

**Minutes of West Whitlawburn Housing Co-operative
Management Committee Meeting of
29th March 2021 at 6.30 p.m.
Virtual Meeting held via MS Teams**

In attendance:

WWHC Committee:

A Anderson (AA), Chairperson	R Alexis (RA), co-opted
S Anderson (SA), Vice Chairperson	E Kerr (EK)
A Duffin (AD), Secretary	B McNicol (BMcN)
M Alcorn (MA)	D Murphy (DM)
P Welsh (PW)	

Meeting is quorate.

WWHC Staff:

G Clayton, Assistant Director (Property Services) (ADPS)
S Marshall, Acting Director (ADir)
S Paton, Project Officer (PO) (Minutes)

1. **Apologies**
None.
2. **Confidentiality**
The Chairperson reminded Committee of the importance of confidentiality.
3. **Declaration of Interests**
None.
4. **a) Minutes Management Committee meeting of 22nd February 2021**

Amendments:

8 a) EVH – MA noted that the last EVH Committee meeting was held on 1st February 2021 and not September 2020 as stated in the minutes.

10 a) Rent Consultation – committee noted that the 1% rent increase for consultation was agreed at the January meeting and not the February meeting as stated in the minutes.

Proposed by SA, Seconded by EK and noted as an accurate record.

b) Management Committee meeting of 18th March 2021

Proposed by PW, Seconded by AD and noted as an accurate record.

c) Signing of Minutes

The Chairperson will pass the signed minutes of the previous meeting to the PO for filing.

5. Matters Arising from Previous Minutes

Actions from Previous Meeting Report

ADir presented the report designed to allow Management Committee to track progress with implementing decisions taken. The Committee agreed that the report is useful to note progress against ongoing actions.

The ADir will continue to provide this report for 3 months then Committee can determine if it is a useful monitoring tool going forward.

6. Sub Committee Minutes and Referrals

None.

7. Correspondence

a) Information

None

b) Decision

SFHA Affiliation 2021/22

Committee agreed to re-affiliate with Scottish Federation of Housing Associations for 2021/22.
Committee will reconsider the SFHA membership next year to ensure effectiveness and good value for money

8. Delegates Reports and Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH)

MA reported that EVH had been focusing on staff pay award in recent meetings which has now been agreed. EVH report was noted.

b) Glasgow West of Scotland Housing Forum (GWSF)

The Secretary attended a meeting on the 18th of March and reported that the discussion focused on Covid-19 funding, the subsidy working group, new green standards and whether or not the GWSF conference would go ahead in July/August as proposed.

c) Scottish Federation of Housing Associations (SFHA)

There were no updates to report.

9. Governance and Assurance

a) Management Committee Training Plan

The Committee noted the report and training proposals.

The Committee agreed to hold the health and safety refresher session by EVH on the 20th April 2021 at 6.30pm on Zoom. This will be confirmed with EVH and link will be emailed.

Committee agreed to watch the Happy to Translate training video on translation and interpreter services on their own and will confirm with the PO when complete. The PO will issue the login information.

b) Notifiable Events

The ADir reported that there is one open notifiable event. Extract from February Committee meeting to be uploaded to SHR portal.

c) Schedule of External Submissions 2020/21

The Committee noted that all external submissions were complete for this financial year, with the exception of the March 2021 monthly Covid monitoring return to the Regulator. The submission date is 7th April 2021.

d) Review of Rules

The ADir reported that work has started on the proposed rule change. A Special general Meeting in advance of the Annual General Meeting will be required.

e) WWHC meeting schedule 2021/22

The Committee noted the meeting schedule dates for 2021/22.

10. Regulation

a) Monthly Covid Return to Scottish Housing Regulator (Feb 21)

The Committee noted the return. The ADir said that the Scottish Housing Regulator will be reducing the frequency of these returns from monthly to quarterly in 2021/22.

b) SHR Coronavirus – Advisory Guidance for governing bodies

The Committee noted the content of the updated guidance. The ADir assured committee that the guidance was being adhered to.

c) Regulatory Returns 2021/22

The Committee noted that the Scottish Housing Regulator did not plan on giving extensions for submissions for 2021/2022. This brings SHR regulatory returns back to pre-Covid 19 timescales.

d) Schedule of external submissions 2021/22 – updated

The committee noted the schedule. The schedule has been updated to include the amendment from monthly to quarterly Covid-19 monitoring submissions.

e) Scottish Housing Regulator – WWHC Engagement Plan

The ADir confirmed that the Co-operative is compliant and the regulator does not wish to engage at this time. The engagement plan will be published on the SHR website after the 31st March 2021. The Committee noted that the SHR did not publish an engagement plan for any social landlords last year.

11. Director Report and Targets

The Committee noted the content of the report. The ADir told committee that staff are monitoring guidance on the relaxing of Covid-19 restrictions to determine when staff and public could return to the office. When the stay at home guidance eases at the end of April 2021 there may be an increased number of staff working from the office.

The ADir confirmed that the Finance Officer post had been offered and accepted and the candidate is due to start in May 2021.

IT position is being considered by AD (CS)

The temporary Property Assistant has joined Property Services from today for 6-month maternity leave cover.

The ADir gave a tenancy support update to Committee. Committee noted that over £160,000 of funding has been accessed to date to provide the tenant support activities over the past year.

Further funding from the energy redress scheme to support further fuel vouchers over the next 6-month period has just been agreed which will be a boost to tenant support provision.

12. Tenancy Services

a) Arrears Monitoring Report

The Committee noted the monthly monitoring report.

The Committee noted the reduction in gross arrears and that more than 100% of rent has been collected for the 2020/2021 financial year to date.

b) Bad Debt Write Off

Committee noted there was no former tenant arrears write off in 2019/20 due the cancellation of the March 2020 Management Committee.

The FT write off process has been carried out as normal this year with a write off mid-year of £80,484.44 (Nov 20) and a final write off at the year-end proposed in the report.

Committee approved the recommended write off of £58,420.80.

13. Internal Audit

a) Complaints Handling Procedure

The ADir has recently received this report and it will be distributed and discussed at the April 2021 management committee meeting. There were no concerns raised by the internal auditor.

14. Policy Reviews

Model Complaints Handling Procedure

The Committee noted that the Scottish Public Services Ombudsman had updated their model and the Committee agreed to adopt it. The ADir reported that there will be adjustments to the internal procedures for dealing with complaints but the summary of the procedure for publication has not changed. Refresher training for staff will be carried out.

The Committee approved the Model Complaint Handling Procedure.
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15. East Whitlawburn

a) Legal agreement

The draft legal agreement is with South Lanarkshire Council for comment.

b) Lock up demolition

The ADPS noted the current position with regards to the remaining occupied lock-ups that are required to be relocated and that a more detailed programme of works has been requested from South Lanarkshire Council.

The ADPS also noted that the works to the lock-ups will likely be carried out under a separate licence agreement as work is required to be carried out on WWHC's land where the lock-ups are located as highlighted in the report.

c) Site Plan

The ADPS presented drawings to the Committee which highlighted on a map where the 60 proposed units would be and where road and pedestrian access points would be located.

EK asked if there would be a boundary between our properties and the Nisa carpark. The ADPS said that South Lanarkshire Council has a row of units between the Nisa carpark and the proposed WWHC properties.

PW asked if the properties will be fully accessible for disabled tenants. The ADPS responded that the usual stage 2 adaptation process will be followed.

The ADPS will meet with the SLC Project Manager on Thursday and will take more pictures of inside the properties for Committee. A Committee site visit will be organised when possible and safe to do so.

16. General Data Protection Regulations (GDPR)

2020/21 Data Breach Report

The Committee noted the report. There were 3 data breaches during the year noted in the report. The ADir reported that no further action was required and there were no potential identity fraud issues with these data breaches.

17. Freedom of Information

Information request and response

The Committee noted the information contained. The response has been published on the website 'What do they know'.

The ADir will bring the annual summary of all FOI requests to the April Management Committee meeting.

18. AOCB

The ADir distributed the insurance renewal report to management committee by email which details all renewal premiums and the outcome of the recent buildings insurance tender. The overall premium cost has increased. The 2021/22 budget of £77,000 was set before we were notified of the withdrawal of our exiting insurer and the overall increase to £84,000 can be contained within the overall revenue budget.

The ADir confirmed that the insurance will be in place by April 2021 and there will be no gaps in cover. All other insurance products were not affected and they have been renewed as part of the normal insurance broker process.

19. Date and Time of Next Meeting

26th April 2021 at 6.30 p.m

Closed Session - Confidential Items

The meeting closed at 7.20 pm