

4.0	Finance	
4.1	<p>Finance Report Lorraine provided an overview of the bank reconciliation. Lorraine also covered the transfers, regular payments, and the deposit account.</p> <p>Lorraine advised the figure which was in for Stage 3 adaptations and that another 3 adaptations are planned for before March to use up the allocation.</p> <p>Lorraine explained that the Pensions Trust was paid for both November and December due to the holidays. Lorraine commented that payments on the MasterCard were for meeting expenses and Adobe subscriptions.</p> <p>GH enquired about the office electricity with regards to value for money and asked if this gets reviewed. Lorraine informed the Committee that this was reviewed recently.</p> <p>CC asked about the payments to Cash for Kids. Lorraine clarified that instead of sending Christmas cards, the Association would give the money which would usually be spent on this to Cash for Kids.</p>	
4.2	<p>Bills for Approval and Payment Lorraine explained the bills for approval and provided a breakdown of the costs for day to day repairs, voids, component replacement, factoring and planned maintenance. The other invoices were for various smaller repairs.</p> <p>The bills were approved for payment by GH and seconded by VK.</p>	
4.3	<p>Factoring Arrears Report Lorraine gave an overview of the factoring arrears report and Committee noted that the balance outstanding compared to last year was similar.</p> <p>Lorraine referred to the cases No's 1, 2, 3 and 4:</p> <p><i>Section redacted due to sensitive information.</i></p>	
5.0	Directors Report	
5.1	<p>Staffing Christine reported that Grant undertook an introduction to welfare rights training course last week which was an intensive course and covered a lot of information. Grant will also attend a training course on PIP and attendance allowance next week and will start to shadow Suzanne.</p> <p>Christine expressed that Grant will be a useful addition to the Housing Management team and would be able to help tenants with their UC claims. Grant's role may change going forward.</p> <p>Christine advised that she will be starting on a HR/Counselling training course in February which was identified during her appraisal.</p>	
5.2	<p>Appraisals The staff appraisals are complete. Christine explained that MM would do a collective appraisal, which would be in addition to the Committee Appraisal forms. No staff would be present during this and would give the Committee a chance to talk to each other and to identify any training needs. Christine suggested that the Committee could come in at 6pm. GH expressed that half</p>	

5.3	<p>an hour would be too short, and it was agreed that the Committee meeting would be pushed back to 7pm for one time only.</p> <p>Office Extension Christine explained that she had received a call from the owner who was chasing up the extension and asked what the holdup was. Christine explained that the holdup was due to waiting for confirmation from Bank of Scotland.</p> <p>Christine suggested inviting the Architect who drew up the original plans for the office changes along to a Management Committee meeting once the proposal can move along as it was largely a different Committee who agreed with the original proposals.</p>	
5.4	<p>Development Christine referred to the 2 reports sent out with the papers.</p> <p><i>Section redacted due to commercial sensitivity.</i></p>	
5.5	<p>Court Action</p> <p><i>Section redacted due to confidential information.</i></p>	
5.6	<p>Work Priorities for the next month Christine confirmed that the development agreement for Holmlea Primary School is ready for signing and we are waiting for Home Group to come back with the Deeds of Conditions, building contract and development agreement next week for us to sign. Craig attended the site meeting and our flats should be ready by the end of March.</p> <p>Christine explained that the Standing Orders are being reviewed and she will send this next week as it is a large document. She will include a report in with a hard copy to post to Committee. Christine is also working with Clark on the budget once the rent increase has been decided.</p> <p>CD Consultancy was in last week and worked through the ARC reports on Home Master with the Senior Officers. CD Consultancy sent in their report today which was very positive, but she picked up a few things which she thinks the SHR would like to see in with the reports.</p> <p>Christine expressed that the Regulator may pick us for a validation visit. Christine advised that all staff had training sessions on FOI and GDPR and she will provide training on 2 HR policies.</p> <p>SFHA have published 99 pages of guidance notes on the new rules. Christine suggested putting the new rules through the AGM instead of holding a separate special meeting. Christine also suggested that we may not need to put the rules to our solicitors as TC Young have already validated them.</p> <p>Christine informed the Committee that we received 3 tenders for the Tenant Satisfaction Survey. Two of the tenders were similar in price.</p> <p>The remainder of the report was read and accepted.</p>	
6.0	<p>Development Report Two reports were previously circulated to the Committee on development options. This was further discussed in the Directors Report at item 5.4.</p>	

7.0	Scottish Housing Regulator – Self-Assessment against the Standards	
7.1	<p>Christine advised that we are unable to connect to the TV tonight to present the Scottish Housing Regulator report. Christine explained that she has taken out last year's information apart from the Committee appraisals. The new information which needs to be worked through will be loaded from September/October time and will feed into the Assurance Statement.</p> <p>Christine asked if everyone was ok to see this on the TV screen each month. All agreed.</p>	
8.0	Management Performance Report	
8.1	<p>Morna gave an overview of the Management Performance Report.</p> <p>Morna explained that rent arrears are quite high and that she is working with Home Master to provide a patch breakdown. Morna advised that Patch A has the highest arrears.</p> <p>Morna explained that with the former tenant arrears there has been a few high arrears abandonments recently, but she has advised the Housing Officers to try every avenue possible. Referrals to the Welfare Rights Officers and Money Advice are higher this month, but with Grants Welfare Rights training this will help having an additional body.</p> <p>There is no major complaints except from the usual – noise, bins etc.</p>	Morna
8.2	<p>Report on Rent Consultation Response</p> <p>Morna thanked Emma for preparing the report on the rent consultation response. Morna explained that she had a few calls from tenants regarding the weekly increase and that this caused some confusion. Morna noted that she will change this next year to be more simplified.</p> <p>Discussion then took place regarding the response received from tenants. SH highlighted that the Sainsbury's prize draw helped, and Emma mentioned the pre-paid envelopes also contributed to the high response.</p> <p>CC asked what the weighted average was and asked why the figures go up in 0.5%. Christine explained that it is based on CPI. CC confirmed that the weighted average between the options is 1.67%.</p> <p>GH explained that we would need to think about the long-term effects and VK commented that Universal Credit has a huge impact. JF considered that the increase would affect those on rent arrears and GH noted that those on full Housing Benefit would not be affected by the increase.</p> <p>GH further explained that in the Business Plan the increase accounts for 2% and that the average increase among RSL's is 2.4%. GH expressed that an increase of 2% was very reasonable as we need to take into account the extra costs to the business such as FOI and ESSH.</p> <p>The Management Committee then took a vote.</p> <p>10 members were in favour of an increase of 2%. 1 member was in favour of an increase of 1.5%. One member abstained from voting.</p>	

	GH explained that rent setting should be made in conjunction with the Business Plan. TT reasoned that we need to think about the long term, and it is getting harder and harder to remain affordable with all these expectations.	
9.0	A.O.C.B	
9.1	<p>Heating System Upgrades</p> <p>Christine explained that Craig would provide a fuller report for the Committee next month. Save Scotland Energy have confirmed that 37 properties are eligible for funding for upgrades to heating and another 27 properties are to be surveyed with the possibility that they are eligible for funding too.</p>	Craig
9.2	<p>Policy Review</p> <p>Before Committee approved the undernoted policies Christine gave an overview of each one.</p> <p><i>Settlement Agreements</i></p> <p>Christine explained that this is an EVH Model Policy and she has amended the policy to suit CDHA. Due to new regulation, RSL's are required to have a policy on Settlement Agreements in place.</p> <p>CC asked if we keep track of which policies are used as there are many policies. Christine explained that new things might be brought to light when reviewing policies such as legislative changes and that any changes to an existing policy are highlighted in red.</p> <p><i>Whistleblowing Policy</i></p> <p>Christine defined what whistleblowing is and stated that wrongdoing should be reported under the Whistleblowing Policy when it has an impact on the services provided to the public.</p> <p>GH noted that Step 1 refers to a staff member reporting on wrongdoing but what about external bodies. In addition, GH brought up the mention of Notifiable Events. Christine proposed that she will add in more information on Notifiable Events. BS then mentioned confidentially, and settlement agreements and Christine explained this is why a settlement agreement is now a notifiable event to the Regulator.</p> <p><i>Grievance Policy</i></p> <p>Christine explained that this is in our Terms & Conditions but the policy provides more detail. The Grievance Policy is a result of the work carried out with Campbell Tickell.</p> <p><i>Capability Policy</i></p> <p>Christine explained that this policy is along the same lines as the Grievance Policy and that she will provide training to staff on both the Grievance and Capability Policy.</p> <p>The policies were proposed for approval by SH and seconded by GH.</p>	
9.3	<p>Correspondence</p> <p><i>EVH Member Protect</i></p> <p>Christine noted the document from EVH and explained that EVH have gotten together with an employment law company. The document explains an insurance policy to deal with tribunals and settlement agreements.</p> <p>VK asked what about our own insurance policy and recommended speaking</p>	

	<p>to our insurance brokers as this would probably be a cheaper route. AP asked what the payment would cover, and it was clarified that it would only cover advice. SH and VK agreed that they would rather go to our own solicitor with any employment matters.</p> <p>CC asked if we have spoken to any colleagues in the sector. Christine commented that she hasn't asked and that she is on the Board of another Association and nothing has been mentioned.</p> <p><i>GWSF Regulation Update</i> The Director of GWSF is looking for member feedback on their experience of intervention with the Scottish Housing Regulator. TT reported that there has been more intervention in recent years.</p> <p>GH asked if this was a draft response and Christine confirmed yes and that the response is open to be changed. GH suggested inserting a reference to Value for money and proportion in relation to the action taken by SHR.</p> <p>9.4 SHARE Training Courses Christine noted that she had sent out a leaflet on training courses held by SHARE. MM was interested in looking at the self-assessment course. Christine asked if the Committee could have a look at the leaflet and let us know what courses they want to attend. TT asked if the courses would be run again as January is a busy month. MM confirmed that SHARE run the courses in cycles.</p> <p>9.5 Post of Trainee Purchase Ledger/Finance Assistant Christine advised the Committee that the Temporary Finance Assistant had left due to personal reasons.</p> <p>Christine proposed that we recruit for a Trainee Purchase Ledger/Finance Assistant with the view of being Finance Assistant in after a two-year training post. Christine then asked the Committee if we could put an advert on S1 Jobs.</p> <p>The committee agreed to advertise this job post.</p>	
<p>10.0</p>	<p>Date of Next Meeting The next Management Committee meeting will be held on 18th February 2020 at 6:30pm.</p>	