

West Whitlawburn Housing Co-operative

Minutes of Management Committee Meeting held via Teams

on 26th May 2020 at 3.00 pm

Committee Attending:

A. Anderson (Chairperson) (AA); A. Duffin (Secretary) (AD); B. McNicol (BMcN);
S. Anderson (SA); E. Kerr (EK); L. Wilson (LW);
P. Welsh (PW); D. Murphy (DM)

Meeting is quorate

Staff Attending: P. Farrell (Director) (PF);
S. Marshall (Depute Director) (SM)

1. Apologies

MA Sen.; MA

CB has submitted her resignation from Management Committee for personal reasons. AD will draft a letter to express Committee thanks for contributions over the years. Scottish Housing Regulator portal will be updated.

HA has requested a 4-month leave of absence from Management Committee due to the current pandemic situation. Committee approved the leave of absence.

2. Confidentiality -Noted

3. Declaration of Interests – none

4. Attitude Menu – noted

5. Communications Code – noted

6. Previous minutes

a) Management Committee meeting held on 24th Feb 2020
Proposed – LW Seconded – SA

b) Signing of Minutes – AA to sign and return copy

7. Matters Arising from Previous Minutes

Item 15 (b) Notifiable Events

2 notifiable events: Settlement agreement and change of Auditor, were submitted to the Scottish housing Regulator and are complete.

Item 21 Appointment of Auditors

The appointment of Chiene and Tait to provide external audit services for a 3-year period was approved at the Special General meeting held on 2nd March 2020.

8. Committee Training Plan and Integration – all on hold at present

9. Sub Committee Minutes and Referrals – none

10. Director's Report: Management Committee Bulletin Number 6

Committee meetings

The rules state that a minimum of 6 Management Committee meetings are to be held each year. Committee agreed the proposed schedule of July, September and November for the remainder of 2020, subject to revision as required.

Office/Concierge/CRC

Staff are in the office 2 days each week. Concierge station is closed to visitors. CRC is closed with the exception of the café which is open for food deliveries. Future planning on possible re-opening has commenced.

Staffing

Committee noted staffing information in report.

PPE

Adequate supply currently.

Repairs and Maintenance

Maintenance contractor, Mitchells, has returned to work following a period of shut down.

Over 50% of gas safety inspections have been completed to date.

Voids

Voids position noted – we have now recommenced void repair work. 4 leases with SLC have been agreed and a further 4 properties are being considered. We await the outcome of these 4 offers.

Committee agreed to stop offering all voids to SLC and progress with contactless letting where possible.

SHR

Monthly returns commenced – included in papers at agenda item 15 e).

Quarterly Management Accounts

Completed and submitted to Co-operative Bank.

Annual Audit

A 3-month extension has been agreed for the submission of the accounts to SHR.

AGM 2020

A possible extension to the timescale may be agreed or alternatively, the meeting could be held virtually. Committee agreed to look at extended timescale.

Finance

Committee noted the detail in the report. WWHC remains financially strong but there have been increased rent arrears and void loss.

11. Delegates Reports and Affiliated Organisations Information

a) EVH Members Report; b) GWSF Monthly Update: c) SFHA Update
All are issuing updates on a regular basis on relevant topics

12. Correspondence - none

13. Policy Reviews – none

14. Staffing

a) Furloughing – Committee noted the paper detailing active and furloughed staff and dates. 6 office staff are currently furloughed with a review pending. 1 member of staff returned from furlough leave on 14th May 20 and it is likely another will return next week.

b) Concierge – [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

c) 30-year long service awards – cannot be progressed at present

d) IT Post – on hold

Redacted as confidential

15. Governance and Scottish Housing Regulator

a) GWSF and SFHA Consultations – No response

b) WWHC Notifiable Events – Homeless Leases – See item 23 below

c) Assurance Statement: SHR Feedback on Assurance Statement letter included in papers, confirming that the statement covered all of the areas required by the statutory guidance.

The publication of outcomes, regulatory status and engagement plans has been postponed.

Regulatory compliance action plan – on hold

d) **SHR Guidance for Governing Bodies**

SHR guidance issued to Committee previously and Committee noted the report summarising and updating the changes to regulatory approach. Timescales for submission of the ARC, 5-year Financial Projections and Loan portfolio return have been extended to end July. 3-month extension to accounts submission date has recently been agreed. Information on AGM.

e) **SHR Monthly Return** – submitted 7th May 20 – monthly thereafter. Committee noted the information return included in the papers which includes information on staffing, rent arrears, voids and overall cash position.

SFHA are seeking a finance information return to aid lobbying for RSL support from Scottish Government.

16. Internal Audit – 2020/21 programme on hold at present

17. Health and Safety

a) Health and Safety Committee Meeting scheduled for Aug 20 – on hold at present

b) External Audit 26th February 2020 – report received with positive outcomes

18. East Whitlawburn

a) Project Update – updated QS Report on costs in progress.

b) Legal Agreement – no progress

c) Land Transfer. Committee considered the report, photographs and drawings presented detailing the area of land required by SLC/CCG to progress East Whitlawburn regeneration plans as they currently stand. The main area is the turning point at Iona Place which will no longer be required as the road will extend and connect with new road.

The work will also involve re-routing fibre cables. Outline proposals have been presented and further detail will follow.

Committee agreed to the land disposal in principle and that discussions with CCG/SLC should progress.

19. Springhall and Whitlawburn Neighbourhood Plan – on hold

20. Risk Management

Strategy in place – no additions at present. Risk assessments for future office opening planning will be carried out as required.

21. Appointment of Auditors – confirmed at SGM 2nd March 2020

22. Redacted as Confidential

23. SLC Homeless Leases

Committee noted the report summarising the Committee decision to offer voids to South Lanarkshire Council for use as temporary homeless accommodation on 6-month leases with dates of entry of 8th May 2020.

To date 4 leases have been agreed using the TC Young standard lease. There are currently 4 properties on offer to SLC. This is a notifiable event to the regulator and the Committee report together with leases will be submitted through the landlord portal.

24. Capital Programme

Smoke and heat detector installation deadline is February 2020. It is a 3-month programme and while a tight timescale, it could be carried out by the deadline although some tenants may refuse access.

A possible extension to the timescale is being considered by the Scottish Government – more to follow.

EK asked why the gas safety inspections are at 50% access, this is good progress at the moment with only a few tenants refusing access so far.

25. Re-Opening Plan

The Scottish Government roadmap out of lockdown has been published with RSL's being in Phase 3. Senior staff are considering arrangements for the office, Concierge station, resource centre and home visits.

26. Tenant Satisfaction Survey

The survey is complete with a 44.4% return. Full report to follow.

27. Tenant Scrutiny Panel – on hold

28. Business Planning and Senior Staff Succession Planning – on hold

29. Complaints Outcome Report 2019/20

Committee noted the report summarising complaints received and outcomes for 2019/20. 16 complaints were received. 100% were responded to within required timescales and 5 were upheld in whole or in part. The learning from complaints highlights the importance of maintaining good communication to prevent problems arising. The statistical information will be reported to SHR through the ARC.

30. GDPR Breaches

Committee noted the report summarising all data breaches during 2019/20 which is reported quarterly to Management Committee. There were no serious breaches during the year.

31. Bute Tower – Extension of Aerial Lease

The current lease end date was 31st March 2020 and a request for an 18-month extension has been received. The proposed rate for this extended timeframe is £3,000. Committee agreed the request.

32. Management Accounts

Committee commended MG and JD for completing the Management Accounts in difficult circumstances.

Committee considered the accounts and cover report presented. The Statement of Comprehensive Income shows an overall surplus of £238,271 for 2019/20 due to lower management costs in the period, the figures being subject to audit.

Committee were pleased to note the Covenants Report presented, showing we have not breached any of our covenants. The covenant report was submitted to the Co-operative Bank in advance of the Management Committee meeting to meet the Bank's deadline of 22nd May 2020.

33. The Phil Welsh £5K Challenge – on hold

34. Any Other Competent Business

PW and Committee commended staff for their hard work at this difficult time.

EK requested clarification on Sub Committees – Management Committee agreed to suspend standing orders on holding sub committees at present with all matters being considered by Management Committee.

35. Date and Time of Next Meeting

Monday 27th July 2020 at 3.00pm via Teams