

## CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the Association's office and via Video Conferencing on Wednesday the 30<sup>th</sup> of October 2024 at 18:30

Present: Agne Zasinaite, Secretary  
Brian McNally  
Deborah Hay  
Gabrielle McElhinney  
Gillian Anderson  
Hazel Galbraith  
Jacqueline McCutcheon  
John Lockhart, Treasurer  
Ken Greenshields  
Lesley McDonald  
Maggie Botham, Chairperson  
Ross Gowland  
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)  
The Depute Chief Executive (DCE)  
Housing Manager (HM)  
Finance Manager (FM)  
Elizabeth Miller, Corporate Services Officer (CSO) minute  
John Mulholland, Mulholland Housing Consultancy  
Claire Chalmers, Technical Services Officer, Observer

The Chair welcomed Claire Chalmers and John Mulholland to the meeting.

### 1. Apologies

Apologies were received from Jonathan Main & Ruth McElhinney.

### 2. Conflicts of Interest

There were no conflicts of interests.

### 3. Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on the 25<sup>th</sup> of September 2024 was checked for accuracy and was approved by the Management Committee.

As per section 62 of the Association's rules, the Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the meeting held on the 24<sup>th</sup> of September 2024 are a true record of the proceedings at that meeting.

### Matters Arising.

There were no matters arising.

### Agreement on Items for A.O.C.B.

The Chairperson asked Committee and staff if they had any other competent business to discuss at agenda item 16. Committee agreed to discuss:

- a) CEO – Management Committee appraisal format

### 4. Notifiable Events

The CEO presented the report to Committee and advised that the purpose of reporting notifiable events is a positive step and a key part of Committee being responsible and accountable for the running of the Association. The CEO advised they had no further updates to report.

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| <ol style="list-style-type: none"><li>i) Committee considered the report and agreed that the actions of the Association have been satisfactory in relation to Notifiable Events</li></ol> |
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### 5. Actions from Previous Meetings

The CEO presented the report to Committee. They advised that the purpose of the report is to ensure that items identified for action at Management Committee and Audit Sub-Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO advised Committee that they had no further updates on the report content.

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| <ol style="list-style-type: none"><li>i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory.</li></ol> |
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### 6. Matters Carried Forward from Previous Meeting:

#### 6.1 New Committee Members' Guide

The CEO presented the report to Committee and advised that the purpose of the guide is to provide a summary of CHA as well as useful information on the role of Committee Members, how Registered Social Landlords are funded and regulated. They told Committee that it is especially useful for new governing body members and many organisations have used it to develop material for inclusion in their induction packs. Committee discussed:

- The guide content and agreed that it was a worthwhile document for both new and existing Governing Body members.
- Staff and Management Committee contact details.

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| <ol style="list-style-type: none"><li>i) Committee reviewed the Management Committee Members' Guide and approved the final version for adoption by CHA without amendment.</li></ol> |
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#### 6.2 Model Committee Role Descriptions

The CEO presented the report to Committee and advised that the purpose of the guide is to report is to provide them with details of the updated Model Role Descriptions that were published in July 2024 by the Scottish Federation of Housing Associations (SFHA). They told Committee that the minor updates to the Model Role Descriptions have been drafted by Linda Ewart on behalf of SFHA and that the collection contains four stand-alone documents that are intended to be adapted by Scottish housing associations and co-operatives.

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| <p>i) Committee considered the updated Role Descriptions for Management Committee Members and Office Bearers and approved the version for adoption by CHA without amendment.</p> |
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### 6.3 Risk Management Policy

The CEO presented the report to Committee and made them aware of the instruction made at the Management Committee held on 25 September 2024, that the CEO and Chair were to revise the new section in the Risk Management Policy on risk appetite.

They advised that this is the only substantive change to the policy and the rest of the policy remains largely unchanged.

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| <p>i) Committee reviewed the draft amendment on page 4, section 3, Risk Appetite, and approved the Risk Management Policy for adoption by CHA with the incorporation of the tabled amendment and without further amendment to the Policy.</p> |
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### 7. Customer Experience Case Study (verbal report)

The HM told Committee that the purpose of this agenda item was to provide them with details on a recent tenant engagement exercise that helped the Housing Team employ new engagement methods offering the tenant choice over how and when they interacted with CHA. They told Committee that these new methods proved to be successful which is of great benefit to both the tenant and CHA.

- Committee the work carried out and for the positive outcome for all parties involved.

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| <p>i) Committee noted the verbal report.</p> |
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### 8. 2025/28 Business Plan Development Update

The CEO presented the report to Committee and told them that the purpose of the report is to give an account on outcomes from the business planning event held on 5 October 2024, present proposals for the next steps in the development of the new business plan and seek formalised decisions on some aspects of the proposed business plan. Committee discussed:

- the September 2024 survey of tenants' top 3 priorities.
- Grant funding available from Scottish Government for new build
- New build and retrofit existing properties costs
- Private financing and the impact on CHA's future financial stability
- UK & Scottish Governments budget proposals
- Homelessness in rural South Lanarkshire, Clydesdale area
- Scottish Governments new housing supply targets
- Demand for social housing.
- Skills and labour issues in the construction industry
- The next steps in the Business Planning Process

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| <p>i) Committee reflected on the presentation on new build risks and opportunities delivered by Mulholland Housing Consultancy on 5 October 2024 and agreed to continue the Association's suspension of development activity pending further research on the opportunities, associated risks and</p> |
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- viability relating to new build that will take place over the period of the business plan.
- ii) Committee considered the ideas identified for the new business plan and approve a final version without amendment.
  - iii) Committee reflected on the strategic options appraisal presentation by Mulholland Housing Consultancy and discussions that took place on 5 October 2024 and agreed that, having considered the alternative options, CHA remain an independent organisation.

## 9. Quarterly Complaints Summary

The HM presented the report to Committee. They advised that the purpose of the report was to provide Committee with an overview of the service delivery complaints and compliments received in the last reporting quarter between 1st July 2024 and 30th September 2024.

- i) Committee noted the breakdown of the service delivery complaints for the reporting period.

Hazel Galbraith joined the meeting at 19:24.

## 10. Annual Assurance Statement

### 10.1 Tenant and Resident Safety Report

The DCE presented the report to Committee. They told Committee that the purpose of the report is to inform them of the Association's progress against its statutory and legal obligations surrounding tenant safety in terms of the Association's Annual Assurance Statement.

They told Committee that the report format had been changed and asked for their views and recommendations for improving the content and format of the scorecard. Committee discussed:

- The scorecard commentary section – it was agreed to keep this on the scorecard
- Non-regulated service delivery areas – it was agreed to include these items in the planned and cyclical report.
- The content of the text report – it was agreed that Committee would only receive a covering report and scorecard. The full text report should be uploaded to the secure area of the website for Committee to access.
- KPI Scorecard, Gas – timescales, reporting and areas of concern.

- i) Committee considered and agreed that adherence to the Association's statutory responsibilities is satisfactory and evidence enough for assurance purposes.

### 10.2 External Assurance Validation Report

John Mulholland was asked to present the report to Committee. He told Committee that the report builds on the self-assessment process carried out by CHA in previous years when both CHA and Mulholland Housing Consultancy (MHC) tested compliance with the Scottish Housing Regulator's (SHR) Regulatory Standards. He confirmed that the CHA Management Team had carried out a comprehensive review of the organisation's compliance with Regulatory Standards using the SFHA Self

Assurance Toolkit in 2023 and that this had been refreshed following the publication of the SHR's revised Regulatory Framework in 2024.

This detailed self-assessment had confirmed that CHA is fully compliant with Regulatory Standards. The 2024 MHC independent review included:

- a. The work carried out on Equalities and Diversity
- b. Tenant and Landlord safety
- c. Tenant Participation
- d. Rent affordability
- e. Landlord performance comparison - against 4 similar sized landlords
- f. The governing body's performance
- g. The business planning process
- h. Internal and external audit

Other issues for the Association which were identified as part of the review:

1. Continue to focus on managing their assets properly in line with their asset management strategy.
2. Continue to retain tenant and landlord safety as a priority.
3. Maintain the good work in equalities and diversity in the coming years.
4. Continually review development opportunities to identify suitable projects that would meet housing demand but at the same time protect the Association's long-term viability and sustainability.

The outcome of the independent review by MHC concluded that CHA is fully compliant with Regulatory Standards. However, they advised it is important for Committee and the Management Team to remain vigilant and maintain the current very high standards of assurance and ensure that the Association is adequately resourced for future changes. Committee discussed:

- Page 3, landlord performance comparison - % of homes that became vacant

- i) Committee considered and approved the self-assessment outcome up to October 2024 with no amendments.
- ii) Committee agreed that self-assessment against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management will be conducted annually.
- iii) Committee approved the continuation of an Assurance Improvement Plan and agreed that it will be presented for review annually as part of the business planning process.
- iv) Committee agreed that it had sufficient assurance to give it confidence to sign the 2024 Annual Assurance Statement confirming full compliance on the 30<sup>th</sup> of October 2024 and authorised the Chairperson to sign the letter to the SHR confirming this decision.

### 10.3 2024 Annual Assurance Statement

The CEO presented a report on the draft Annual Assurance Statement (AAS) to the for consideration for submission to the Scottish Housing Regulator (SHR) – due by 31 October 2024.

- i) Management Committee considered the report and attached appendices.
- ii) Management Committee reached the conclusion that level of compliance achieved by Clydesdale Housing Association against the Scottish Housing

Regulator's regulatory requirements as set out in Chapter 3 of the Regulatory Framework was effective and robust.

- iii) Management Committee agreed a final version of Clydesdale Housing Association's Annual Assurance Statement for submission to the Scottish Housing Regulator by the 31 October 2024 deadline.
- iv) Management Committee authorised the Chairperson to sign the approved Annual Assurance Statement on behalf of the Management Committee.

John Mulholland left the meeting at 19:43

### 11. Technical Services Scorecards

The DCE presented the report to Committee. They provided Committee with a summary of the Technical Services Scorecard. They advised the comments section of the scorecard gave information on targets that had not been met. Committee discussed:

- Indicator 4, F1 - Cyclical maintenance spend achieved compared to budget (%)
- Indicator 5, F1 - Reactive maintenance spend compared to budget (%)

i) Committee noted the content of the report.

### 12. Kitchen & Bathroom Replacement Tender Report

The DCE presented the report to Committee. They advised that the purpose of the report is to ask Committee to consider the price negotiated in respect of the kitchen & bathroom replacement tender works contract and then reach an agreement as to whether the price is acceptable. Committee discussed:

- Report, work start – march-in surveys
- Report, tender return – costs submitted

i) Committee considered the information presented and approved the costs by MCN Ltd at the negotiated tender rates.

### 13. 2024/2025 Planned & Cyclical Maintenance Progress

The DCE presented the report to Committee. They advised Committee that the purpose of this report is to provide them with the progress made on the 2024-2025 Planned & Cyclical Maintenance Contract Schedule. They gave Committee a summary of the report content and advised they had no further updates to report.

i) Committee considered the Planned & Cyclical Maintenance Progress report and agreed progress is satisfactory.

### 14. Auto-Enrolment Annual Certification

The FM presented the report to Committee. They advised Committee that the purpose of this report is to gain approval of the annual Auto-Enrolment Certificate.

They gave Committee an overview of the report content and advised they had no further updates to the report content.

i) Committee authorised the 2024 Auto-Enrolment Certificate.

- ii) Committee delegated authority to the Chairperson to sign the 2024 Auto-Enrolment Certificate on their behalf.

## 15 Policy Review

### 15.1 Asbestos Management Policy

The DCE presented the report to Committee, they advised the purpose of the report is to present the updated Asbestos Management Policy for approval. The DCE told Committee that no material changes were made to the policy.

### 15.2 Rechargeable Repairs Policy

The DCE presented the report to Committee, they advised the purpose of the report is to present the updated Rechargeable Repairs Policy for approval. The DCE told Committee that no material changes were made to the policy.

### 15.3 Electrical Safety Policy

The DCE presented the report to Committee, they advised the purpose of the report is to present the updated Electrical Safety Policy for approval. The DCE told Committee that no material changes were made to the policy.

- i) Committee considered and agreed to extend the scheduled review date for Asbestos Management Policy, Rechargeable Repairs Poly and the Electrical Safety Policy to October 2027, on the understanding that an earlier policy review will take place should any relevant changes to legislation, regulatory requirements or good practice occur before then.

## 16. A.O.C.B.

- a) The CEO gave Committee details of the two options and costs for each option received from SHARE for supporting our committee annual appraisal process for 2025. Committee discussed:

- The current process
- Other Housing Associations' appraisal processes
- The appraisal 'light' option – All Management Committee Members complete an online survey and leave out the one-to-one sessions with those who have done them in the last year.
- The Committee team building sessions
- Access to Office Bearers if required

- i) Committee agreed that from April 2025 the appraisal process would change as follows:
1. Year 1 – All Management Committee Members would complete an online survey; only new Management Committee Members would receive a one-to-one appraisal meeting with the Office Bearers. At the end of this process Committee would receive a report and the Independent Learning Statements and the Learning & Development Plan.
  2. Year 2 – All Management Committee Members would receive a one-to-one meeting. At the end of this process Committee would receive a report and the Independent Learning Statements and the Learning & Development Plan.

The Chairperson thanked everyone for attending, the meeting ended at 20.15.