

West Whitlawburn Housing Co-operative Limited (WWHC)

Minutes Of Management Committee Meeting

Held In The Co-operative Offices At 57 Belmont Road

Monday 28th May 2019 At 7.15 P.M.

Committee In Attendance:

5 Committee members and 3 Co-optees

Meeting is quorate.

Staff In Attendance:

WWHC Director

WWHC Depute Director

1. Apologies – signing in book.

Apology received from 2 Committee members.

a) XXX LOA.

Xx continues her leave of absence as previously agreed.

2. Confidentiality.

The Chair reminded committee about confidentiality.

3. Declaration of Interests.

No declaration of interests.

4. WWHC Attitude Menu

Committee noted the report contained within the papers.

5. WWHC Communication Code

Committee noted the report contained within the papers.

6. Previous Minutes.

a) Management Committee 23rd April 2019:

No amendments to minutes.

b) Signing of minutes.

Minutes proposed by **xxx**

Minutes seconded by **xxx**.

These minutes were approved by committee as a true record and signed by the chair.

c) Publishing of minutes.

The Director reminded committee that the May minutes will be published on the **WWHC** website. **xx** asked if the minutes would be published in full. **The Director** stated that there may be some redaction for website publication to comply with General Data Protection regulations and we also need to remove any items deemed confidential or containing business sensitive information.

7. Matters Arising from Previous Minutes.

Item 1. Letters were sent to xxx and xxx informing them they are no longer on the committee and their names have now been removed from the Scottish Housing Regulator (**SHR**) portal.

Item 3. All now complete.

Item 7. After a successful visit from Scottish Federation of Housing Associations (**SFHA**) representatives they have now offered to attend the June meeting to promote **SFHA** membership for **WWHC** in the future. Committee approved.

Item 9. WWHC Projects Officer has been in contact with Hawthorn Housing Co-operative and received an offer for committee to observe their meeting on the 17th June at 5pm. **3 members** would like to accept the invitation and committee agreed to reciprocate with an offer for their committee to observe one of our meetings.

Item 13. **XX** attended the EVH one day seminar.

Item 15 d). After consultation with **WWHC** Assistant Director Corporate Services, she indicated she wished an event with a social perspective and agreed to a leaving tea taking place on Thursday the 27th of June from 3pm to 5pm. All committee are welcome to attend.

Item 31. The consultation went ahead and there has been a further exchange of documents.

Item 34 c) **XX** raised over £400 for the Phil Welsh Welfare Fund from doing the Kiltwalk and was congratulated by committee.

8. Committee training plan and integration.

a) Future Training Plan: priorities.

1) Working with Interpreters.

Continued to June meeting.

2) Understanding Reports.

Continued to June meeting.

3) New Regulatory Framework.

Continued to June meeting.

4) Freedom of Information.

Continued to June meeting.

b) Other items to be progressed

1) Committee Appraisals (1 outstanding from last year) 2018/19 progress report.

Continued to June meeting.

2) Shadowing of new Committee members: Update from XX.

Continued to June meeting for XX to attend.

3) XX XX: feedback from XX XX XX

Continued to June meeting for XX to attend.

4) Joint working on rules with Hawthorn Housing Co-operative: Future meeting attendance.

XX XX and XX accepted the invitation to observe their committee meeting on the 17th June at 5pm and committee agreed to reciprocate with an offer for their committee to observe one of our meetings.

5) Assurance Statement: Meeting and training with Mulholland Consultancy Date and Time TBC.

The Director informed committee that John Mulholland will attend a meeting with the senior staff team in June in preparation for the Assurance Statement and will also attend the July committee meeting.

9. Sub Committee Minutes:

a) Finance Sub.

Committee noted the Finance Sub-Committee minutes from the 25th February 2019

10. Referrals from Sub Committee:

a) Finance.

1) Cost centre analysis WWHC.

Committee ratified the Cost Centre Apportionment – WWHC policy.

2) Cost centre analysis WCRC.

Committee ratified the Cost Centre Apportionment Whitlawburn Community Resource Centre Incorporating Minutes of Agreement policy. The Minute of Agreement between **WWHC** and Whitlawburn Community Resource Centre (**WCRC**) effective for financial year 2019/20 was signed by both Chair of **WWHC** and Chair of **WCRC**.

b) Bad Debt Provision.

Review Date of policy amended to November 2019. Committee ratified the amended Bad Debt Provision policy.

11. Delegates Reports.

a) EHV Members Report.

Committee noted the report contained within the papers.

b) WWHC representation on EVH.

XX let committee know that Muriel **XX** is still our EVH representative but is unlikely to continue and asked if anyone on committee would be interested in being the **WWHC** representative at EVH. **XX** stated that she would be interested. **XX** offered to accompany **XX** to the first couple of meetings to provide support

12. Correspondence.

a) Information.

None.

b) Decision.

Committee agreed to re-affiliate with Happy to Translate for another year.

Committee agreed to a £50 donation to Children with Cancer.

c) Training.

The Director notified committee that **SFHA** have offered **WWHC** a free one day delegate place at their conference on either the 11th or 12th June. **XX** will attend. **The Director** will send out details of the programme for **XX** to choose which day he wishes to attend.

13. Policy Reviews.

a) Selection and Recruitment Policy (delayed).

The Director confirmed the policy is delayed and will come before committee when complete.

14. Staffing:

a) Office staffing proposals 2019/20.

Committee noted the report contained within the papers.

The Director updated committee. The proposals have had to be tweaked as **XX** is unable to work the additional day, but **XX** is able to do both days. East Kilbride and District Housing Association (**EKDHA**) have not yet provided a cost for support during the bridging period.

Committee decided that 3.1 iii) a bridging period to allow internal opportunities to arise was the best option to potentially find a replacement for **XX**.

The Director stated that the process had been a considerable challenge but agreed that continuity and job enrichment would best be achieved with this option. The proposal will run for 3 months and there will be monthly reviews from **The Director and Depute Director**.

b) Senior Staff Succession Planning (confidential).

The Director informed committee that **WWHC** Concierge Manager has had a successful operation and is in good spirits. It is still early in his rehabilitation so unsure what the next steps are yet. **XX** who is filling in is doing a great job and has rose to the challenge. **XX** who is temporarily filling in for **XX** is also doing well. **XX** is still on long term sick and has submitted a 2-week sickness line, previous sick lines have been for 8-week periods. He reports in every week with an update of his situation to the Concierge Manager.

c) AD (CS).

The Director let committee know that a collection and card are available for anyone to donate and sign the card. The Director reminded committee of the leaving tea on the 27th June.

16. Governance and Scottish Housing Regulator (SHR)

a) Assurance Report. Further Information request from SHR response.

Committee noted the reports contained within the papers.

The Director explained to committee that there had been an email exchange for over 3 months with SHR on this without any closure. There was a meeting last week with the office bearers where the response was discussed to find the best approach which reflects the reality of running an RSL. Committee discussions included the role of the regulator and its response to a matter which had no negative consequences. These actions knock RSL's confidence and faith in the regulator and breed an untrusting relationship. It was noted that the Regulatory Framework has recently been revised and the Regulator must seek clarification and has the right to do so. The concern is how much clarification is needed especially for something inconsequential.

Committee chose the second option for its response but felt a stronger response may be needed if this didn't resolve the matter.

b) New Regulatory Framework: Self Assurance Statement October 2019: Consultancy appointment and work plan.

The Director advised committee that a work plan will be put together after Mulholland Consultancy has met with the senior staff team in preparation for the Assurance Statement and should be available for the July committee meeting.

c) ARC Report.

Committee noted the report contained within the papers.

The Director stated that this has been a lot of work especially for senior staff over the last couple of weeks. It will be submitted before the deadline at the end of May.

d) EESSH.

Committee noted the report contained within the papers.

e) The cost of regulation.....and who pays it.

Committee discussed this issue and the consensus is that the cost of regulation is increasing and substantial given the amount of staff time needed to compile the ARC, Self-Assurance Statement and responses to enquiries. These staff costs are met with tenants' rents and when it is spent on issues with no benefit it is money that could be better spent elsewhere and for the provision of better services for tenants.

f) Committee Responsibilities: Standard 6.

Committee noted the report contained within the papers.

16. WWHC 30th Anniversary Proposals.

XX updated committee on recent Communication Group discussions about ideas to celebrate **WWHC's** 30th anniversary. Committee were keen on the idea of a 30th Anniversary Gala Day possibly in mid-August. This would be a community event and could encompass promoting the recent redevelopment of the Whitlawburn Community Resource Centre (**WWRC**). It is now the end of May and we need to get organised and get things booked. **6 members** all agreed to be part of a Gala committee which will link in with the communication group and any additional staff that wish to join. A budget of between £2000 and £3000 was agreed by committee. **XX** will e-mail **XX** who chairs the Communication Group with details to allow this to move forward.

Committee revisited the issues relating to the proposal of a new logo. None of the previous proposed designs had been acceptable to committee due to being grey and not representative. **XX** commented that it did need freshened up, **XX** stated it should be recognisable and represent all our housing stock, **XX** added it should be colourful and reflect the greenery. **XX** thought the tree did not need to be there or be so prominent. **XX** replied that the tree represents growth and life but could maybe still be there but in the background. **XX** will report back to the Communication Group.

17. Internal Audit.

a) Action Plan.

Committee noted the report contained within the papers.

b) 2019/20 Programme.

Committee noted the report contained within the papers.

The Director stated it has been a considerable amount of paperwork and they are now half way through the Internal Audit programme.

18. Health and Safety.

The Director informed committee that there are no issues, but some work will need done to replace AD (CS) after her retirement as she was the lead person on Health and Safety.

19. East Whitlawburn.

a) Project Update.

The Director notified committee that the development is currently in a bit of limbo whilst waiting on the outlying planning permission before any of the major physical work can roll through. HA commented that she had seen temporary traffic lights which look like they will be positioned on Morven Road which would add to an already nightmare situation. The Depute Director notified committee that there has been a feasibility study done by the council about extending the WWHC direct heating system into the council part of the development and we await to hear back from the council on this.

b) WWHC Lock ups.

The Director notified committee that we are still awaiting firm proposals from the developers about this.

20. Springhall and Whitlawburn Neighbourhood Plan. Update on WWHC 5 asks.

The Director informed committee that **XX** had attended a meeting this afternoon and there could be the possibility of a £300 grant to clear up, freshen and improve the area. **XX** suggested a planting day for local children which would brighten up the neighbourhood. **XX** pointed out that planting in the **WCRC** gardens had been vandalised in the past. **XX** replied that if the children were involved it might go some way to reduce the risk of future vandalism.

21. Risk Management.

No issues to report.

22. Energy Project

a) Progress report and Retention figures.

The Director stated there were no major issues. Npower have requested more information from **WWHC** about the retention figures.

23. Covenants Report.

Committee noted the report contained within the papers.

All covenants being met.

24. Freedom of Information.

Committee noted the report contained within the papers.

The Depute Director advised committee that there would be more to follow, and we must be ready to comply by the 11th November. The 3 main points are our duty to publish, duty to respond and duty to advise and assist. Any information can be requested with some exceptions, for example information which could breach General Data Protection Regulations or is commercially sensitive. **The Depute Director**, and **WWHC** I.T. officer have both attended training on this.

25. MSF Fire Safety.

a) WWHC Reviews.

Committee noted the report contained within the papers.

The Director stated he is very comfortable although not complacent about our fire safety and our ability to respond to any issues which may arise.

b) Government Consultation.

Committee noted the report contained within the papers.

The Glasgow consultation will take place on the 17th June between 10am and 3pm and will be a tenant led event. **XX and XX** indicated they will attend. **XX** will need to check her availability.

26. Tenant Participation / Co-operative Development.

The Director told committee that this is moving into the consultation stage.

27. Draft Policy Consultation

Nothing to report.

28. Service Level Agreements

a) WCRC.

Committee noted the report contained within the papers.

There was no quorum to ratify the service level agreements because of the conflict of interests of committee who are also part of the **WCRC** committee. Continued to June meeting.

b) Whitcomm.

Committee noted the report contained within the papers.

There was no quorum to ratify the service level agreements because of the conflict of interests of committee who are also part of the Whitcomm committee. Continued to June meeting.

29. Capital Programme.

a) Update

Report circulated to committee for information. Further discussions will take place at the next Property Services Sub-Committee.

30. Dispute with Moorepay.

The meeting on the 1st May 2019 had went ahead and there has been a further exchange of documents.

31. BUTW Lease.

Committee noted the report contained within the papers.

The Director reminded committee that under **SHR** Notifiable Events Guidance such a lease is a notifiable event. Committee approved the terms of the lease.

32. Billy Hunter Award 2019.

The Director let committee know that there had been some discussion back and forth from the school with regards the criteria for the award, which has now been sorted. We are now waiting on the school getting back to us in the next couple of weeks.

33. A.O.C.B.

The Chair told committee that a former committee member wishes to donate £100 to buy an award for a good cause and was looking for committee ideas. **XX** suggested that it could go to someone in a caring role. Committee will go away and think some more about this.

The Director informed committee that the Unite trade union have asked to do a promotional event to encourage membership on the 5th and 6th of June. Committee approved.

XX asked how we monitor the quality as well as quantity of the work done by contractors. **The Director** replied that they are appointed on a quality/price ratio using industry standards. **XX** then enquired once appointed how do we check the quality of work. **PF** replied that post work inspections take place to monitor this. **XX** stated that there are still issues with the work done by the gardening contractor that have not improved since last year, especially in relation to weed spraying in the multi-story car parks.

34. Date and time of next meeting: Monday 24th June 2019 at 7:15 p.m.