



**DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING
HELD ON WEDNESDAY 27 SEPTEMBER 2023 at 6.30p.m.
MEETING HELD IN THE COMMITTEE ROOM OF THE CO-OPERATIVE'S OFFICES**

1. SEDERUNT

PRESENT:	P. Waddell, D. Barnes, F. Lavery, C. Cooper, A. Cushingam, M. Davidson, J. Gracey, R. Hartness (Co-optee)
IN ATTENDANCE:	K. Mollins – Director, J. Meechan – Temporary Housing Manager M. Finnie - Temporary Maintenance Manager; F. Nicholl – FMD Financial Services Ltd, N. Smith – Business Improvement Officer.
Apologies:	C. Harvey, D. McNulty
Leave of absence:	None

2. MEETING OF THE MANAGEMENT COMMITTEE

a) 30th August 2023

i) Minute

The minutes of the Management Committee meeting on 30 August 2023 were approved by D. Barnes and seconded by A. Cushingam.

The Director confirmed the confidential version of the minute had been issued to members on 21 September 2023.

ii) Matters Arising:

There were no matters arising

b) 4 September 2023

i) Minute

The minutes of the Management Committee meeting on 4 September 2023 were approved by A. Cushingam and seconded by D. Barnes.

ii) Matters Arising:

There were no matters arising

c) 14 September 2023 (Electronic Business)

i) Minute

The minutes of the Management Committee meeting on 14 September 2023 were approved by D. Barnes and seconded by J. Gracey.

ii) Matters Arising:

There were no matters arising.

d) Master Tracker

The Housing Manager presented the progress report on the Master Tracker from the meeting in July 2023 and advised there had been good progress with achievement of many tasks on the Master Tracker. She highlighted that the Management Team were progressing key tasks as outlined in the report:

- The options for the estate caretaking flat;
- The deposit of cash reserves in a high interest account; and
- Gathering Committee members' identification to set up the new account with Allpay for factored owner-occupiers

The Committee noted the content of the report

3. DECLARATIONS OF INTEREST AND NOTIFIABLE EVENTS

It was noted that Committee and staff will declare an interest as follows:

Staff Members would leave the meeting for agenda for the following agenda Items:

- Agenda Item 11 – Report on Staffing Matters
- Agenda Item 16 – Implementation of the Staff Structure.
- Agenda Item 17 – EVH Employer Consultation
- Agenda Item 19 – Confidential Business as directed by the Chairperson

Notifiable Events - The Director presented a report on current and impending notifiable events (NE).

4 COVENANT COMPLIANCE REPORT

F. Nicholl presented the annual Covenant Compliance Certificate to the RBS, which outlined the calculations and full compliance with the Interest Cover and Gearing Covenants.

F. Nicholl confirmed the Covenant Compliance Certificate has been sent to RBD with the Annual Accounts and there is strong compliance over the coming years

The Committee noted and approved the annual Covenant Compliance Report 2023.

5. SELF DELIVERED REPAIRS SERVICE

The Maintenance Manager presented his report on a proposed self delivered repairs service pilot for 2 years to March 2026 and covered the following:

- Introduction and Background for key considerations and factors to be taken into account;
- Delivery options for the repairs service, which included the advantages and disadvantages.
- Current performance and tenant satisfaction;
- Overview of current trends in repair volumes and costs of repairs;
- Proposal to establish a self delivered repairs option to appoint two multi trade operatives to attend to re-active, void repairs, as well as planned major repairs mainly in void properties.
- Implementation and key tasks to be undertaken to commence the pilot initiative in March 2024.

The Maintenance Manager informed the Committee that the drivers for the in-house delivery of the repairs service was to improve the service, performance, quality, tenant satisfaction and to achieve best value.

F. Nicholl commented on the financial aspects of the report and highlighted the importance that costs for the set -up and delivery of the service are off-set against the annual budget

The Management Committee raised the following queries or questions in relation to the report on the Self Delivered Repairs Service.

- a) The Committee raised the following points in relation to the proposed self delivery service i.e. storage of materials and options for consideration, the arrangements to purchase materials to ensure works were undertaken timeously and whether this included the out of hours service. The Maintenance Manager clarified these arrangements to members' satisfaction.

- b) A Committee member asked about the impact of the in-house service on current contractors. The Maintenance Manager confirmed his focus was to improve the performance and tenant satisfaction of the repairs service, which would be delivered through this new in-house Trade Team and there was plenty of other work for our network of contractors.
- c) A Committee member asked whether there was sufficient work for the plumbing Minor Repairs Operative based on volumes. The Maintenance Manager confirmed he was confident the plumber would be viable through re-active, cyclical and void repair work.
- d) A Committee member asked how the new service would be monitored and reported to the Management Committee. The Maintenance Manager confirmed the new service would be reported in the Maintenance quarterly performance reports, which would attend to performance and outputs from the in-house service and external contractors.
- e) The Committee discussed the risks associated with in-house service, although commented that the repairs service needed to improve. The Director advised the Committee that this was the reason for the 2 year pilot and the organisation was committed to making this work to improve the repair service.

The Committee were agreeable to the 2 year pilot for the in-house Trade Team and creation of 2 Minor Repairs Operatives to attend to key areas of the re-active repairs service.

The Chairperson asked the Director for the key milestones to implement the in-house Trade Team to be included in the Master Tracker.

F. Nicholl left the meeting

6. MAINTENANCE QUARTERLY PERFORMANCE REPORT TO 30 JUNE 2023

The Maintenance Manager presented his quarterly performance and progress report on the maintenance service and highlighted the following:

- The performance information on the repairs service at June 2023 compared to the previous quarter.
- The progress and next steps of the stock condition survey, where he surveyors, Adamsons had now completed 80% of the property surveys.
- The Veranda Project where a meeting has been held with our consultant to progress discussions with Windoor to design the new veranda.
- Dampness / Condensation - The Maintenance Manager will incorporate information on dampness and condensation into his quarterly report from quarter 2, which would include the number of reported repairs, inspections, remedial works and response times.

The Committee raised the following queries or questions in relation to the quarterly performance report for the maintenance service

- a) A Committee member advised the Maintenance Manager that the surveyors were informing tenants in Kildermorie they would be getting new kitchens, when the component replacement timescale was 15 years. The Maintenance Manager agreed and would discuss this with Adamsons.
- b) A Committee member highlighted excessive dampness in a close in Banton Plan. The Maintenance Manager confirmed this Was an on-going matter and consideration for ventilation arrangements to mitigate the condensation on close walls.
- c) A Committee asked about the budget for stage 3 adaptations. It was confirmed that the budget was £50k for 2023-24.

The Committee noted the content of the report.

M. Finnie left the meeting

7. REPORT ON WRITE-OFFS

The Housing Manager presented her report on the write off of bad debts, credits for former tenants and owner-occupiers, as well as the write off of rechargeable repairs..

The Housing Manager advised on the proposed write offs as listed:

- Former tenant arrears - 2 cases equating to £206
- Former tenant credits - 15 cases equating to £2,465
- Factored owner credits - 8 cases equating to £351
- Suspense Accounts - £4,040
- Rechargeable repair - 1 case £102.

The Housing Manager conformed that the debts would be pursued or paid if the tenants or their families contacted the Co-operative for services or repayment, respectively.

The Committee raised the following queries or questions in relation to the write off report

- a) A Committee member expressed concern that historical cases had not been actioned or written off.

The Committee decision was to approve the write offs in report

8. HOUSING MANAGEMENT QUARTERLY PERFORMANCE REPORT TO 30 JUNE 2023

The Housing Manager presented his quarterly performance and progress report on the housing service and highlighted the following:

- There has been good progress both on performance and key tasks in the quarter.
- There has been a reduction in current tenant arrears, which is supported by the implementation of the Welfare Reform Action and Mitigation Plan listed in appendix 2.
- Letting has improved, although still above target at 29 days
- The Void Procedures have been completed and are being implemented
- There is door progress in the management of factoring arrears with improved invoicing arrangements. The review of the Written Statement of Services is on-going in conjunction with TC Young.
- Anti-social behaviour levels remain low with mainly category C cases
- The Welfare Rights Officer is continuing to excel to support tenants and residents to maximise their benefit entitlements.

The Housing Manager presented a rent arrears in appendix 1 to her report, where a decree for repossession had been awarded. She advised Committee of the current ban on evictions below arrears thresholds, which impacted on this case due to the arrears level at the time of the initial action.

The Committee discussed the action and it was noted the Housing Manager is discussing this case with TC Young in relation to our options to recover the monies, implement the decree and the status of the tenancy. The Housing Manager will present a further report on this matter.

A Committee member highlighted that it would be a last resort to evict a tenant, but this action may be necessary to ensure the Co-operative maximise their income to ensure the delivery of services to all tenants.

The Committee noted the content of the report.

9. REPORT ON SOCIAL HOUSING FUEL SUPPORT FUND

The Housing Manager presented her report on the Scottish Government's Social Housing Fuel Support Fund, which is administered by the SFHA to provide support to tenants to mitigate fuel poverty.

She informed the Committee that the Co-operative had been successful in securing £8,432 and coupled with a balance of funding from a previous application of £3,900 it allowed a total expenditure of £12,332. The Committee were informed this allowed the Co-operative to purchase Air Fryers for all tenants over 65years of age.

The Committee raised the following queries or questions in relation to the Social Housing Fuel Support Fund.

- a) The Committee congratulated The Housing Manager on securing this grant funding and thanked the staff for their work to organise and distribute the Air Fryers to tenants.

The Committee noted the content of the report.

J. Meechan left the meeting

10. REPORT ON MEMBERSHIP

The Business Improvement Officer presented her report and sought Committee approval for the memberships issued and cancelled.

- New Shares – Member Numbers 1487, 1488, 1489, 1490, 1491, 1492 and 1493
- Cancelled Shares – Member numbers 1442, 1167, 764, and 537

The Committee approved the report.

12. HEALTH & SAFETY

The Business Improvement Officer presented her report on the annual signing of the Health & Safety Control Manual by the Committee and Director. She gave an overview of the Health & Safety Manual and the annual signing reorganised the responsibilities of the Committee and the Director as the lead officer to ensure compliance and implementation of the manual to ensure safety of staff and other key stakeholders in the office and their work.

The Committee, Chairperson and Director duly signed the following sections of the Health & Safety Manual:

- Section 1.2 - Safety Policy Statement
- Section 1.5 - Responsibilities of the Management Committee
- Section 1.6 - Responsibilities of the Director

j. Gracey and M. Davidson left the meeting

13 SCHEDULE OF MEETINGS

The Director presented the proposed Schedule of Meetings for the Management Committee and the Audit & Finance sub-Committee for 2023-24.

The Committee reviewed and were agreeable to the arrangements for Management Committee meetings. The Audit & Finance sub-Committee will consider the timing and arrangements at their next meeting on 20 November 2023.

The Chairperson highlighted the importance for the Committee to be in recess in December and July.

14A AUTHORISED SIGNATORIES

The Director presented his report on authorised signatories for Glasgow City Council and the Co-operative's Lenders, Nationwide Building Society and the Royal Bank of Scotland

Glasgow City Council

The Director present the authorised signatory pro-forma for authorised signatories for the purposes of development and regeneration activity through Glasgow City Council. He highlighted the staff and Solicitors with TC Young, who were proposed to be authorised signatories associated with development and regeneration activities. This would specifically include grant applications, offers, claims for funding and any associated legal activities.

Nationwide Building Society

The Director presented the mandate form for authorised signatories, which included Office Bearers, Senior Management Team and the Finance Officer associated with our internal arrangements to attend to key areas of business with the Nationwide.

Royal Bank of Scotland

The report details the authorised signatories for 2023-24 and listed are additional members to complete the single mandate form. It also highlighted authorised signatories that have or require to be cancelled, they are A. Ali, J. Gracey and M. Davidson.

The Committee approved the staff and Solicitors in the report and authorised signatory and mandate form for Glasgow City Council, Nationwide Building Society and the Royal Bank of Scotland.

14B Committee Mini-Conference

The Director outlined the programme and arrangements for the Committee mini-conference between 29th September – 1 October at the Holiday Inn, Edinburgh.

15 AUDIT & FINANCE SUB-COMMITTEE – APPOINTMENT OF MEMBERS.

The Director confirmed there were 4 members appointed to the Audit & Finance sub-Committee at the meeting following the AGM on 4 September 2023. He gave an overview of their remit and confirmed the sub-Committee met on a quarterly basis.

The Director asked for additional members for the sub-Committee to ensure it would be quorate to attend to Committee business.

The membership of the sub-Committee was confirmed as:

- A. Cushingam
- D. Barnes
- C. Harvey
- R. Hartness
- J Gracey
- D. McNulty

The Committee approved the appointment of members to the Audit & Finance sub-Committee.

N. Smith left the meeting

11. STAFF & SERVICE MATTERS

The Director presented a report on Staff & Service Matters, which attended to Office Opening Times; Staff Terms & Conditions and Flexible Working Arrangements.

The Committee raised the following queries and questions in relation to the report on Staff & Service matters:

a) Review of Opening Times

The Director proposed a review of opening times and specifically a closure of the office at lunchtime aimed at improving customer service. This would maximise the availability of the staff team leading into and away from the lunch time to prove the service.

The Committee discussed the proposed review of opening times, in particular the benefits for tenants being able to get the best possible service, also the welfare of staff.

The Committee were agreeable to consultation with the tenants and other customers on the revised opening times, which would be subject to a follow-up report.

b) Public Holidays

The Director proposed a review of public holidays with staff having the option to work on these days and attend to their work, administrative tasks and meetings similar to 'in service' days in schools. The office would remain closed and this option would improve flexibility in the work place, as well as the work /life balance of staff.

The Committee were agreeable to this proposal on the basis that staff attended work on these days.

c) Change to the Calendar Year for the Annual Leave.

The Director presented the reasons for the proposed change to the calendar year and the outcome a short staff survey.

The Committee were agreeable to the proposed change to the Calendar Year for annual leave.

The Director advised the Committee that the proposed change to public holidays and the calendar year for annual leave would necessitate formal consultation with staff as it was a change to their terms and conditions.

d) Hybrid Working

The Committee discussed the option of hybrid working and they highlighted the following:

- The ethos of the community-based housing sector;
- The importance to work in the community and know your tenants;
- The current offerings of home and flexible working;
- Ensure a fair and consistent approach across all staff in the Co-operative.

The Committee agreed to periodically review working arrangements to ensure we retain and attract the best staff to work in the Co-operative.

16. IMPLEMENTATION OF THE STAFF STRUCTURE REVIEW

The Director presented an updated remit for the Staff Structure Review sub-Committee, which took account of the Management Committee's decisions at their meeting on 30 August 2023 to delegate key tasks on the implementation of the staff structure to the Staff Structure Sub-Committee Committee i.e. Assess and decide gradings of posts following EVH's report on gradings; to appoint a panel of members within the sub-Committee to recruit Senior Management Posts; Communicate with the Management Committee on the starting grades of all senior management appointments; and attend to any appeals associated with the consultation with staff members on the implementation of the staff structure.

The Director confirmed the implementation of the staff structure was progressing well and a meeting of the Staff Structure sub-Committee would be held in October 2023

The Committee's approved the revised remit for the Staff Structure Review sub-Committee.

17. EVH EMPLOYER CONSULTATION – STAFF SALARY INCREASE 2024-25.

The Director presented the report on Committee member's comments on the EVH's consultation document to employers on the Staff Salary Increase 2024-25. They had specifically sought details on:

- How would you like to see the pay structures?
- Do you have any views on the level of the award that should be considered?

K. Mollins and R. Hartness left the meeting

The Management Committee discussed Committee members' responses to the consultation questions and made decisions on the Co-operative's position to inform EVH's negotiations with EVH.

The Chairperson will inform the Director for him to submit the Co-operative's position to EVH by the deadline of 28 September 2023.

K. Mollins re-joined the meeting.



18. CORRESPONDENCE

There was no correspondence.

19. CONFIDENTIAL BUSINESS

There was no confidential business

20. ANY OTHER BUSINESS

- a) Xmas Festivities - The Chairperson asked for members' response for a Committee event to recognise their voluntary role, work and achievements for this to be booked by the end of October 2023

21. DATE OF NEXT MEETING

Management Committee -

- Wednesday 25 October 2023 at 6.30p.m. on the Committee room in the Co-operative's office.

Chairpersons Signature: _____

Date: _____