

West Whitlawburn Housing Co-operative
Management Committee Meeting of
Monday 27th February 2023 at 6.30pm
Meeting held in Whitlawburn Community Resource Centre

In attendance:

Committee:

S Anderson – Chairperson (SA)	Phil Welsh (PW) – Vice Chairperson
A Duffin – Secretary (AD)	R Alexis (RA)
E Kerr (EK)	B McNicol (BMcN)
D Murphy (DM)	K Stubbs-Gorman (KSG)
A Anderson (AA)	

WWHC Staff:

G Clayton, Deputy Director (DD)

R Hosie, Corporate Services Officer (CSO) – Minutes

Member:

I Mykhailenko (IM) (membership number 2977) was co-opted to the Management Committee at this meeting. The co-option was proposed by AD and seconded by EK.

Meeting is quorate.

1. Apologies

M Alcorn (MA), S Marshall (Dir)

2. Confidentiality

The Chairperson reminded all members present about the importance of confidentiality.

3. Declaration of Interests

No interests declared.

4. Equalities and Human Rights

No issues raised at this meeting.

5. Health & Safety

No items highlighted at this meeting.

6. Previous Minutes

a) Management Committee meeting of 30th January 2023

The previous minutes were proposed by EK and seconded by BMcN and agreed as a true record.

b) Management Committee meeting of 13th February 2023

The previous minutes were proposed by AA and seconded by AD and agreed as a true record.

The Chairperson will pass all signed minutes to the DD for filing.

7. Matters arising from Previous Minutes

Actions arising from Previous Minutes Report

The DD updated the following:

- Fibre network discussions are ongoing, meeting date to be confirmed. EK advised some equipment is nearing end of life.
- Committee recruitment and succession planning progressed at this meeting with one member co-opted. It is hoped that further interested members will progress from tenants who indicated an interest in joining the Tenant Scrutiny Panel (TSP) in the Tenant Satisfaction Survey (TSS).
- The detailed report has been received for the TSS which will be presented at the March 2023 meeting for discussion.

Committee noted the updates.

8. Sub Committee Minutes and Referrals

No items.

9. Correspondence

a) Information

Donation request received from Disasters Emergency Committee to support relief efforts in Turkey and Syria after an Earthquake.

The DD advised £200 remains in the donation budget for 2022/23.

b) Decision

Committee agreed a £100 donation.

10. Delegates Reports an Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH)

Report provided in the papers. AD queried the Long Service Awards as staff/committee members did not receive this as they were postponed due to Covid. The DD will follow this up with EVH.

b) Glasgow West of Scotland Forum of Housing Associations (GWSF)

AD advised nothing to report.

c) Scottish Federation of Housing Associations (SFHA)

No updates.

11. Governance and Assurance

a) Schedule of External Submissions 2022/23

Management Accounts and Covenant Outcome report submitted to the Co-operative and CAF Banks on 23/02/2023. All items for 2022/23 are complete. One item is 3 yearly and due for submission in 2024.

b) Management Committee Training Plan

Following the recent external appraisal process, a collective training plan is proposed based on recommendations provided by EVH.

The DD explained that the proposal is to confirm topics only, and dates will be confirmed further in the year. The plan will be delivered using internal and external delivery methods.

Committee approved the Management Committee Training Plan 2023/24.
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c) Governance, Recruitment and Succession Planning

Item ongoing. One member co-opted at this meeting and it is hoped that another will observe a meeting in the near future.

12. Regulation

a) Tenant and Resident Safety Survey

Correspondence received from the Scottish Housing Regulator (SHR) advising of their decision not to carry out the survey for this year due to ongoing discussions with stakeholders on the survey scope. The SHR plan to contact social landlords directly for information on their practices.

The DD advised that WWHC will seek assistance from John Mulholland Consultancy to review the Annual Assurance Statement.

The SHR intend to send information to clarify their actions on Damp and Mould.

b) Annual Risk Assessment

The SHR have contacted WWHC for information on recruitment and succession planning. Director's response included in the papers.

Committee noted the SHR's correspondence.

13. Director Report and Targets

The DD provided an update on tenant support spend and energy voucher delivery. Committee noted the benefits of receiving this funding and the support offered to tenants during the Cost of Living Crisis.

Committee noted the funding referral made by staff at East Kilbride Housing Association (EKHA) and the positive impact to WWHC tenants as a result.

East Whitlawburn handover dates confirmed as on target. Committee praised the contractor for their high quality work. Further discussion took place on completion of ground works at the EW site. The DD confirmed the grounds will be maintained by the contractor in the first year. Committee raised a query regarding an underpass located on Western Road as it is currently out of use during the EW construction works – The DD will contact SLC/CCG for more information.

Committee noted the update.

14. Property services

a) Reactive Maintenance Procurement

The DD provided an update and advised Committee that WWHC is exploring options for a joint procurement exercise with East Kilbride Housing Association (EKHA). Both organisations are awaiting a proposal from a QS consultant before for the production of the tender and contract specification is progressed. This exercise will look at a potential maintenance framework where WWHC/EKHA have access to multiple contractors. The DD highlighted that the proposal is beneficial due being able to access multiple resources. Committee noted the existing labour shortage experienced sector-wide and contractor wariness to respond to tenders as they cannot guarantee the labour and rates required.

AD sought more information regarding the costs of reactive maintenance in the current market. The DD advised a 20% increase is

estimated as a result of continued rise for construction and maintenance costs.

Committee noted the update.

b) Ground Maintenance and Lift Contracts

Due to competing priorities, procurement for ground maintenance and lift maintenance contracts were delayed. Both Nurture Landscapes and Kone have offered one-year contract extensions to WWHC.

The DD summarised the terms offered by both contractors. Under this extension, rates will increase by 15% for Nurture and 4% for Kone. Committee noted the external pressures faced by contractors such as fuel costs and labour shortages.

Further discussion took place on the quality of Nurture's services. The DD advised that WWHC staff previously highlighted their concerns to the contractor who have since confirmed that their staff on WWHC site will not change and they will aim to meet all WWHC expectations.

Committee agreed to extend both Nurture Landscapes and Kone contracts for 2023/24

15. Tenancy services

a) Bad Debt Write Off

Former tenant write off amount identified as circa £18,000. Balance written off in September 2022 circa £4,000, making total write off for the year 2022/23 circa £22,000. Amount is contained within the allocated amount.

Committee approved the write off sum.

b) Allocations Policy Review

Committee recalled the decision to postpone the review of the Allocations Policy due to allocations of East Whitlawburn (EW) properties.

A working party will be established to conduct confirm the reviewed items and update any further items identified. AA and BMcN expressed an interest in joining the group. The DD advised that CX Feedback will be used to consult all tenants/applicants on this policy.

16. Corporate services

a) Management Accounts – Quarter 2

The DD presented the Management Accounts and covenant report and summary for the period to 31st December 2022.

17. Budget & Rents 2023/2024

a) Rent Increase implementation

As agreed by Committee on 13th February 2023, WWHC rents will increase by 5% from 1st April 2023. The DD confirmed that all rent increase notifications were delivered to tenants on 27th February 2023.

18. East Whitlawburn

a) Progress Report

Committee noted updates reported earlier in the meeting. EK queried who is responsible for cleaning EW bin stores – the DD confirmed Concierge staff.

19. Policy Review

a) Procurement Policy

Policy reviewed as part of the normal review cycle. The policy has been updated to reflect the UK's exit from the European Union (EU). Thresholds have been updated to reflect changes in the legislation in 2022 and the agreed equalities clause has been included.

Committee approved the updated policy for implementation.

20. Business Plan Review

A full review of the Business Plan has commenced. Committee members expressed an interest in reviewing this during the external appraisal process. Feedback from the TSS will feed into the Business Plan with support offered by Knowledge Partnership (KP).

21. Housing Software System – Tender Report

Tender issued using Open Procedure on Public Contracts Scotland with a view to procure a cloud based housing management IT system that will support all areas of the organisation. Tender response was received and an assessment of the quality submission, along with due diligence work carried out by staff, confirmed that Designer Software (Homemaster) have significant experience with Scottish RSL's.

Committee noted that upgrading the current housing management software would lead to staff efficiencies and less money spent on various subscription packages offering finance and feedback management software.

The DD confirmed that the project costs of £25,000 are fixed for the first three years.

Committee agreed to appoint Designer Software (Homemaster) subject to final checks.

22. Freedom of Information Request

FOI request submitted by journalist from BBC Scotland requesting information on number of evictions by rent arrears and number of eviction notices served from 6th September 2022 to 14th February 2023.

Committee noted the request for information and response.

23. AOCB

Rent accounts in credit – DM raised a query regarding tenants who have a credit on their account and future payments. The DD requested that this matter be investigated privately.

Fundraising (Kiltwalk) – PW is participating in the Kiltwalk 2023. All monies received will be donated to the food co-op in Whitlawburn Community Resource Centre.

Insurance – The DD provided an update on insurance renewals. WWHC have been offered an option to extend the current agreement for one year. Broker recommendations predict that the 20% budgeted for insurance renewal should be adequate.

24. Date and Time of Next Meeting

Monday 27th March 2023 at 6.30pm

CONFIDENTIAL ITEMS

25. Staffing

Summary of the temporary staff structure in place which will continue during 2023/24. One of the Property Officers submitted a request to reduce their weekly hours. A six month trial period is proposed and the Property Officer is aware that business needs would come first.

Committee approved the Property Officer request for a six month trial basis.
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Concierge Staffing

The DD advised of the temporary Concierge Officer's resignation. The temporary Concierge Manager has also indicated they wish to return to their senior officer post. Committee noted that Concierge recruitment will take place soon.

Meeting closed at 8.00pm.

