

**MINUTES OF THE FULL MANAGEMENT COMMITTEE  
MEETING HELD ON WEDNESDAY 26<sup>th</sup> APRIL 2017  
AT THE GLENBURN CENTRE**

**1 SEDERUNT**

<b>C SKEWIS</b>	<b>VICE-CHAIR</b>
<b>A CUSHINGHAM</b>	<b>TREASURER</b>
<b>P WADDELL</b>	<b>SECRETARY</b>
<b>C COOPER</b>	<b>COMMITTEE MEMBER</b>
<b>A SCOTLAND</b>	<b>COMMITTEE MEMBER</b>
<b>C HARVEY</b>	<b>COMMITTEE MEMBER</b>
<b>P THOMPSON</b>	<b>CO-OPTED MEMBER</b>

**APOLOGIES**

<b>M DAVIDSON</b>	<b>CHAIR</b>
<b>G McNAUGHT</b>	<b>COMMITTEE MEMBER</b>
<b>J GRACEY</b>	<b>COMMITTEE MEMBER</b>
<b>C McGRAW</b>	<b>HOUSING MANAGER</b>

**IN ATTENDANCE**

<b>J McMORROW</b>	<b>DIRECTOR</b>
<b>B McMAHON</b>	<b>MAINTENANCE MANAGER</b>
<b>J BOYLE</b>	<b>FINANCE MANAGER</b>

The meeting opened at 6.30pm. C Skewis chaired the meeting in the absence of the chairperson.

C Harvey was welcomed back after his leave of absence.

**2 PREVIOUS MINUTES**

The previous minutes of 29<sup>th</sup> March 2017 were proposed a true record by C Skewis and seconded by P Waddell.

**3 MATTERS ARISING**

There were no matters arising from the previous minutes.

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

It was noted that under agenda item 7 specific conflicts of interest had been reported.

There were no other declarations of interest noted at this point in the meeting.

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

Committee considered whether there were any issues of a Health & Safety matter.

It was reported that the Health & Safety Committee would carry out their inspection of the offices at this meeting during the tea break.

No other Health & Safety matters were raised at the meeting.

#### **6 OPERATIONS REPORT**

J McMorrow discussed the contents of the Operations report that was circulated with the agenda.

It was reported that overall arrears performance was within target and that the Co-operative expects to be in the top quartile for performance.

Average days to relet a property had increased and Committee noted individual cases that had impacted on this figure.

It was noted that tenancy sustainment remains high with 97.3% still in their tenancy after one year (45 of 46 relets).

Consideration was given to satisfaction with moving into their new homes and it was reported that further work has been undertaken to increase satisfaction survey return rate.

It was noted that the outcome of this will be contained within the overall Annual Return on the Charter.

It was also noted that the Annual Return on the Charter deadline is due by the 31<sup>st</sup> May 2017 which is the date of the next committee

meeting and therefore consideration was given to the process to ensure proper approval before submission.

It was therefore agreed to hold the next meeting one week earlier on the 24<sup>th</sup> May 2017.

Committee noted work undertaken in relation to neighbour nuisance and anti-social behaviour complaints it was reported that 142 complaints had been dealt with in the year.

Consideration was given to the outcomes for maintenance and the outcomes were duly noted.

## **7 REGENERATION REPORT**

Committee considered the Regeneration Report that was circulated with the agenda.

Committee reviewed the People & Communities Fund (PCF) bid for the SVQ2 Health & Social care Class and agreed to await the outcome of the next bid.

Committee noted the Modern Apprentice costs and current requests for funding.

Consideration was given to the Welfare rights work undertaken and it was noted that 504 clients have had support this year.

Consideration was given to the Derelict Land Project and Committee approved supporting Easthall Residents Association (ERA) in their Community Land Fund.

Committee noted that the mid project impact report in relation to the Homework Club had been submitted and also the additional funding made available for this project.

Committee therefore approved the extension of funding of £2,000 be given to ERA to extend the Homework club.

A Cushingam joined the meeting at this point.

It was reported that the number of activity sessions in the year was 1,523 and there were 40,474 attendances to the Glenburn Centre.

Committee noted the remainder of the report, approved supporting ERA to purchase sites, noted conflicts of interest and agreed the extension of the Service Level Agreement for homework clubs.

## **8 PROBITY REPORT**

Committee noted the probity report along with the gifts and hospitality information as circulated with the agenda

Committee agreed that the next probity report will be prepared for the October meeting in accordance with the agreed meeting schedule.

## **9 CORRESPONDENCE**

Committee considered the following correspondence:

- Scottish Housing Regulator
  - Regulation Plans - Easthall Park Low Engagement
- Scottish Government
  - The Scottish Social Housing Charter 2017
- Easterhouse Housing Regeneration Alliance
  - Charter to Challenge Poverty
  - Hustings 31<sup>st</sup> May at Blairtummock Hall 7pm – 9pm
- Donation Requests
  - P Crawley for Cancer Support Scotland – Kilimanjaro Climb – it was agreed to donate £100
  - Glasgow Taxis Fun Day – it was agreed to donate £100
  - YOMO – Youthbank – it was agreed to donate £100
- Unite the Union
  - Holiday Pay Claims – Committee noted letter sent to advise this does not apply to Easthall Park
- PATH Scotland
  - Traineeship Scheme
- Scottish Federation Housing Associations (SFHA)
  - Membership Pack – including website registration for Committee
  - Annual Conference - P Waddell and A Scotland to attend if programme suits

- Glasgow West of Scotland Housing Forum (GWSF)
  - Learning lessons from troubled Associations – it was agreed to carry out a training session on this and replace the Brexit training to a later date.
  - Is Big Really Better
  - Succession Planning
  - Regeneration Conference – 16<sup>th</sup> June at Cadder – P Waddell and C Skewis to attend
- Training Options
  - Civicos Training Calendar - Staff
  - Share Courses – Committee and Staff

## **10 RESIDENT ENGAGEMENT**

Committee considered the Resident Engagement report circulated with the agenda.

Committee noted the contents of the report, the outcome of the previous action plan and agreed the principles for the 2017/18 plan.

## **11 FACTORING POLICY & STATEMENT OF SERVICES**

Committee considered the report and the draft factoring policy and written statement of services.

Committee noted the satisfaction levels as outlined within the report in relation to owner satisfaction.

Committee approved the written statement of services and agreed these would be issued to every factored owner accordingly.

## **12 EQUAL OPPORTUNITIES ACTION PLAN**

Consideration was given to the report building on the outcomes of the Action Plan that was circulated at the last meeting.

After considering this report it was agreed to undertake the eight actions highlighted in the report.

## **13 AOCB**

### **13.1 Finance Manager Services**

It was reported that another Housing Association are looking

to obtain part time Finance Manager services and have requested that we submit a proposal to deliver such services.

It was agreed that the Director in consultation with the Finance Manager consider submitting a proposal.

### **13.2 Staffing**

It was noted that the Estate caretaker post had been filled and the new staff member would join the organisation on the 2<sup>nd</sup> May 2017.

### **13.3 Membership Report**

Committee noted the membership update as circulated at the meeting and this was duly approved.

### **13.4 Eviction Reports**

Committee noted that there were two eviction reports due for consideration however these had not been available at this point in the meeting.

Committee noted both cases and agreed delegated authority to the Director to action accordingly.

### **13.5 Eddlewood Court**

Committee reviewed a report relating to Eddlewood Court that was circulated at the meeting. After consideration it was agreed that the Finance and Housing Manager have delegated authority as outlined within the report.

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

Meeting Closed at 8.15pm.

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