

Minutes of the Management Committee Meeting of Rutherglen and Cambuslang Housing Association held on Tuesday 3rd March at 5.30pm in the Association's offices at 16 Farmloan Road, Rutherglen.

Present

Robert McLeary (Chair)
Frances Cunningham
Mary Ellen McKeown
Eveline Thompson
Edward Harkins
Karen McCartney
Nora Dillon
Christine McPhail

Present

Dave Anderson
Jade McGowan
Sophie Campbell

Item One-Apologies

Apologies noted: Geraldine Baird, Gary Gow, Jean Gow and Jean Stewart.

Item Two- Declarations of Interests

The Director and Edward Harkins noted their interest as members of the SHAPS pension scheme – agenda item 8

Item Three- Minutes of Previous Meeting: Maintenance 11th February 2020

Minutes of Previous meeting held on the 11th February were noted as true record.

Proposed: Frances Cunningham

Seconded: Mary Ellen McKeown

Item Four- Matters Arising/Committee Digest

Regulatory Framework- Assurance Statement

Committee noted the response from the Regulator

Future Options Appraisal

On the Agenda

New Committee member Induction policy

Adopted as per last meeting.

Pensions

On the Agenda

Draft Budget

On the Agenda

Key Performance Indicators

Noted that Housing Management are currently carrying out an analysis of the void/relet times for the year and a paper will be prepared for the April meeting

Other Issues

Long Service Awards

Noted that 7 committee and 3 staff awards were eligible for awards (25 years for committee and 30 for staff). The Director has contacted EVH and these have been ordered – presentation will take place at an event in the office.

Item 5 Sub- Committee Minutes:

Finance: 18th Feb 2020:

Noted

Housing Management: 25th Feb 2020:

Noted

Item 6 Correspondence

None

Item 7 Tenant Satisfaction Survey

Committee discussed the paper that had been circulated and agreed the following;

Overall satisfaction: There were no obvious areas of dissatisfaction. Comments on repairs service were noted but this represented only 1% of respondents. Committee noted that some of those tenants who had responded had provided details for follow up enquiries and these will be contacted.

Tenant Perceptions of the Association: Committee noted that all negative comments were 1% of those surveyed and there was no real pattern to follow up.

Information and Communication: Committee noted that the newsletter was still the most popular method for keeping tenants informed. Also noted that there was still a very low percentage that were interested in text/e-mail contact. Committee discussed the results for

tenants who would use the Associations website (40%) and agreed that we should encourage tenants to use the feedback option as this would give ongoing feedback on our services. The Director noted that we were looking at expanding the feedback facility to do one off surveys.

Participation: Committee noted that although tenants were aware of ways to participate a very low percentage were interested in participating. Committee suggested a concerted effort to advertise the AGM, perhaps 3 months in advance, in an effort to increase attendance and interest in serving on the committee. This was agreed.

Repairs and Maintenance: Committee noted that the results were excellent and that there were negative trends to address.

Quality of the Home: Committee noted that, although the overall result was positive there were some areas with significantly lower results in particular the Cathkin estate. The Director noted that staff had investigated this and the main reasons were boiler failure and dampness/condensation. Committee queried this as the estate was only 12 years old. The Director noted that the boiler failure was a result of a poor specification of boiler – this was a New Housing Partnership scheme that was competitively procured in conjunction with the Council and our input to specification was limited. With regards to the dampness/condensation, the cause had only recently been identified when disruptive surveys to roofs had been carried out revealing areas where there was no insulation. Committee asked if there was any recourse to the developer, Persimmon Homes, but it was noted that the development was outwith the 10 year NHBC guarantee. Noted that the Association will have an ongoing programme of investigation/remedial work.

Committee also noted some dissatisfaction in the recently completed new build development. The Director reported that there had been some initial problems with the lift and the provision of bins by the Council. He noted that we would be doing a 12 month post completion survey of tenants in June and this would highlight any specific issues in the development.

Committee agreed that the results of the survey will be included as an insert in the Spring newsletter.

Item 8: Pensions

Committee discussed the paper that had been circulated. It was noted that the staff consultation period had finished, and that staff were in favour of closing the Defined Benefit scheme. Committee noted that this would reduce the Associations contribution rate to the pension as of the 1st June and protect it from future increases in contribution rates.

Committee therefore agreed to the recommendation i.e. to close the final salary 60th Defined Benefit scheme and move onto the proposed Defined Contribution options with life cover from the 1st June 2020 after giving the Pensions Trust the required 2 months notice.

Item 9 - Final Budget

Committee noted the changes that had been made to the draft budget, as follows:

- A reduction in EESSH expenditure
- Reduced insurance premiums as a result of the tender exercise

It was noted that expenditure would reduce again as a result of the decision on the pension scheme.

After some further discussion committee approved the budget as contained within the paper.

Item 10- Future Options

Committee discussed the draft of the additional chapter to the business plan which summarised its discussion at the February meeting on its future options as a result of the proposed retirement of the Director. The draft was approved as tabled.

Item 11-Resident Participation Strategy

Committee discussed the updated draft strategy that had been circulated and agreed the general principles contained within it. It was noted that the objectives could be stated in a less formal manner, the Director agreed to redraft these.

Some discussion took place regarding the Association efforts to form focus groups. This had been discussed as part of agenda item 7 in relation to participation and it had been noted that interest among tenants was very low. We would continue, however, to keep this in the strategy in an effort to kick start these.

Item 12 AOB

Committees asked if any new innovative ideas have been raised to engage more tenant interest following the discussion at the away day in January 2019. It was noted that the proposal for close notice boards had been discussed over several meeting and that committee had agreed that it wasn't practical in our context.

It was noted that the Associations new website had been launched in the past year and that tenants were using the added functionality. The Director noted that, now that it was established, we were planning to use more of the functionality available e.g. online polls on specific topics.

Three Share Certificates were approved as follows:

- Wendy Prentice- Flat 0/1 35 Dalmarnock Road, Rutherglen, G73 1AE
- Helen Burns- 2/2 241 Main Street, Rutherglen, G73 2HN
- Annie MacAloney- 52 Newton Avenue, Cambuslang, G72 7RT

Item 13- Date of Next Meeting

7th April 2020