

Minute of the Management Committee Meeting of Rutherglen and Cambuslang Housing Association held on Tuesday 4th September at 5.30pm in the Association's offices at 16 Farmeloan Road, Rutherglen.

Present

Robert McLeary
Eveline Thompson
Frances Cunningham
Edward Harkins
Mary Ellen McKeown
Christine McPhail
Geraldine Baird

Present

Dave Anderson
Jade McGowan
James McBride – Scott Moncrieff
Howard Dales - FMD

Item One – Apologies

Apologies noted – Karen McCartney, Jean Gow, Nora Dillon and Jean Stewart

Item two – Declaration of Interest

None were declared

Item Three- Minutes of Previous Meeting: 18th June 2019

Minute of previous meeting held on Tuesday 13th August 2019 was noted as true record.

Proposed: Frances Cunningham

Seconded: Eveline Thomson

Item Four- Matters Arising/Committee Digest

Regulatory Framework

Noted- On the agenda

Shop in Hamilton Road

Noted that Grow 73 are still interested and agreed to hold off marketing until their funding position is clarified.

Hamilton Road – New Development

Noted that loan documents were close to being finalised.

Close Noticeboards

The example if this practice was clarified as being in properties factored by Milnbank Housing Association. Agreed that the Association would contact Milnbank to enquire as to its success, how it was administered, cost etc....

KPIS

Noted that these are based on industry norms and therefore should be retained for benchmarking purposes.

Freedom of Information

The committee discussed the difference between the level of information the association must make available on its website compared to the local authorities and the other public bodies such as the regulator. Noted that this has been queried with the SFHA and we are awaiting a response. In the meantime, it was noted that the Association was reviewing the content of its website to add some of the basic information. Ongoing.

Tenant Satisfaction

Noted.

AGM

On the Agenda

Other Issues- Meters in Void properties

The Committee discussed the issue of meters in void properties that are affecting the re-let times. Noted that the Glasgow Forum had agreed to raise this with the Regulator at its next meeting with a view to getting this added as an 'exception' when calculating void periods.

Domestic Abuse: New Practice Guidance for Social Landlords

Committee noted. Some discussion took place on the role of Association staff and it was confirmed that it was not their role to become involved in such situations.

SHAPS Triennial Valuation

Noted that the initial valuation was delayed from May 2019. This has now been completed and the results will be announced in the coming week. Committee will consider this and decide whether independent advice is required on the way forward.

Item 5 – Sub Committee Minutes:

Finance: 20th August 2019

Committee noted

Maintenance: 27th August 2019

Committee noted

Item 6 - Correspondence

Noted that the Regulator has published the Associations Landlord Report on its portal. Dave reported that this was now on our website. Committee agreed that this will be published in our Autumn newsletter with additional benchmarking information with our peer group.

Item 7 – Audited Accounts – Scott Moncrieff

The Committee reviewed the audited accounts for the financial year end March 2019 relating to the Association and Aspire. James McBride from Scott Moncrieff summarised the audited accounts to the Committee. The consensus for the audit was a good and no significant issues were identified. Some discussion took place on the new way of including pension costs in the accounts. James confirmed that this was the case for all RSL's. Howard from FMD thanked Scott Moncrieff for the work that was put in during this time and the committee acknowledged this. The Committee approved the accounts and these were signed off.

Item 8 – Arrangement of Annual General Meeting

Noted that this year's Annual General Meeting will be held at our office on Wednesday 18th September at 7pm. The Committee noted the secretaries report confirming compliance with our rules. Noted that the 14 days' notice period had been met for this year's AGM. The Committee suggested the details for the AGM could be advertised in the Rutherglen reformer to encourage attendance but stressing that it was for shareholders only.

Item 9 – Regulatory Framework

Committee noted the summary of our self-assessment against the regulatory standards and requirements that had been circulated. The following areas for improvement arising from this were agreed;

- Involving tenants in the preparation and scrutiny of performance information.
- Agreeing on our approach with tenants on providing performance information.
- Opportunities for feedback from tenants on our approach.

It was agreed that to improve in the above areas a specific section would be added to the forthcoming tenant satisfaction survey regarding the format of information provided to tenants and, on a wider scale, trying to create a tenants panel or focus group although it was noted that previous attempts had not been successful.

Other specific areas for improvement that were noted were as follows;

- Providing information about reporting significant performance failures to tenants and service users -this will be included in our Autumn newsletter
- New committee member induction policy/procedure – agreed that an ad hoc procedure existed but that this was not written down. A draft will be prepared for committee consideration/approval.

With regards to the general content of the statement it was agreed that reference should be made to our internal audit function which provided the committee with independent assurance and to our overall service performance which excellent as evidenced by our most recent tenant satisfaction survey.

It was agreed that a draft Assurance Statement would be prepared on the basis of the above for consideration at the October management committee meeting.

Item 10 - Website

The Committee reviewed the use of the website since its relaunch last year. It was noted that, overall, 127 tenants have signed up and this was in line with take up by tenants on other RSL websites. Noted that the use of the website will be encouraged in our newsletters and tenant sign ups.

The Committee discussed the analysis of traffic to the website and were provided with an overview of the location of users, behaviour flow and audience overview. This will continue to be reviewed and any specific trends identified will be reported back to the Committee.

Item 11 AOCB

Health & Safety Audit this will be reported back at the Staffing/Health and Safety sub-committee.

Item 12 Date of next Meeting

AGM Wednesday 18th September 2019
Housing Management 24th September 2019