3.1 – email was added as a way for the tenant to advise the Association they intend to occupy the property.</p> <p>Section 3.4 – Asset Team was changed to Maintenance Team.</p> <p>Section 3.6 – Should be Housing Officer instead of plural.</p> <p>Section 9 – The policy should be called Rent Arrears Management Policy.</p> <p>A committee member felt that section 7 wasn't very clear on what the process was for complaints and asked if the Housing Manager could re-word this section to make it clearer what the tenant's options are.</p> <p>There were no other comments and subject to the change being made in section 7 this policy was approved.</p> <p>It was agreed to proceed to Item 11 while the Housing Manager was present.</p>	<p>HM to re-word section 7 to make it clearer.</p>
<p>Alison Leabody joined the meeting at this point.</p>	
<p>Item Eleven – Housing Management Report</p>	
<p>This paper was circulated to Committee prior to the meeting.</p> <p>The Housing Manager advised he was disappointed by the small increase in arrears, but hoped it would be down again next month. Committee advised they were happy with the level of arrears.</p> <p>Following a question the Housing Manager advised that the number of lettable days had increased quite significantly in Q2 to Q3 due to various factors; however a main cause was the condition of the property when we receive it back.</p> <p>The Housing Manager advised that we had partnered up with Home Energy Scotland and we are able to refer tenants to them through the online portal. All staff have been trained on using this portal and 5 referrals have been made. Reports can also be taken from it and</p>	

<p>provided to committee, however it is too early at this stage to take any. It was advised that an article is going in the Newsletter and information has already been shared on Twitter.</p> <p>Allocation KPI's were discussed and the Housing Manager proposed that the remaining 45% (after 55% are allocated to Section 5) be split equally between the housing list and internal transfer list. Committee felt that this was favouring the internal list as there is not as many on it. The Housing Manager will come back at the next meeting with new proposals.</p> <p>There were no other questions or comments. The Housing Manager left the Meeting at this point.</p>	<p>HM to look at Allocation KPI's and bring back to next meeting.</p>
<p>Item Twelve – Maintenance Report</p>	
<p>This paper was circulated to Committee prior to the meeting.</p> <p>The Property Services Manager expressed her concern at the issues with the gas contractor and a discussion too place on the subject. She advised she was still waiting to hear from Brown and Wallace on the situation and would report back at the next meeting.</p> <p>There were no other questions or comments.</p>	<p>PSM to report back following discussion with B&W.</p>
<p>Item Thirteen – Health and Safety</p>	
<p>This paper was circulated to Committee prior to the meeting.</p> <p>Committee were happy with the progress being made on the Electrical Testing.</p> <p>The Property Services Manager advised that Wilson Adrain had updated the Health and Safety manual and brought all legislation up to date, however staff had to carry out housekeeping on the manual and update staff and remove irrelevant sections.</p> <p>Committee were happy with the retainer from Wilson Adrain and approved undertaking their services.</p> <p>It was advised that the Mentor report would be brought to Committee at the next meeting.</p> <p>Committee requested that they get a report assuring that the roof anchor inspections have been carried out annually and on time.</p> <p>There were no other comments. The Property Services Manager left the Meeting at this point.</p>	<p>Mentor report to be brought at next meeting.</p> <p>PSM to provide report with roof anchor inspection information.</p>
<p><i>**Committee were advised at this point that the meeting had passed 2 hours. Committee were happy to continue as only two items left.</i></p>	
<p>Item Nine – Draft Communications Strategy</p>	
<p>This paper was circulated to committee prior to the meeting.</p>	

<p>Committee felt that under the Evaluating Success section there should be set targets as otherwise there isn't really a way to measure success.</p> <p>This strategy will be included in the Service Delivery Plan and reviewed throughout the year.</p> <p>Committee enquired about a 3 year in depth tenant satisfaction survey. The Director advised he would discuss this with staff and also DPHA to get an idea of cost.</p> <p>There were no other comments and subject to targets being set the Communications Strategy was approved.</p>	<p>Temp Admin Officer to include targets.</p> <p>Director to look into carrying out 3 year in depth tenant satisfaction survey.</p>
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Item Fourteen – AOCB	
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<ul style="list-style-type: none"> • The Director advised he had a potential alternative contact for CCTV. He has contacted them and will report back at the April or May meeting. He advised the servers had been removed from the office and loft space but the cameras have been left and won't be getting removed. Would be good to use these same cameras if possible. • The Director advised that Committee Induction and Training was required and he would be contacting committee members soon to discuss. • It was agreed that it would be useful for some of the committee members to be taken round the housing stock by staff as many haven't seen it before. • The Director advised he had had a meeting with the senior staff of the 4 Clydebank Associations to discuss the possibility of shared services. One key area looked at was increasing welfare services following the closure of the Independent Resource Centre in Dalmuir. They would also look to apply for any available funding for this. • The Director advised he would provide a report for the next committee meeting advising of staff annual leave and flexi balances as some staff have large balances. • Committee approved the request to donate £500 to Old Kilpatrick Food Parcels. • One committee member advised that the local council should provide food parcels to anyone who is isolating and unable to get food. It was requested this information go in the newsletter. 	<p>Director to report back on CCTV in April/May meeting.</p> <p>Committee training to be discussed.</p> <p>Director to keep committee updated on any progress.</p> <p>Director to provide report on annual leave and flexi balance.</p> <p>Article to go in the newsletter advising of food parcel from local council.</p>
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Item Fourteen – Date of Next Meeting	
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It was agreed the next meeting would take place on 27 th April 2022.	
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