

RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION	
Minutes of Management Committee Meeting held on Tuesday 13th July at 5.30pm via ZOOM	
Present: Edward Harkins – Acting Chair Geraldine Baird – Secretary Gary Gow Mary Ellen McKeown Christine McPhail	In Attendance: Elaine Lister – Director Lorna Shaw – Research Resources (agenda Item 3 only) Julie-Ann Cloherty – SHARE (agenda Item 4 only)
Leave of Absence: Jean Gow Eveline Thomson	

In the absence of the Chair, the Vice Chair, Edward Harkins, chaired the meeting.

AGENDA ITEM 1 – APOLOGIES

Apologies noted : Frances Cunningham
Jean Stewart
Karen McCartney

AGENDA ITEM 2 – DECLARATIONS OF INTEREST

Geraldine Baird declared that she was a current member of the Management Committee of North View Housing Association.

AGENDA ITEM 3 – COVID SNAPSHOT SURVEY REPORT

Lorna Shaw gave the background to the survey and noted that there had been a 52% response rate.

The key findings highlighted by Lorna included;

- The Association had done a good job of keeping tenants informed
- Mobile phone was the main way for getting online
- 29% were interested in communicating with the Association via text & 24% were interested in receiving emails - Scope to increase to increase online contact with tenants
- Younger tenants more likely to say their financial situation had worsened as a result of COVID
- 3% of respondents who paid all or part rent said they always experienced difficulties in paying their rent

Lorna advised that Research Resource had carried out a number of similar surveys for other Associations and confirmed that the report made, where possible, comparison with findings from other surveys.

Members discussed a number of the findings, noting;

- Difficulties in encouraging some people to go online, particularly elderly residents
- The newsletter appeared to be the main source of information for tenants and that a working group had been established to look at ways to improve the content and format of the newsletters
- Some people had concerns about the security of going online
- The need to respect an individual's right not to go online

Members agreed that the report had not brought too many surprises but that an action plan would be drawn up that could be more focused on particular issues (e.g. energy, communications etc).

On behalf of the Management Committee Edward thanked Lorna for attending the meeting and for her presentation.

AGENDA ITEM 4.0 – COMMITTEE APPRAISALS PRESENTATION

Julie-Ann Cloherty from SHARE presented the key findings from the recent Committee appraisals exercise;

- The over-riding motivation for members was to help the community
- A mature, knowledgeable and dedicated Committee has been established
- Members felt there had been an improvement in the information presented to members
- Members displayed ongoing effectiveness and objectivity
- Members were committed to their role

Julie-Ann also advised that the final report had identified 7 recommendations and included a learning and development plan for the collective Committee.

Members discussed the report and the appraisal process. Comments and views expressed included;

- That the appraisal process had been quite demanding and intimidating
- The exercise had not been particularly helpful for some while others felt it had helped re-enforce their commitment
- Appraisal questionnaire seemed more focused on the Regulatory requirements rather than what the members actually do
- That although the list of recommendations initially seemed quite daunting, members were already aware of the need to take action on most of the issues raised and that work to address some had already started

Members agreed to consider the report further and to explore how to meet the training needs identified.

Members asked Elaine to draw up a report on the progress already made in addressing the points raised in the list of recommendations.

As there were no further questions or points for discussion, Edward thanked Julie-Ann for attending the meeting and for her presentation.

5.0 ANY OTHER BUSINESS

5.1 AGM 2021

The dates of the AGM were agreed as;

AGM – Tuesday 21st September 2021

Reconvened AGM (if required) – Tuesday 28th September 2021

After discussion, members expressed a preference to have a 'blended' AGM to allow shareholders to attend in person or virtually. Elaine agreed to explore this an option.

6.0 DATE OF NEXT MEETING

The next meeting was set for Tuesday 10th August 2021 at 5.30pm via zoom.

As there was no other items of business the meeting was closed at 7.15pm.