



Agenda Item 3.2

Minutes of the Meeting with Management Committee held on **Wednesday 20 October 2021 at 6pm**
via Zoom

Minutes

| | | | |
|----------------------|--|-----------------------------------|-------------------------------------|
| Present: | Alan Thomson, Chair (AT) | Callum Boughey, Vice Chair (CB) | John Burton (JB) |
| | Lee Murray (LM) | Teresa Boyle (TB) | Tommy Divers (TD) |
| | Angie Robinson (Observer) | Jim Mitchell (Observer) | |
| In Attendance | Cathy Brien, Director (CB) | Paul Lennon, Depute Director (PL) | Elaine Hyslop, Housing Manager (EH) |
| | Paul Murphy, Corporate Services Officer (PM) | | |

| | Agenda Item | Action |
|----|--|-------------------------------|
| | | |
| 1. | <p>Apologies</p> <p>Apologies were NOTED from Kennedy Chilambe, Richard Bolton, Jolene Martin, Natalie Barclay, David Hemmings, Melissa Barclay, Marek Dziekan and Charlie Millar.</p> | PM to update register. |
| | <p>Chairs Remarks</p> <p>AT welcomed everyone to the meeting.</p> | |
| 2. | <p>Declarations of Interest</p> <p>None</p> | |
| 3. | <p>3.1 Minutes of Previous Meeting held on 01 September 2021</p> <p>Proposed Teresa Boyle Seconded Tommy Divers</p> | |
| 4. | <p>4.1 Matters Arising</p> <p>PM advised that Jamie Bell had stood down from the management committee.</p> | |
| 5. | <p>Health & Safety</p> | |

| | | |
|----|---|--|
| | <p>5.1 Health & Safety Policy Statement</p> <p>The Committee noted the contents of the report and AT as Chair and CB as Director both AGREED to sign the statement.</p> | PM to issue paperwork for signing |
| 6. | <p>Correspondence</p> | |
| | <p>6.1 Letter from the Scottish Public Services Ombudsman (SPSO)</p> <p>The correspondence was NOTED by committee.</p> | |
| | <p>6.2 Chartered Institute of Housing (CIH) Scottish Housing Day Report – Housing and the Climate Emergency</p> <p>PM advised that he had printed hard copies for committee members to take away and he would send a copy of the report via email.</p> | |
| | <p>6.3 Councils awarded £10m grants to help tenants in rent arrears</p> <p>EH advised committee that staff were already looking into this matter and would be checking on the criteria and encouraging Susan, our housing officer to utilise the grant for genuine cases who met the conditions set.</p> | |
| 7. | <p>Governance</p> | |
| | <p>7.1 Ethical Conduct and Notifiable Events</p> <p>The correspondence was NOTED and discussed by committee.</p> | |
| | <p>7.2 Payments, Benefits & Entitlements</p> <p>None</p> | |
| | <p>7.3 Annual Declaration of Interest</p> <p>PL explained the purpose of the annual declaration of interest. Committee NOTED the report.</p> | PM to issue paperwork for signing |
| | <p>7.4 Code of Conduct</p> <p>PL explained the purpose of the code of conduct. It is provided for staff and committee and signed individually each year. Committee NOTED the report.</p> | PM to issue paperwork for signing |
| | <p>7.5 Membership Report</p> <p>Committee NOTED the report.</p> | |

| | | |
|-----|--|---|
| | Committee APPROVED the membership applications. | The new members to be added to the membership list |
| 8. | Strategy | |
| | 8.1 Community Centre | |
| | Committee NOTED the verbal report from PL providing an update on the activities of the Communities team. | |
| | 8.2 CCTV Policy | |
| | The new draft CCTV policy for the centre was discussed and PL advised committee that having a policy was good practice and helped to safeguard the Co-op. PL added that the policy would help to ensure that there was documented policies and procedures in place to assist staff and reassure visitors to the community centre. PL stated that the purpose of the CCTV system is to provide a safe and secure environment for community centre users. Committee APPROVED the policy. | |
| 9 | Staffing | |
| | 9.1 CB advised committee that Isla Dundas, Community Assistant had accepted a job at another organisation. Committee were sad that Isla was leaving and expressed thanks for the work done in her time with the Co-op. | |
| 10. | Self Assessment | |
| | 10.1 Self-Assessment Outcome & Annual Assurance Statement PL advised that the report builds on the self-assessment process carried out by FHC in 2020 when both the Cooperative and Mulholland Housing Consultancy tested compliance with the Scottish Housing Regulator (SHR) Regulatory Standards of Governance and Financial Management. There are no areas of non-compliance. However the priority areas for the Cooperative on ensuring ongoing assurance and improvement of Governance are as follows: <ul style="list-style-type: none"> • Equalities • Landlord safety audit | |

| | | |
|-------------------|--|--|
| | <p>PL advised despite the challenges that Covid had brought the organisation there had been considerable activity and progress especially in financial management.</p> <p>The Committee were invited to:</p> <p>Consider and subject to any amendments, approve the self-assessment outcome for up to 19 October 2021.</p> <p>Agree that self-assessment against the Regulatory Standard will continue to be conducted annually.</p> <p>The Committee APPROVED all recommendations contained within the self-assessment report.</p> <p>The Chair was asked to sign the annual assurance statement on behalf on the Co-op.</p> <p>AT AGREED to sign the annual assurance statement that he helped draft with senior management.</p> | <p>PL to upload signed annual assurance statement onto SHR portal</p> |
| | <p>10.2 Management Letter from French Duncan</p> <p>The Committee NOTED the letter and complimented the staff on a successful external audit, also stating that they were reassured that the minor issue identified was manageable.</p> | |
| | <p>10.3 Management Letter Response from the Co-op</p> <p>The Committee NOTED the letter sent to the auditors by the Co-op.</p> | |
| | <p>10.4 Returns Submitted</p> <p>PL advised committee that the relevant returns to OSCR, FCA and SHR had all been completed.</p> | |
| | <p>10.5 Internal Audit</p> <p>PL advised committee that CB had suggested getting an internal audit of how we as an organisation handled operating during the pandemic. The Committee were supportive of CB's suggestion.</p> | |
| <p>11.</p> | <p>Finance</p> | |
| | <p>11.1 Rent Increase 2022/23</p> <p>PL highlighted that the rate of inflation continues to rise. PL acknowledged it was a difficult conversation to have with some tenants. PL reminded</p> | |

| | | |
|-----|---|--|
| | <p>committee that all tenants will be invited to the rent focus group we will hold in the forthcoming months.</p> <p>Committee NOTED the report provided indicating the timetable for the rent increase for 2022/23.</p> | |
| | <p>11.2 Interest Confirmation Loan Agreements with Nationwide</p> <p>PL advised that we received correspondence from our current banks (Nationwide). We have had a number of meetings recently with Nationwide and the rates being offered are low and very favourable to the Co-op. PL added that we have a good working relationship with Nationwide and are happy with the service they provide.</p> <p>Committee NOTED the correspondence provided.</p> | |
| | <p>Operations</p> | |
| | <p>12.1 Housing Management Performance Report</p> | |
| 12. | <p>EH covered performance in areas including voids, lettings, anti-socials, rental loss as well as complaints against the Co-op.</p> <p>EH advised that the Co-op had lost 0.00% of total rental income in the period 01 April to 30 September 2021.</p> <p>EH provided an update on the Witness and Mediation Service offered by North Lanarkshire Council. In April 2020 we were advised that the service would no longer be available to other RSL's. However they have completely reversed their decision and they will continue to offer the services to other RSL's.</p> <p>EH advised that the Co-op continues to do well on tenancy sustainment as 100% of the tenancies commenced within the previous year have remained in their tenancies.</p> <p>The average number of calendar days in void turnaround is 4 days, which is excellent compared to the Scottish average which is 56.30 days</p> <p>Committee NOTED the report provided.</p> <p>CB thanked EH and Susan for all their efforts.</p> | |
| | <p>Any Other Competent Business</p> | |
| 13. | <p>JB asked PL if a tenant who was receiving a new bathroom wanted to fit their own larger shower screen/door, could this be accommodated.</p> | |

| | | |
|------------|---|--|
| | <p>PL stated that it has already happened and should not be a problem. As there is going to be a tender for the next phase of work on new bathrooms, it is something that could be considered being built into the contract.</p> <p>JB advised that the close cleaning service wasn't providing value for money for the Co-op. PL confirmed that close cleaning was an agenda item for himself and Alex at present and they are about to retender the contract. JB did state that he was very impressed with the recent newsletter showing the work carried out by staff in the pilot close against that of the current contractor. PL advised that he totally agreed and that his aim is always to get value for money for our tenants at all times. JB thanked PL for the response.</p> <p>TB asked about storage i.e. the cupboard in closes and who has what. PL advised that the 3 storey closes (21 in total) would have 3 close cupboards allocated between 4 tenants. One normally would lose out until another became available however some tenants have shared cupboard previously.</p> <p>AT acknowledged the good job CB had done as Chair of the Co-op. AT added that after a challenging time that better times were ahead.</p> <p>AT thanked the committee and staff for attending the meeting.</p> | |
| | <p>Date of Next Meeting</p> | |
| <p>14.</p> | <p>Management Committee Meeting: 6pm Wednesday 17 November 2021</p> | |