

Minute of the Management Committee Meeting of Rutherglen and Cambuslang Housing Association held on Tuesday 11th February at 5.30pm in the Association's offices at 16 Farmeloan Road, Rutherglen.

Present

Robert McLeary
Frances Cunningham
Mary Ellen McKeown
Christine McPhail
Jean Stewart
Edward Harkins
Karen McCartney

Present

Dave Anderson
Lorna Shaw (Research Resource)
Jade McGowan

Item One-Apologies

Apologies noted: Geraldine Baird, Gary Gow, Jean Gow, Eveline Thompson and Nora Dillon.

Item Two- Declarations of Interests

None were declared.

Item Three- Minutes of Previous Meeting 7th January 2020

Minutes of Previous meeting held on the 7th January were noted as true record.

Proposed: Jean Stewart

Seconded: Mary Ellen McKeown

Item Four- Matters Arising/Committee Digest

Regulatory Framework- Assurance Statement

On the Agenda

Shop in Hamilton Road

Noted that this is now on the market with DM Hall and is being marketed as a small office space.

Tenant Satisfaction Survey

On the Agenda **SHAPS**

Noted that Spence and Partners will be attending on Wednesday 11th February with a presentation for staff who may be affected by the proposed changes to the pension scheme.

Staffing Sub Committee

Staffing sub Committee: Tuesday 4th February. Committee noted.

Draft Budget

Noted that rent consultation letters were issued to tenants following the January Committee meeting based on 3.1% increase. Following this only one tenant responded who felt he/she

had outstanding repairs and therefore didn't think the rent increase was fair. The outstanding repair was a streetlight which has now been rectified.

Agreed that the final details for the budget would be finalised in February and the final budget will be presented to the March management Committee meeting for approval.

Other Issues

Rent Affordability

Committee discussed the meeting GWSF and other housing bodies had with the Scottish Government regarding rent affordability.

Freedom of Information

The Committee noted 1 request regarding Freedom of Information. This request related to smoke alarm installation and had been requested to all RSL's in Scotland.

Item 5 Sub- Committee Minutes: Maintenance 28th January

Committee Noted

Item 6 Correspondence-Noted

Item 7 Tenant Satisfaction Survey

Lorna Shaw from Research Resource presented key findings from the tenant satisfaction survey. Noted that 537 interviews were carried out representing a 63% response rate which gave the survey a high accuracy rating. She noted that the results reveal that the Association is performing to a high standard.

Some discussion took place about the variation in the satisfaction of the quality of the home across the Associations stock. The lowest level was in the new build development in Cathkin which completed just over 10 years ago. The Director noted that there had been initial problems with boilers having to be replaced and we had recently uncovered areas where insulation was missing and this was causing condensation in some houses. It was noted that this was outwith the NHBC guarantee period. Committee agreed that further investigation of these results should be carried out.

Committee thanked Lorna for producing a thorough survey. It was agreed that more analysis of the results would be carried out at subsequent meetings to identify any negative trends.

Item 8: New Committee Member Induction Policy

The committee reviewed the draft policy for approval/amendment. The committee suggested changing some points. Recommended changes are as follows:

- Point 2 Policy Statement change to- *substitute individual for the word committee*
- Point 3 Induction Programme- *our standard induction programme will consist of 3 “training blocks” not “learning blocks”*
- Induction Diary Sheet- change layout to put the first section as *“which aspects of the Association’s work are you particularly interested in, and what do you think your main training needs are?”* Followed by the skills question.

Committee approved the policy with the above amendments.

Item 9 -Assurance Statement Review

Committee agreed that it had completed the action points contained within its Assurance Statement and that there had been no subsequent events that made the Association non-compliant with the Regulatory Standards of Governance and Financial Management and the Regulatory Standards.

It was agreed that the regulator would be advised of this through its Notifiable Events procedure. The Director was delegated to do this through the Regulators portal.

Item 10-Future Direction/Options

Committee agreed that it should re-state its aim to remain a locally controlled community based organisation. It considered the questions posed in the paper that had been circulated as follows;

- Has anything changed in the last 12 months to make the Association change direction? Committee considered that there had been no changes in the last 12 months and that the process of preparing its Assurance Statement had strengthened its governance. Recent results of its tenant satisfaction survey and KPI’s showed that the Association was still performing well.

- Is the Departure of the current director a reason to consider the future of the organisation as an independent Organisation?

Committee felt that there was still an experienced staff team and Management Committee and there was no reason to believe that the Association could not continue as a successful RSL.

- Does the committee have an appetite for a merger/partnership with another organisation?

No, the committee agreed its commitment from its planning day that it was a strong, viable locally based organisation.

- Would there be any advantages in a merger/partnership for tenants and service user? No, committee felt that this would not improve the service to tenants and service users.

- Finally, does it feel that it is necessary to review its strategic options going forward?

Committee considered the answers to previous questions confirmed that this was not necessary.

It was agreed that the committees discussion would be summarised and added as a section to the 2019-2022 Business Plan.

Item 11-KPI'S

The Committee discussed the third quarter of 2019/20 Key Performance Indicators. Noted that all targets were met with the following exceptions;

- Re-let times; the average is higher than the target. It was suggested that the target of 10 days was perhaps unrealistic given the issues we were having with utilities. It was noted that the peer group benchmark was just over 15 days. It was agreed that some further analysis would be carried out by staff to identify the reasons for the increase (apart from utilities) and the target may be amended accordingly.
- Void loss had increased from 0.3% to 0.4%; This reflected the extended re-let times
- Gross arrears have increased; Noted that this was a seasonal trend over the Christmas/New Year Break. The figure usually stabilised in the last quarter.

Noted that the 3 complaints raised during this period that were dealt with in accordance to policy and procedure the Association have in place. It was suggested that the complaint regarding back garden slabs should be noted as being a costly precedent should the Association had agreed to the request.

Item 12 AOB

Some further discussion took place regarding any new innovations that had been implemented since the planning day. Noted that two ideas had been mooted – close information boards and providing IT training in the Associations office. Both had been discussed and committee had agreed that with regards to the information boards this would not be practical and with regards to the IT training this service was already available in the local library. It was noted that the new website had been developed in the last 12 months and this did provide tenants with a range of additional services.

Committee also discussed the option of buying properties off the shelf. The director noted that we had looked at this when the housing market was at a low but had been outbid.

Three Share Certificates were approved as follows:

- Redacted for FOI purposes

Item 13- Date of Next Meeting

Finance- Tuesday 18th February

Housing Management- Tuesday 25th February

Management -Tuesday 3rd March