

**MINUTES OF THE FULL MANAGEMENT COMMITTEE
MEETING HELD ON WEDNESDAY 30th JANUARY 2019 AT THE
GLENBURN CENTRE**

1 SEDERUNT

M DAVIDSON	CHAIR
A CUSHINGHAM	TREASURER
G McNAUGHT	SECRETARY
P WADDELL	COMMITTEE MEMBER
C COOPER	COMMITTEE MEMBER
D BARNES	COMMITTEE MEMBER
P THOMPSON	CO-OPTED MEMBER
J KENNA	CO-OPTED MEMBER

APOLOGIES

A LIVINGSTONE	LEAVE OF ABSENCE
J GRACEY	VICE-CHAIR
C SKEWIS	COMMITTEE MEMBER
K MUIR	COMMITTEE MEMBER
G GILLESPIE	CO-OPTED MEMBER
B McMAHON	MAINTENANCE MANAGER
J HENDRY	FINANCE MANAGER

IN ATTENDANCE

J McMORROW	DIRECTOR
C McGRAW	HOUSING MANAGER

The meeting opened at 6.30pm. Committee reviewed the leave of absence for A Livingstone and it was agreed to extend this till end of March 2019

2 PREVIOUS MINUTES

The previous minutes of 28th November 2018 were proposed a true record by M Davidson and seconded by P Waddell.

3 MATTERS ARISING & OUTSTANDING ISSUES

Committee reviewed the report circulated with the agenda relating to previous minutes and matters arising.

Committee noted any outstanding items awaiting action; those actions completed as outlined in the register of items outstanding.

Committee noted the update on insurance, reviewed the advice from our solicitor relating to general data protection under the last probity report and agreed that no further action was required.

A copy of the draft minute from the Audit and Finance meeting of 28th January 2019 was circulated at the meeting and after consideration Committee approved the recommendation to issue the Information Technology and Internal Audit tenders.

A copy of both documents with the proposed amendments agreed by the Audit and Finance Committee was made available at the meeting.

There were no other matters arising from the previous minutes.

4 DECLARATION OF INTEREST

Committee noted the declaration of interest register as outlined in the report circulated with the agenda.

It was reported that at agenda item 10 various Committee declarations would be required if approval given to the asset management plan and that these would be incorporated into the master declaration folder.

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.

Committee noted the updates and the additional items mentioned in the report that was circulated with the agenda.

It was noted that the training session on Health & safety would be undertaken on the 4th February at 6.30pm in the Glenburn Centre.

It was agreed that the health & safety inspection be delayed until the next meeting as this will be after the training planned on this subject.

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

6 STAFF SATISFACTION AND UPDATE REPORT

Committee reviewed the report circulated with the agenda outlining staff satisfaction.

Committee noted the high levels of staff satisfaction and how they had increased on the previous years.

After reviewing the outcome of the survey Committee approved the proposals contained in the report which outlined the following plan for future survey:

Change question relating to sexual harassment to a simple yes or no answer and issue the whistleblowing policy with staff to confirm that they have received and understand this document.

7 LONG TERM PROJECTIONS

Committee reviewed the report circulated with the agenda outlining amendments to the long-term projections that had been considered at the last meeting.

It was noted that approval of the long term projections will be sought at the next meeting after considering the outcome of the rent increase and any other changes identified.

8 BUDGET 2018/19 & RENT REVIEW

Committee reviewed the report circulated with the agenda in relation to the preparation of the draft budget as extracted from year one of the long term projections and this was agreed.

Committee received a summary report which outlined the consultation outcomes and it was noted that we had received the highest ever return for the rent consultation element with 189 returns which equates to 27% of our tenants.

The report presented at the meeting outlining the total consultation returns had the following votes:

- 3.3% 103 returns (54%)
- 3.5% 60 returns (32%)
- 4.0% 21 returns (11%)
- No Increase 5 returns (3%)

A question was raised in relation to rent capping and it was noted that our current rents are well within the local housing allowance levels and that any increase consulted on would not exceed this level.

Committee also noted that any benefits which had an annual increase are based on Consumer Price Index (CPI) rather than Retail Price Index (RPI).

After consideration of the consultation responses Committee approved the rent increase of 3.3%.

It was reported that the factoring increase consultation had been issued at the same time however there were few returns to make any direct recommendation and after reviewing this it was agreed to increase the factoring charge at the same level as the rent increase.

9 CORRESPONDENCE

Committee noted the following correspondence:

- Easthall Star FC
 - Donation Request – it was agreed to donate the sum of £200 to this cause
- Mitie Property Services
 - Sale of Mitie’s Property Management to Mears Group – requirement for written consent, it was noted that we had received the head of terms for a novation of this contract and Committee agreed that we seek legal opinion before proceeding

- Scottish Housing Regulator (SHR)
 - Lessons from Statutory Intervention December 2018
 - National Panel of Tenants and Service Users – It was noted that this has been published this on our website
- Scottish Housing Associations Resource for Education (SHARE)
 - Learning & Development Brochures Jan – March 19
- Glasgow West of Scotland Forum (GWSF)
 - Nov/Dec and January Update
 - Strategic Priorities for 2019/20 – Committee were satisfied with the planned priorities
- Glasgow City Mission
 - 2018/19 Financial Support Request –it was agreed to donate £200 to this cause
- Scottish Outdoor Education Centres
 - Funding request – holiday experiences, it was agreed that this was not something the Co-operative would consider at this point
- Employers in Voluntary Housing (EVH)
 - Monthly briefing report
 - Agenda for next meeting

10 ASSET MANAGEMENT STRATEGY

Committee reviewed the report and draft asset management strategy that was circulated with the agenda.

Various declarations were noted in the meeting relating to planned work to properties that have individual committee members living in particular development phases.

After reviewing the asset management strategy was approved.

Committee agreed to review the painting contract options with a report to be presented to the June meeting.

11 OPERATIONS REPORT

Committee reviewed the Operations report circulated with the agenda and the contents were duly noted.

It was reported that the void loss figure had been impacted by specific issues and had these been excluded from the report void turnover would be under two days.

It was also noted that satisfaction with quality of home in quarter 3 had a poor response with only two returns of which one was happy and the other not. The Housing Manager will be visiting the tenant to assess why and further work will be undertaken to increase responses.

Consideration was given to the summary report outlining key points from this report and Committee noted this and the full report.

12 CUSTOMER CARE STANDARDS

Committee considered the report circulated with the agenda.

Committee agreed that the current customer care standards would apply and noted the training undertaken to develop and incorporate these within business practices.

It was reported that a Customer Care Panel would be set up inviting complainants to discuss further how they feel about services to assist the standards being applied.

The Co-operative is also looking at the possibility of creating a customer care champion voted by the staff team who could be a conduit for supporting staff so that customer care is consistently applied by all in the office.

13 DIGNITY & WORK POLICY

Committee considered the report and review of the dignity at work policy that was circulated with the agenda.

Committee approved this review of the policy.

14 OPENNESS & CONFIDENTIALITY POLICY

Committee considered the report and the openness and confidentiality policy that was circulated with the agenda.

Committee approved this policy and noted the model publication framework that has been issued.

It was agreed to update our website with the principles outlined in both documents and that if required the policy could be revisited after the Freedom of Information requirements once they apply to registered social landlords.

15 UNACCEPTABLE ACTIONS POLICY

Committee considered the report and the unacceptable actions policy that was circulated with the agenda.

After consideration Committee approved this policy.

16 MEMBERSHIP APPROVALS

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

At the meeting P Waddell indicated that he was related to share number 1352 but not as a close relative.

17 AOCB

17.1 Confidential Report

Committee considered a confidential report that was circulated at the meeting and after reviewing this report agreed that no compensation would be offered.

17.2 Assingation

Committee considered at the meeting an assingation request and after reviewing the contents of the report and voting on this matter agreed that this would be granted.

17.3 Construction Scotland Innovation Centre

Committee noted that the Construction Scotland Innovation Centre had indicated a willingness to work with the Co-operative on developing proposals for the use of 3D printer technology in the development of new build housing.

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

Meeting Closed at 8.15pm.

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