



RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION

Minutes of Management Committee Meeting held on

TUESDAY 26TH NOVEMBER 2024

at 5.45pm in the Association's Office at 16 Farmeloan Road

SEDERUNT			
Members Present		In Attendance	
Chair	Frances Cunningham (FC)	Director	Elaine Lister (EL)
Secretary	Robert McLeary (RMcL)	Depute Director	Jim Kerr (JK)
member	James Ross (JR)	Ideal Outcomes	Angela Spence (AS)
Member	Heather Ross (HR)	TPAS	Jacqueline Norwood (JN)
Member	Catrina Miller (CM)		
Member	Sharon Lynch (SL)		
Apologies		Leave of Absence	
Vice-Chair	Gary Gow (GG)	Member	Mary Ellen McKeown (MMcK)
Member	Karen McCartney (KMcC)		
Member	Natalie Kirk (NK)		
Member	Dareen Ward (DW)		
Member	Karen Kirk (KK)		
Member	Karha Hughes (KH)		
Member	Adela Fraser (AF)		
Absent		Joining Remotely	
		None	

AGENDA ITEM 2.0 – DECLARATIONS OF INTEREST

None

AGENDA ITEM 3.0 – NOTIFIABLE EVENTS

None

AGENDA ITEM 4.0 – PRESENTATION BY JACQUELINE NORWOOD, TPAS

JN gave the background to the commissioning of TPAS by the Association and the intended outcomes of the work that was being done to support the Association develop robust mechanisms for engaging with its service users.

She referred to the Smart Survey that had been carried out to collate information on tenants' preferences and opinions with regards ways to engage with the Association and noted that initially there had been a very poor response rate. However, more work had been done to reach out and make contact with tenants and, at the time of the meeting, 36 surveys had been completed with a few more still pending.

JN advised the members of the headline results of the survey to date noting;

- Number of respondents said that they didn't know how to become members. (Committee members advised that this was well publicised in newsletters and on the website as well as being discussed with new tenants at the sign-up process)
- 19 respondents indicated an interest in getting involved, with 7 volunteering to be part of an editorial panel. TPAS would be following up with these respondents as soon as possible to maintain the momentum.
- 100% of respondents have access to the internet, mainly through their smart phones.

The service priorities of respondents were Repairs, Improvement Works and Affordable Rents.

JN explained that, in order for engagement to be successful, information had to be made available in a way that was easy to read and to respond to and provide context and choice. She advised that she had reviewed the information that the Association had provided during the year and believed that it met these criteria.

The next priority consultation exercise would be the Rent Increase consultation and JN gave a summary of the actions TPAS would be taking to support meaningful feedback.

After that, the focus would be on the Business Plan and a calendar for consultation with the key stakeholders had been agreed;

Management Committee – Planning Day on 18th January 2025

Staff – Planning Day by end of January

Tenants – event around mid-February

Round-up with Management Committee – end of February

Tenant's 'Conference' to launch Business Plan – end of March/start of April 2025

On behalf of the Management Committee, the Chair thanked JN for her presentation.

JN left the meeting

AGENDA ITEM 5.0 – MINUTES OF PREVIOUS MEETING – 22nd October 2024

Amendments noted:

None

The minutes were approved as a true record of the meeting

Approved	JR	Seconded	CM
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Agenda Item 5.1 – Matters Arising

For Information & Decision

5.1.1 – Martin Aitken Associates (previous agenda item 4.1.4)

Members noted that this was ongoing at this time.

5.1.2 – Annual Assurance Statement (previous agenda item 7.0)

Members noted that this had been submitted to the Scottish Housing Regulator via the landlord's portal and had been uploaded to the Association's website.

5.1.3 – Strategy Planning Day (previous agenda item 12.1)

It was noted that the Strategy Planning Day for the Management Committee was being held on Saturday 18th January.

EL advised that it had originally been planned to have a joint Planning Day with staff and Committee members but, on reflection, it was felt it would be more productive if a separate day for staff was held in the office. Additionally, Committee will likely have to meet again at the end of February to finalise certain key aspects of the draft Business Plan.

5.1.4 Committee Annual Appraisals (previous agenda item 12.3)

The Chair advised that the appraisal forms had been issued to all members and dates for the interviews with individual members had been set. She asked that members returned their forms prior to the interview to allow an informed discussion.

5.1.5 Settlement Agreement Policy (previous agenda item 11.0)

AS reported that EVH had advised that there was no 'hard & fast rule' with regards the amount that could be offered towards legal costs. EL noted that this was a 'contribution' to the legal costs and did not have to cover the full bill.

Decision	After discussion, members agreed to allow legal fees of £350.
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AGENDA ITEM 6.0 – MINUTES OF PREVIOUS SUB-COMMITTEE MEETINGS		For Information & Approval	
6.1 Minutes of the Operational Sub-Committee – 1st October 2024			
Amendments noted: None			
The minutes were approved as a true record of the meeting			
Approved	JR	Seconded	FC
Matters Arising None			
6.2 Minutes of Staffing Sub-Committee – Tuesday 5th November 2024			
Amendments noted: None			
The minutes were approved as a true record of the meeting			
Approved	FC	Seconded	RMcL
Matters Arising			
6.2.1 Uniform Policy (agenda item 6.0)			
Members discussed the decision to reinstate the Uniform Policy with the caveats noted. EL confirmed that most staff that required to be out of the office were provided with an outdoor jacket that had the Association's logo on it. She also confirmed that, where required, protective clothing such as steel capped boots, hardhats etc were provided.			
Decision	After discussion, the consensus was that no uniform was required and therefore no allowance should be provided to staff.		
Action Required: Members asked EL to discuss a dress code with staff.			
Lead	EL	Due by:	N/A
6.2.2 Redacted			
Decision	Redacted.		

Action Required: EL to prepare report on factoring arrears for members			
Lead	EL	Due by:	January 2025
Action Required: Redacted			
Lead	EL	Due by:	28 th November 2024

AGENDA ITEM 7.0 – DRAFT BUDGET		For Approval	
<p>It as noted that the draft budget for 2025-2026 and the long-term draft budget for 2026/26-2054/55 had been considered by the Finance, Assurance & Risk Sub-Committee on 13th November 2024 and were being recommended to the full Management Committee for approval.</p> <p>Members discussed the papers presented to the Sub-Committee that supported and explained the proposed budgets and confirmed that they were assured that both budgets provided for the long-term financial stability for the Association.</p>			
Decision	The draft budgets were approved.		
Action Required: None			
Lead	N/A	Due by:	N/A

AGENDA ITEM 8.0 – RENT INCREASE FOR CONSULTATION		For Approval	
<p>JK presented the report on the proposed rent increase that would be put out for consultation highlighting key points including;</p> <ul style="list-style-type: none"> ➤ The assumptions made in the draft budget for 2025-2026 ➤ Business Plan assumptions ➤ Inflation rates ➤ Impact on average rents ➤ Rent affordability ➤ Tenants' priorities ➤ Average rent comparisons <p>It was noted that last year the Association had increased the rents by below inflation on the understanding that this would potentially mean higher rent increases in the future in order to meet all of the Association's commitments and objectives.</p> <p>It was recognised that the Association had a planned maintenance programme that had an element of 'catch-up' of the works previously postponed. There was also the, currently unknown, results of the stock conditions survey that may highlight some additional priority works.</p> <p>Members discussed the impact on the proposal of a 4.5% or 4.75% on both the rents and the Association's income and, although the difference in the rental income was felt to be negligible it was felt that tenants should be given options. JK confirmed that information on the additional work that could be carried out with the higher increase would be given to tenants to inform their decision.</p> <p>Members reiterated their commitment to keeping rents as affordable as possible for tenants but, at the same time, recognised the importance of investing in the stock. JK</p>			

confirmed that, even with a 4.75% increase, the rent still met the SFHA's afford ability criteria. However, it was noted that, apart from the rents for the smaller properties, the average rents were higher than the Association's peer group, especially those for the larger 5 apartments. EL advised that there was an objective within the Business Plan to carry out a review of the rent setting process and a rent harmonisation exercise in the next financial year.			
Decision	Members approved consulting with tenants on a rent increase of either 4.5% or 4.75%.		
Action Required: Consultation paperwork to be issued to all tenants at the at the start of January with a closing date of mid-February.			
Lead	JK	Due by:	N/A

AGENDA ITEM 9.0 – ANNUAL ASSURANCE ACTION PLAN		For Information & Approval																	
AS presented the updated report on progress with the action plan noting that, since October 2024;																			
		<table border="1"> <thead> <tr> <th>Progress</th> <th>No. of Actions</th> </tr> </thead> <tbody> <tr> <td>No progress or behind schedule & timescale amended</td> <td>4 (3 new)</td> </tr> <tr> <td>In progress</td> <td>15</td> </tr> <tr> <td>Complete</td> <td>8</td> </tr> <tr> <td>Not yet due</td> <td>12</td> </tr> <tr> <td>Ongoing activity</td> <td>2</td> </tr> <tr> <td>Total actions to 13/11/24</td> <td>41</td> </tr> <tr> <td>Duplicates</td> <td>3</td> </tr> </tbody> </table>		Progress	No. of Actions	No progress or behind schedule & timescale amended	4 (3 new)	In progress	15	Complete	8	Not yet due	12	Ongoing activity	2	Total actions to 13/11/24	41	Duplicates	3
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Members noted the progress that had been made in delivering the action plan and acknowledged the improvement to level of assurance they were receiving with regards the Association's compliance with the regulatory standards.																			
Given the amount of progress that had been made, AS recommended that the future monitoring of the action plan should be delegated to the Finance, Assurance & Risk Sub-Committee.																			
Decision	Approved delegating the future monitoring of the action plan to the FAR Sub-Committee																		
Action Required:																			
Lead	EL	Due by:	N/A																

AGENDA ITEM 10.0 – DELIVERY PLAN UPDATE		For Information & Approval	
AS explained that the current Business Plan contained a number of both strategic and operational priorities that covered a wide range of business activities.			
Progress with the operational objectives would normally be delegated to the senior staff team to monitor, allowing the Management Committee to focus on the strategic objectives which were key to influencing the future success and direction of the organisation.			

The priorities in the Business Plan had, therefore, been split into 2 delivery plans – 38 strategic activities and 49 operational. Progress to date for both was noted;

Progress	Strategic Delivery Plan	Operational Delivery Plan
	No. of Actions	No. of Actions
No progress or behind schedule & timescale amended	1	
In progress	10	5
Complete	8	14
Not yet due	18	30
Ongoing activity	1	
Total actions at 14/11/24	38	49

Members noted the progress made to date. It was also noted that priorities would be reviewed as part of the development of the new 3-year Business Plan.

Decision	Monitoring of the delivery plan for the operational priorities to be delegated to the senior Management Team.
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Action Required:

Delivery Plan for the strategic priorities would be reported on at least a quarterly basis to the Management Committee.

Lead	EL	Due by:	N/A
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AGENDA ITEM 11.0 – TENANT SATISFACTION SURVEY UPDATE REPORT

For Information

AS highlighted some of the key outcomes from the tenant satisfaction survey carried out at the start of 2024 and noted that, in the majority of areas, satisfaction levels were above the Scottish and peer group averages. The exception to this was the percentage of respondents that felt their rent represented good value for money. It was noted that there had been a drop in some of the other measures although figures remained high and compared well with the Scottish and peer group averages.

AS reported that a number of activities had been undertaken in response to the feedback while other activities were being planned, under review or were captured in the Association’s delivery plans and annual assurance action plan.

Decision	Members noted the report and actions being taken to address key issues identified.
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Action Required:

Future reports on current and future activities to be reported to the Management Committee.

Lead	EL	Due by:	N/A
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AGENDA ITEM 12.0 – KPI PERFORMANCE BENCHMARKING 2023/2024

For Information

EL presented the report on the Association's performance in the key indicators and the results of the benchmarking exercise with the Scottish average, South Lanarkshire Council and the Association's peer group.

Members noted the average rent levels and discussed the proposed rent harmonisation exercise and how this could address the variance between the rents.

Members also noted areas where performance had decreased and that this, in most areas, was a trend across all the benchmarking groups. However, members discussed the areas of reduced performance and how these could be improved going forward.

Decision | N/A

Action Required:

Senior staff to consider activities/strategies for improving performance in key areas.

Lead | SMT

Due by: | N/A

AGENDA ITEM 13.0 – SCOTTISH HOUSING CHARTER HEADLINES REPORT

For Information

Members noted the headline findings from the Scottish Housing Regulator's National Report on the outcomes of the Scottish Social Charter for 2023/2024.

Decision | N/A

Action Required:

N/A

Lead | N/A

Due by: | N/A

AGENDA ITEM 14.0 – COMMITTEE DIGEST

For Information/Approval/Decision

14.1 – Leave of Absence (decision)

Members approved a 2 month leave of absence for MMcK

14.2 – ARC Validation (information)

It was noted that the validation exercise had been completed and a number of recommendations had been made to ensure the accuracy of the data submitted in the ARC.

14.3 Redacted

14.4 Donations Request (decision)

FC explained that a request had been made for a donation towards a free event for older, socially isolated people on their own on Christmas day that was being organised by a local group.

Members approved a donation of £350. FC to advise the organisers.

14.5 Committee Portal (information)

JK explained the purpose of the portal and how it could be accessed. He further advised that information would be made available via the portal including relevant policies, training materials, papers and minutes, correspondence etc.

14.6 Committee Handbook (information)

Committee noted that the new Committee Handbook would be made available for members via the portal.

14.7 Training (information)

Members noted that the next training session will be held prior to the Management Committee meeting. The session would be delivered by Wbg and would cover Risk Management and Risk Appetite.

14.8 December's Meeting (information)

It was noted that the meeting in December would only be for updates and immediate business. Members were then invited to stay on for a informal opportunity to chat and socialise.

The Chair advised that due to the time, members would have to agree to suspend the Standing Orders if they wished to complete the business on the agenda.

It was unanimously agreed to continue with the meeting to conclude the business and, therefore, to suspend the Standing Orders.

AGENDA ITEM 15.0 – TREASURY MANAGEMENT POLICY

For Approval

It was noted that the reviewed Treasury management Policy had been considered at the Finance, Assurance & Risk Sub-Committee held on 13th November 2024 and was now being recommended to the Management Committee for approval.

Decision | The reviewed policy was approved.

Action Required:

N/A

Lead | N/A

Due by: | N/A

AGENDA ITEM 16.0 – COMMITTEE APPRAISAL POLICY

For Approval

EL presented the key points in the policy, highlighting that annual appraisals for Committee members were a regulatory requirement. Members discussed the use of external support, the format and process and the timetable for completing the appraisal.

Decision | The draft policy was approved.

Action Required:

N/A

Lead | N/A

Due by: | N/A

AGENDA ITEM 17.0 – MINUTE TAKING PROTOCOL

For Approval

Members considered the draft format for future minutes and agreed there was a need to standardise this for the minutes of all meetings.

Decision | Members agreed that reference to individuals should normally be using their initials.
The protocol was approved for implementation.

Action Required:

EL to advise the relevant members of staff.			
Lead	SMT	Due by:	N/A

AGENDA ITEM 18.0 – CORRESPONDENCE	For information
There were no items of correspondence other than the monthly updates from EVH and GWSF.	

AGENDA ITEM 19.0 – ANY OTHER BUSINESS
<p>19.1 Billboard EL advised that there had been a request for the Committee to consider a commercial billboard company to fix an electronic billboard on the cable end of the building at 265 Main Street. There would be a small income for the Association. Due to the block being mixed tenure and the lack of control the Association would have over what was advertised, it was unanimously decided not to allow the billboard to be put on the cable end.</p> <p>19.2 Calendar It was agreed to issue the calendar/tenant’s handbook to all tenants this year but that the format of the calendar should be reviewed in time for next year.</p> <p>19.3 Staff Christmas Lunch It was agreed that the office could be closed for 2 hours to allow staff to have a Christmas lunch.</p> <p>19.4 Redacted As there were no other items of business the meeting closed at 8.20pm</p>

DATE OF NEXT MEETING	Tuesday 17th December 2024 at 5.45pm
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Signed by Chairperson			
Name	Robert McLeary	Date	28/1/25