

**MINUTES OF THE FULL MANAGEMENT COMMITTEE  
MEETING HELD ON WEDNESDAY 26 FEBRUARY 2014.**

**1 SEDERUNT**

<b>J GRACEY</b>	<b>CHAIR</b>
<b>M DAVIDSON</b>	<b>SECRETARY</b>
<b>C SKEWIS</b>	<b>VICE-CHAIR</b>
<b>A CUSHINGHAM</b>	<b>TREASURER</b>
<b>G McNAUGHT</b>	<b>COMMITTEE MEMBER</b>
<b>C COOPER</b>	<b>COMMITTEE MEMBER</b>
<b>P THOMPSON</b>	<b>CO-OPTED MEMBER</b>
<b>P WILSON</b>	<b>COMMITTEE MEMBER</b>

**APOLOGIES**

<b>J WARLEY</b>	<b>CO-OPTED MEMBER</b>
<b>J MCMORROW</b>	<b>DIRECTOR</b>
<b>C McGRAW</b>	<b>SENIOR HOUSING OFFICER</b>

**IN ATTENDANCE**

<b>B JOHNSTONE</b>	<b>DEPUTE DIRECTOR</b>
<b>A ROY</b>	<b>FINANCE MANAGER</b>

The meeting opened at 6.30pm.

**2 PREVIOUS MINUTES**

The previous minutes of 29 January 2014 were proposed as a true record by J Gracey and seconded by C Skewis.

**3 MATTERS ARISING**

**3.1 Staffing Review**

B Johnstone confirmed 121 applications were received for the vacant positions and 25 applicants were shortlisted and invited to attend interviews.

All posts have been offered and accepted. Posts that are offered to external candidates remain provisional until we receive satisfactory references.

Two internal candidates have been successful. M Reilly has been appointed to Housing Assistant and C Cuthill, Receptionist/Clerical Assistant.

#### **4 DECLARATION OF INTEREST**

There were no declarations of interest noted at the meeting.

#### **5 HEALTH & SAFETY**

Committee considered the revised Section 2 of the Health and Safety Policy and approved the amendments.

#### **6 MANAGEMENT ACCOUNTS AND TREASURY MANAGEMENT**

A Roy provided an overview of the third quarter accounts.

Committee acknowledged performance exceeded expectations noting the operating surplus was higher than forecast with budgets being effectively controlled.

A Roy described how recent changes to the pension scheme related to the management of risk and protecting the organisations financial health.

A Roy highlighted the financial performance that related specifically to loan covenant compliance. Committee noted that performance in this context remained strong with significant headroom.

A Roy explained the content of the Treasury Management report.

Committee noted the loan portfolio and the fact that the majority of loans were now fixed. This minimised the risk of increased interest rates in the future.

A Roy also advised of the present position with reserves and the comparative analysis undertaken to deposit with lenders that have a strong balance sheet.

Committee approved the content of the third quarter accounts and

treasury management report.

## **7 INTERNAL AUDIT**

B Johnstone provided an overview of the audit report.

This included highlighting the recent rent management audit and action plan, procurement options as the three year audit cycle had come to an end and factors to consider when reviewing the value of an Audit Sub-Committee.

Committee decided to consider further establishing an Audit Sub-Committee. Accordingly, it was recommended that a report be presented in March 2014 providing a draft remit and terms of reference, details of training requirements and a draft annual audit cycle.

## **8 COMPLAINTS REVIEW**

B Johnstone outlined the content of the complaint report.

Committee noted the number and categories of complaints received between April 2013 and January 2014 and the timescales to conclude complaints.

Committee examined the themes evident and improvements introduced.

Committee also noted the changes to the system that will take effect from 1 April 2014. The system has been adapted to streamline the recording process and identification of areas for improvement.

## **9 SCOTTISH SOCIAL HOUSING CHARTER**

B Johnstone provided an update on performance against the Scottish Social Housing Charter.

Committee agreed the Easthall Park Charter indicators for 2014/15.

Committee also noted the development of the Residents Panel and how this was aligned to the Residents Charter report, as well as the planned Residents Survey.

B Johnstone advised that the Customer Service Excellence assessment should be completed in 2014 and the European Foundation of Quality Management validation visit will take place week commencing 24<sup>th</sup> March 2014.

Committee approved the content of the report.

## **10 ELECTRONIC COMMUNICATION POLICY**

Committee considered and approved the Electronic Communication Policy.

## **11 CORRESPONDENCE**

Committee noted the following correspondence:

- Glasgow and West of Scotland Forum
  - Annual Affiliation 2014/15

B Johnstone highlighted the Forum were presently recruiting for a new Director.

Committee approved the affiliation.

- SHAPS Pension Trust
  - Committee noted the past service deficit contribution

## **12 ALLOCATIONS**

Committee reviewed the report highlighting the aim and potential value of developing a Common Allocation Policy with three local landlords.

C Lewis and P Wilson agreed to attend a Staff and Committee consultation event on 19<sup>th</sup> March 2014 at Lochfield Housing Association.

Committee approved the content of the report.

## **13 ARREARS REPORT**

Committee noted the downward trend in arrears performance.

B Johnstone also provided an overview of the Scottish Housing Regulator report “Early impacts of Welfare Reform on rent arrears, Research Report 2”.

Committee approved the content of the report and requested continuation of a monthly report which summarised arrears performance.

**14 AOCB**

There was no other competent business therefore the meeting was duly closed.

Meeting Closed at 7.45pm.

**Minutes Approved.....Date.....**