

Abronhill Housing Association

Meeting of the Management Committee held on 23 January 2020 at unit 10 Abronhill Shopping Centre, Cumbernauld.

Minutes

Present:	I Smith	K McMail	P Broadwith
	L Black	R Russell	C Burns
In Attendance:	S Macintyre	J Daisley	P Long, FMD (Item 12 only)

	Agenda Item	Action
1.	<p>Apologies</p> <p>Apologies were received from M McGuire, S Boyle and E Irvine.</p>	
2.	<p>Declarations of Interest</p> <p>There were no declarations of interest.</p>	
3.	<p>3.1 Minutes of previous meeting (held 12 December 2019)</p> <p>Acceptance of the minutes which had been circulated in advance was proposed as a true recording of the meeting of 12 December 2019 by L Black and seconded by K McMail.</p>	
4.	<p>Matters Arising</p> <p>Item 4 Matters Arising R Russell advised that the Forrest Road boundary should come under Abronhill. S Macintyre advised that SFHA are in the process of amending their model rules and this could be an opportunity for the Association to look at the rules and its area of operation. S Macintyre had contacted J Mulholland regarding the agreement that the Association would acquire 25 units in the second phase of the development and a further 25 units in further phases. J Mulholland advised that there was no written communication between North Lanarkshire Council (NLC) and the Association and advised the Association should write to NLC to seek clarification. The committee agreed that S Macintyre should write to NLC and then speak to elected members.</p> <p>Item 5 Health & Safety S Macintyre advised the committee that funding for the cyber essentials accreditation had been approved and the money will be paid directly to the Association.</p>	

	<p>Item 6.3 Scottish Housing Regulator (SHR) – How we regulate a guide for tenants. S Macintyre confirmed that a link had been put on the Association’s website.</p> <p>Item 11 Tenant Satisfaction Survey Results and Presentation - C Burns commented that 85% of tenants have internet access but that written communication is the preferred method of communication. S Macintyre advised the committee that a quotation had been received from SDM Housing Software to include the text messaging interface.</p> <p>[REDACTED]</p> <p>[REDACTED] This module would allow us to send text messages to tenants with links to documents on our website. We can also set up weekly text alerts to tenants. SDM will provide training on the module. This was agreed.</p>	
5.	<p>Health & Safety</p> <p>A report was presented to the committee in November 2019 with a recommendation to install CCTV within the office. The committee asked for another quote to be provided. [REDACTED]</p> <p>[REDACTED]</p> <p>The committee agreed that if the maintenance cost is not substantial then the installation of the CCTV can go ahead.</p>	
6.	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing – Members Report</p> <p>This report was issued with the committee papers.</p> <p>6.2 Glasgow & West of Scotland Housing Associations</p> <p>A report was issued with the committee papers which highlighted the nature of some recent Scottish Housing Regulator engagement with Housing Associations.</p>	

	<p>Governance</p> <p>7.1 Assurance Statement Action Plan update</p> <p>A report was issued with the committee papers advising that there are 3 actions outstanding which will be presented at the February committee meeting.</p>	
	<p>7.2 Committee Appraisal Report</p> <p>S Macintyre discussed the report that was issued with the committee papers. S Macintyre is looking at maximising training opportunities for the committee and is currently drafting a committee succession and training and development plan. S Macintyre and P Broadwith had met with O Gaffney from SHARE who provide training for staff and committees. They can carry out one to one appraisals with committee members and then develop a training plan. The committee agreed for a draft proposal to be presented by O Gaffney. R Russell advised engaging with other housing associations would be beneficial. P Broadwith is attending Hillhead Housing Association's next committee meeting on 5 February and this invitation was extended to all committee members.</p> <p>The committee also agreed for times to be allocated against items on the next Agenda to try and keep the meetings running timeously with a finish time of 8pm.</p>	
8.	<p>Strategy</p> <p>No items were raised.</p>	
9.	<p>Staffing</p> <p>No items were raised.</p>	
10.	<p>10.1 Rent Increase Consultation Report 2020/2021</p> <p>S Macintyre advised that following the rent increase consultation 15 tenants had responded, 12 agreed with the proposal and 3 disagreed. The comments received were included in the report. The committee approved the rent increase of 2.5% for 2020/21. S Macintyre will inform FMD so that they can include this in the budget.</p>	

	<p>10.2 Internal Audit Services – Procurement Report</p> <p>S Macintyre discussed the report that was issued with the committee papers. An advert will be placed online with the Scottish Housing News week commencing 27 January 2019 inviting companies to tender for internal audit services. The closing date for completed forms will be week commencing 24 February 2019. K McMail and L Black agreed to be part of the tender and interview panel and will be available on 24 February and 9 March, times to be confirmed.</p>	
<p>11. Operations</p>	<p>11.1 Tenants Satisfaction Survey – Action Plan Report</p> <p>S Macintyre discussed the Action Plan following the tenants satisfaction survey. 17 tenants expressed an interest in becoming more involved with the Association either as a member or as part of a focus group or even as a committee member. Research Resource could facilitate a customer workshop at a cost of [REDACTED] they would then present a summary of their finding and an action plan. Committee would be invited to attend the meeting. This was approved by the committee. The action plan could then be used to produce a strategy for engaging with tenants.</p> <p>S Macintyre advised that Tenant Participation Advisory Service (TPAS) had been asked to submit a proposal for supporting the Association’s Tenant Engagement Strategy and would carry out a Tenant Engagement health check for the Association as part of this work. The cost would be included in the budget for 2020/21.</p>	
	<p>11.2 AFTAR Funding</p> <p>S Macintyre advised the committee that AFTAR had secured funding for the welfare benefits service but the funding for the energy advisor and digital support post had not been successful. The association is being asked to continue to support the project at a cost of £7,566.80 per year for 2 years. Following discussion the committee agreed to defer the item to the next meeting to allow more information to be provided on the usage of the services. This is to provide reassurance that the investment is beneficial to the Association and its tenants.</p>	
	<p>11.3 Reactive Maintenance Services – Procurement Report</p> <p>S Macintyre discussed the report that was issued with the committee papers and asked if a committee member would be available to sit on the tender panel. R Russell advised he would be available to attend and C Burns will also attend. This will be on 13 & 14 February at Hillhead Housing Association’s office.</p>	

<p>12.</p>	<p>Deferred Agenda Items.</p> <p>12.1 Financial Regulations Policy Review</p> <p>P Long discussed the Financial Regulations Policy which had been issued to the committee. The Financial Regulations and the Financial Procedure item 12.2 were last review in September 2016. It is good practice to review these documents every three years. Any changes to the documents have been highlighted in red, once they have been approved the changes will be removed. R Russell asked if these have to be approved by the Scottish Housing Regulator (SHR). P Long advised that they are approved by the committee. The annual assurance statement that is submitted to the SHR confirms that we have this policy and procedure in place.</p> <p>The following items were discussed:</p> <p>Item 8.4 Approach to Financial Forecasting - now includes Cashflow projections</p> <p>Item 13 Contracts – there have been changes to the authorisation levels to ensure it mirrors the procurement policy. The amount should be changed from less than £5000 to less than £5001.</p> <p>Item 15.6 Security – P Broadwith ask for wording to be changed. This will be changed to: Online Security is the responsibility of the Director who will liaise with the Association’s IT agents to ensure the latest malware, firewalls and cyber security protection is kept up to date.</p> <p>Item 14 Books, Registers and Computer Data – A fraud register should be in place even if no fraud has been committed, potential fraud should also be recorded. This should be reported annually to the committee.</p>	
	<p>12.2 Financial Procedures Review</p> <p>P Long has updated the Financial Procedures so they are consistent with the Financial Regulations. Any changes have been highlighted in red. The following items were discussed:</p> <p>Item 2.9 Forecast Outturn – this has been included.</p> <p>Item 3.7 Tendering Procedure – has been changed to include: Confirmation of the winning tender will be noted in the tender register</p> <p>Item 5 General Ledger – This section has been added.</p> <p>Item 8 Bacs and Cheque Payments – the signatories have been updated.</p> <p>Item 10.7 should be updated to include: and who would report it to the committee where appropriate.</p>	

	<p>Item13.4 this has been updated to say The Maintenance Officer will prepare a register of contracts for inclusion in our Publication Scheme. S Macintyre confirmed that this information now needs to be included for Freedom of Information (FOI) There is guidance on the information Commissioner’s website on what is considered to be commercially sensitive.</p> <p>The financial regulations policy and the financial procedures were approved by the committee.</p> <p>The changes will be updated and a reformatted document will be presented to the committee for signing.</p>	
<p>13.</p>	<p>Any Other Competent Business</p> <p>13.1 Cumbernauld Living Landscapes</p> <p>S Macintyre will contact Cumbernauld Living Landscapes and invite them to come into the office for a meeting to discuss what they do and how we can possibly get involved.</p>	
<p>14.</p>	<p>Date of Next Meeting</p> <p>20 February 2020 at 6pm</p>	

Signed as a true record by the Chairperson

..... **Date**

Copies of committee reports are available on request.