

Item 3.1 Minutes

Management Committee meeting held on **Wednesday, 19 February 2020**, 7.00pm at Dalmuir Park Housing Association, Beardmore House, 631 Dumbarton Road, Dalmuir, G81 4EU

Attendance:	Gordon Laurie	Committee Member (Chairperson)
	Robert Murray	Committee Member
	Ashley Stockley	Committee Member
	Matthew Reid	Committee Member
	Jack Marshall	Committee Member
	Jordan Henderson	Committee Member
	Loraine Lester	Committee Member
	Melanie Cameron	Committee Member
	Karen Johnson	Committee Member
Staff/Adviser(s) Attendance:	Anne Marie Brown	Chief Executive
	Catherine Lowe	Consultant
	Lesley Gillespie	Senior Corporate Services Officer (minutes)
	Graeme Bruce	Financial Adviser
In Attendance	Kelda McMichael	Regulation Manager, SHR
	Stephen Lalley	Regulation Analyst, SHR

NO.	ITEM	ACTION
	<p>WELCOME AND ORDER OF BUSINESS</p> <p>The Chair welcomed Kelda McMichael and Stephen Lalley from the Scottish Housing Regulator who were in attendance to observe the meeting.</p> <p>The Chair gave an update to members on the recent meeting held with the Council Leader of West Dunbartonshire Council (WDC), J McColl. Meetings had been offered to the Leader of the opposition party and local councillors, but they had not yet responded.</p> <p>The Chair noted that J McColl was happy to hear about the positive improvements made at the Association, the plans for investment and with the proposals for the Feasibility Study of the Community Centre. The Chair highlighted that J McColl advised that a proposed community asset transfer would be consistent with WDC objectives in trying to release some of their buildings.</p>	
1.0	<p>APOLOGIES</p> <p>Apologies were tendered on behalf of Craig Edward, Anita Williamson, Ian Lennox and Audrey Simpson.</p> <p>The Chair advised that a member had recently been admitted to hospital but would hopefully be out the following day. Members requested that their best wishes be conveyed to them.</p>	

2.0 DECLARATIONS OF INTEREST

The Chair declared an interest at item 6.5 and agreed to leave the meeting at that point noting that J Marshall would chair the meeting in his absence.

3.0 PREVIOUS MINUTES FOR APPROVAL

3.1 Minutes of Previous Meeting (11/12/19)

The minutes were **approved** on a proposal by K Johnson and seconded by M Cameron

3.2 **Confidential** Minutes of Previous Meeting (11/12/19)

The minutes were **approved** on a proposal by L Lester and seconded by K Johnson.

3.3 Policy Review Working Group Minutes (29/01/20)

There were no omissions or amendments and the draft minutes of the most recent PRWG meeting were **noted**.

3.4 Audit & Risk Sub Committee Minutes (05/02/20)

The Chair expressed his thanks to staff involved with the recent Internal Audits which had received strong and substantial assurances. The Chair also advised it was reassuring to see that Fire Safety Audits had been carried out at the care facilities and that the Risk Register had been reviewed.

There were no omissions or amendments and the draft minutes of the most recent A&RSC were **noted**.

3.5 Action Note from Business Planning Day (8 February 2020)

With regards to the Business Planning Day, one member commented this was a positive and fun day and the workshops worked well. The Chair advised he was pleased with the presentation from Alan Ferguson from SHARE which gave a good overview of the issues facing the wider housing sector at the moment and his reflection on how these might impact on DPHA going forward.

Subject to amendment to the attendance record for A Simpson who not present, the action note was **noted**.

LG

4.1 Matters Arising Schedule

C Lowe updated members that there were still some title deeds records to be send from TC Young digitally, but this work was almost completed.

Members **noted** the outstanding issues on the Matters Arising Schedule.

5.1 Chief Executive Progress Update

See confidential minutes

<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Governance</p> <p>PRWG Report</p> <p>C Lowe presented the report advising of the policies that were considered by the Policy Review Working Group at its meeting on 29 January 2020 and recommended one policy to Management Committee for approval, the Decant Policy</p> <p>L Gillespie advised that the Privacy and Freedom of Information policies were model documents from SFHA and had been updated on the recommendations from the Data Protection Officer.</p> <p>Following consideration, the Management Committee: Noted the contents of the report. Approved the Decant Policy at Appendix 1 to the report.</p> <p>Review of Risk Register</p> <p>C Lowe and AM Brown presented the report highlighting the new risks added to the Risk Register which had been discussed in detail at the recent Audit & Risk Sub Committee</p> <p>The Chair advised he thought the period of review for the Risk Register was sensible and showed a fluid and responsive approach to risk management. He did request that a column be added to highlight where there was movement on the register, or a summary of risk movement at the end.</p> <p>Following consideration, the Management Committee: Review and approved the updates to Risk Register, subject to a minor typo at GDPR, as attached at Appendix 1 to the report.</p> <p>Annual Register of Interests</p> <p>L Gillespie presented the report providing members with the assurance that all Code of Conducts and Declarations of Interested had been received from all staff and Management Committee. J Henderson indicated he was not on the list although he had returned his form. L Gillespie will ensure his record is updated.</p> <p>Following consideration, the Management Committee: Noted the contents of the report and the update on the returns received. Noted the Register of Interests for Committee Members and staff.</p> <p>Finance and Governance Improvement Plan</p> <p>C Lowe presented the Finance and Governance Improvement Plan which provided Committee with oversight of planned improvement activity to ensure full compliance with the Scottish Housing Regulator’s Regulatory Standards.</p> <p>Members were advised that staff were confident that the new intranet for Committee Members would be delivered by the target timescale.</p> <p>Members acknowledged that the staff restructure was taking longer than anticipated, however the Chair noted that it was important to get the review process right. The Chair</p>	<p>AMB</p> <p>AMB</p> <p>LG</p> <p>LG</p>
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advised that an update will be provided at the next Management Committee meeting, however, as there will be some staffing resource gaps C Lowe's contract may be extended on a part-time basis beyond March.

AMB

With regards to the Management Committee training due to be carried out prior to the meeting, it was confirmed that this will be re-scheduled for another date. New members advised that their induction sessions were going well.

LG

The Chair advised that the phased retirement of former Statutory Appointees from Management Committee would continue with J Marshall intending to step down at the next AGM, this would still allow him to provide his contributions to the new funding proposals prior to his departure.

Regarding the Scottish Housing Regulators letter on fraud attached at Appendix 3 to the report, this had been reviewed by Audit & Risk Sub Committee in January 2020 and they had noted that there had been one minor fraud attempt reported. The Chair advised he was reassured with the investigation that took place, the reporting and the measures taken to prevent this happening again.

Following consideration, the Management Committee:

Noted progress on delivering the GFMIP for 2019/20 as at **Appendix 1**.

Noted progress on delivering the Action Plan on the three remaining major tasks of strengthening governance, ensuring strong leadership and restructuring the staff team to support delivery of the Business Plan and future ambitions as at **Appendix 2** to the report.

Agreed not to include fraud and/or attempted fraud as an additional risk to be included within DPHA's Risk register.

Noted the remaining contents of the Report as at **Appendix 3** to the report.

The Chair declared an interest in the next Item as a Trustee of the Beardmore Trust and left the meeting at this point.

6.5 **Beardmore Trust Update**

C Lowe presented the report seeking approval to allow the Chief Executive to become the Secretary of the Beardmore Trust and to approve agreement to a new Service Level Agreement between the Beardmore Trust and Dalmuir Park Housing Association.

Following consideration, the Management Committee:

Noted the contents of the report.

Approved that Anne Marie Brown, Chief Executive, act as Secretary to the Beardmore Trust

Approved the Service Level Agreement between DPHA and The Beardmore Trust.

The Chair re-joined the meeting at this point.

The Financial Adviser joined the meeting at this point.

7.0 **Strategy**

7.1 **Draft Business Plan – Year 3 Update**

AM Brown presented the Draft Business Plan, Year 3 update and apologised for the significant tracked changes in the document. This did show that a number of updates were required to ensure the document reflected the last 12 months.

Members were advised that Chapter 8 – Financials and sensitivity analysis - and the 30-year Financial Projections would be added to the final draft.

GB

AM Brown asked members to review the changes and to respond to her with any comments and/or additions by Friday, 29 February 2020 to allow these to be included in the final draft for approval at the Management Committee meeting on 18 March 2020.

ALL

Following consideration, the Management Committee:

Noted the contents of the Draft Business Plan – Year 3 Update

8.0 Finance

8.1 Management Accounts – 3rd Quarter

G Bruce presented the 3rd Quarter Management Accounts highlighting the Association's financial performance for the nine months ended 31 December 2019, noting the financial position and the position of borrowing and investments as at 31 December 2019.

Members asked about the interest rate being achieved on our deposits and were advised that the current bank interest rates were risk averse and corporate rates, which were around the base rate of 0.75%.

It was also confirmed for members that the smoke/heat detector upgrade programme was being monitored monthly and was on target for completion before February 2021.

Following consideration, Management Committee:

Noted the report contents

Approved the Management Accounts for the period to 31 December 2019.

8.2 2020/21 Rent, Service Charge and other charges Consultation Outcome and Increase Recommendations.

AM Brown presented the report seeking approval from the Management Committee on the rent, service charges, factorial fee and DOSCG fee increases for 2020/21.

A Stockley and R Murray declared an interest as tenants of the Association and members agreed they could remain at the meeting and take part in discussions but could not participate in making any decisions.

Members commented from information in the report that some housing associations were consulting with 3 options. AM Brown clarified that where an Association's proposal was honest and well-informed then it was appropriate to provide a single option to tenants. A number of landlords had taken this approach in their rent consultations this year.

AM Brown advised that the attendance at the Rent Consultation Event held in January

and responses from Survey Monkey were disappointing, however clarified that fresh ideas would be considered for next year. The Chair highlighted that the rent increase was still 0.5% lower than anticipated in the Business Plan.

Members advised they thought affordability had been well demonstrated for the rent increase, however noted that they thought the factoring fee was still low compared with other landlords. C Lowe advised the fee had been compared locally and was on par with other landlords. The key cost in the Factoring fee is staff time. The Chair noted that recording staff time would help demonstrate this more clearly.

GB

Following consideration, the Management Committee:

Considered the contents of the report.

Approved a 2.5% rent increase for Scottish Secure tenancies, sharing owners and non-self-contained properties from 1 April 2020.

Approved the service charges for 2020/21 as set out in section 3.20.

Approved the increase in the factoring fee to £60.00 from April 2020.

Approved the increase in fees for DOSGC as set out on section 3.24 from 30 March 2020.

Noted that a rent and service charge increase letter would be sent out to customers 28 days before the rent increase is applied on the 28 March 2020.

8.3 **Private Loan Finance**

See confidential minutes

9.0 **Staffing**

There were no staffing reports.

10.0 **Operations**

10.1 **Performance Report – 3rd Quarter**

C Lowe presented the report outlining progress of the performance measures of the Association to the end of Quarter 3 at 31 December 2019.

C Lowe highlighted some corrections at para 3.4:

The following indicators had remained the same or improved in the last Quarter:

- percentage of existing tenants satisfied with the quality of their home (I)
- percentage of tenants who had a repair in the last 12 months satisfied with the repairs service (S)
- tenants kept informed of services (S)

The indicators below had reduced slightly in Q3:

- percentage of tenants satisfied with the overall service provided by their landlord (R)
- percentage of tenants that feel they are satisfied with the opportunities given to them to participate in their landlord decisions (R)
- percentage of tenants happy with the management of the neighbourhood (R)
- percentage of tenants who feel their rent represents good value for money.(R)

C Lowe advised that the year to date performance was currently better than in 2018/19 and highlighted that our tenant satisfaction survey feedback is received

quarterly which provides information on underlying issues that can impact on performance and these are discussed individually with tenants and customers where appropriate.

It was clarified for members that the satisfaction survey questions had a range of answers and performance was measured on the percentage satisfied overall.

The Chair queried there being only two cases of Anti-Social Behaviour (ASB) and C Lowe advised this was low compared to the numbers reported in the area. C Lowe advised that staff were working closely with Policy Scotland and WDC with regards to ASB and highlighted the high flats in Dalmuir were a problem area. The Association's CCTV was a good deterrent in the areas where this was in place.

Following consideration, the Management Committee:

Noted the contents of the Performance report to 31 December and the next steps to improve performance.

11.0 Health and Safety

There were no health and safety reports.

12.0 Any Other Competent Business

12.1 Correspondence

The Chair read out a letter from a grateful parent of children who attended DOSCG thanking the Association for the great service they had received over a number of years.

12.2 Updated Committee Workplan 2019/20

AM Brown presented the revised workplan providing the Management Committee with an overview of work to be actioned for this year.

Following consideration, the Management Committee:

Noted the contents of the Workplan.

13.0 Date of Next Meetings

Members noted the dates of the next scheduled meetings were:

Management Committee 18 March 2020@ 7.00pm

PRWG 1 April 2020 @ 6.00 pm

A&R Sub Committee 6 May 2020@ 6.00pm

With a vote of thanks to the Chair, the meeting closed at 8.35pm

Signed _____ Date _____

(Chairperson)