

Present: Kath Mands (Chair), Ron Neave (Vice-Chair), Denis Brown, Paul Crichton and Alan Fraser. The following joined via Video Conferencing: Gordon Edwards (Chair – AF&RMC), Rhona McLeod, Paul Hocking, Nile Istephan and Ian Byers.

In Attendance: Barry Moore (CE) and Roz Clark (CSO). The following joined via Video Conferencing: Marjorie Sloan (CSD and Secretary).

Observing: Linda Ewart.

21/03/1 Apologies Andrew Black and Vicki Cutler.

The Secretary began the meeting by reporting that Gordon had stood down as Interim Chair and, further to her email of 12 March 2021, the Office Bearers had been reinstated into the positions they were elected into in October 2020. Kath was reinstated as Chair and Ron as Vice-Chair with effect from 12 March 2021. The Secretary handed over to the Chair.

The Chair welcomed everyone to the meeting.

The Chair welcomed Paul Crichton, Alan and Ian who had previously attended a meeting as Observers. The Chair asked the Management Committee to consider voting them to join the Committee as Co-optees. Following discussion, the Management Committee unanimously voted in favour of all three joining and they were welcomed to the Management Committee.

The Chair welcomed Linda to the meeting who was attending to appraise the Management Committee Meeting, as the final part of The Governance Training Plan.

The Chair thanked Gordon for his time commitment as Interim Chair and thanked the Investigation Sub-Committee for their time commitments throughout the previous 7 months.

21/03/2 Declarations of Conflicting Interests

No Member declared a conflicting interest.

Audit, Finance & Risk Management Committee Reports

21/03/3 Audit, Finance and Risk Management Committee Meeting 3 Feb 21

The AF&RMC Chair talked through the Audit, Finance and Risk Management Committee Papers. He gave an overview of the Audits that had taken place. He highlighted the one item that required the approval of the full Management Committee relating to the regular policy update of the Tayside Pension Scheme Employer Discretions. He reported that there were no changes to the employer discretions proposed and it was recommended that the Management Committee approved the policy. Committee **approved** the Tayside Pension Scheme Employer Discretions. Committee **noted** the AF&RMC Reports.

Management Committee Meeting Reports

The CE reported that the Management Committee Meeting scheduled for 31 March 2021 would now take place on 14 April 2021 and therefore references to 31 March 2021 should be read as 14 April 2021.

21/03/4 Minute of Committee Meeting 25 November 2020 and Tracker

The Chair presented the minutes of the meeting held on 25 November 2020. There were no amendments.

Approved. Proposed Ron Neave, Seconded Denis Brown.

The CE presented the tracker. A member asked for an update on the electronic Committee Access system referenced in the tracker. The CE gave a thorough brief on the progress of the five key IT strategic objectives which were identified by the IT Working Group in November 2019. The CE highlighted that video conferencing, remote working had been complete and were functioning extremely well. The CE reported that the Residents' Portal was due to be tested in mid-April and expected to go live in May 2021. He highlighted that the Board Members' portal and Asset Management Systems were ongoing but expected to be complete in the next financial year.

Minute of Committee Meeting 10 March 2021

The Chair reported that the minute of the meeting held on the 10 March 2021 would be presented at the Committee meeting which was being held on 14 April 2021.

21/03/5 Matters Arising

There were no matters arising.

21/03/6 Chairs Action

The Chair presented the paper highlighting there had been no Chair's Actions since the last meeting. Committee **noted** the report.

21/03/7 2021/22 Budget for Year & 30 Year Financial Plan

The CSD presented the Budget Report and appendices. The CSD gave a comprehensive and detailed brief on the proposed final budget. The CSD explained that assumptions had been made based on a number of issues that were still to be approved such as the Dura Street Retirement Complex, Terms and Conditions Review and Pensions Review. She highlighted the figures which had changed since the Draft Budget Report presented to Committee in November 2020. None of the assumptions set out in the paper had been changed but some of the narrative around them had been updated.

A Member asked for detail on the impact the Covid-19 restrictions had on Planned Maintenance. A comprehensive discussion followed on the impact the restrictions had on both internal and external planned maintenance and how it had been and would continue to be addressed in the coming years.

A Member asked whether the Association had aspirations for any future Developments. The CE gave an update on the recent purchase and development plans at Mossiel. The CE reported that growth was one of the Association's key strategic objectives; stressing that all future development opportunities would be presented to Committee for consideration and approval. The CE reported that the Association had a good relationship with Dundee Housing Investment Team and the Team were aware of the Association's aspirations and the contribution the Association wishes to make to the Strategic Housing Investment Plan (SHIP).

Committee **approved** the 2021/22 Budget and 30 Year Financial Plan and **agreed** that that should any savings be required to achieve the covenant cushion as a result of the Terms and Conditions Review, these will be brought to the Management Committee on 26 May 2021.

21/03/8 Internal Management Plan 2020/21 – Q3

The CE talked through the report and gave a comprehensive update to Members. The CE highlighted that individual Member's appraisals were currently in progress and the Committee appraisal was being carried out at this meeting. The CE reassured Members that the Association had no concerns with

regard to engagement with statutory bodies such as the SPSO and ICO in relation to complaints, data protection and freedom of information. The CE reported that it had previously been agreed by Committee that a tenant satisfaction survey would be carried out every two years rather than every three. As the last survey was carried out in 2019, it would follow that a survey would be carried out in 2021. The CE explained that due to Covid-19 restrictions some services, particularly internal planned maintenance works, could not be carried out over the past twelve months and therefore gathering information on tenant satisfaction in this regard would not be meaningful. He recommended that the survey be delayed until 2022 after which it would revert to a two-year cycle. There followed considerable discussion by Committee Members on the possible benefits of gathering information, including feedback, relating to the services provided during Covid-19 restrictions. The CE agreed to provide a further report with information on an adapted survey which would capture the information requested by Committee.

The CE provided an update on the Charleston development highlighting that it was progressing extremely well.

A Member asked for an update on the cost implications of the Finavon Street development. The CE gave a thorough update highlighting that Robertson were covering all ~~construction~~additional costs and that he would also be seeking rent loss. He explained that a report would be presented at the May 2021 Management Committee Meeting.

Committee **noted** the Internal Management Plan 2020/21.

21/03/9 Governance, Financial Management & Procurement Implementation Plan

The CE talked through the report and appendix. He gave a comprehensive update, highlighting the significant progress that had been made. He reported that once all objectives had been delivered, the intention was to retain the Governance and Financial aspects to support the Annual Assurance Statement Evidence and Action Plan Framework.

Committee **noted** the Governance, Financial Management & Procurement Implementation Plan.

21/03/10a Income Report January 2021

Committee **noted** the January Income Report.

21/03/10b Income Report February 2021

The CE talked through the report highlighting the points to note. The CE explained that, as previously reported, it was important to look at cumulative figures in the report. The CE confirmed that reporting would continue but would be on a quarterly basis rather than monthly. He talked through the rent arrears figures highlighting the continued exceptional work being done by staff. He reported that this exceptional work was reflected in the performance figures. The CE reported that there were still significant challenges relating to the legal action relating to rent arrears. There followed discussion by Members on the likely issues to be faced in the coming years. The CE agreed it would be challenging but stressed that the Association was in a very strong financial position. A member asked whether the Association was sufficiently resourced to deal with the additional issues being raised. The CE confirmed there was sufficient human resources, with five Officers working on assisting tenants. The CE also highlighted that, as previously reported, the ending of the furlough scheme was likely to have a significant impact. A member asked whether the assistance which the Association had provided throughout the pandemic was being sufficiently advertised and reported. The CE confirmed that it was.

Committee **noted** the January and February 2021 Income Reports.

21/03/11 Bad Debts Write Offs

The CE talked through the report and appendix

Committee **approved** the Bad Debts Write Offs.

21/03/12 Dura Street Report

The CE presented the report and referred Members to a previous report presented in February 2020, which was included as Appendix 1. As agreed, the Association has carried out a consultation with all 28 retirement residents and following the results and feedback Committee is asked to approve that the Dura Street complex is converted from retirement housing to amenity housing for the over 50s at a date to be agreed operationally. Following discussion, the Committee unanimously approved the recommendation.

Committee **approved** converting the Dura Street complex from retirement housing to amenity housing for the over 50s.

12/03/13 Health and Safety Quarterly Report: Quarter 3

The CE talked through the report highlighting that the report normally covered five areas: Asbestos, Electrical, Gas, Legionella and Lifts. The CE explained that due to the importance of gaining access to properties, gas safety was covered under a separate report. The CE gave a comprehensive update on each of the four areas. He reported that the Tenant Involvement Officer had been consulting with tenants during the year to get a better understanding of issues relating to possible access concerns or issues. The CE reported that the Association had carried out procurement exercises in order to carry out electrical testing during the next financial year.

A Member asked about the costs of lift replacement works and there was discussion on the importance of ensuring they were adequately maintained. The CE confirmed that he was aware of how significant lift replacement costs can be and that a report on this will be provided to a future Management Committee.

Committee **noted** The Health and Safety Quarterly Report.

21/03/14 Gas Servicing Quarterly Report: Quarter 3

The CE gave an overview of the Quarter 3 Gas Servicing report. He reported that there had been 1 property in the last Quarter which had past the anniversary date and he explained that, whilst not Covid-19 related, it was due to a serious medical condition which had resulted in the tenant being hospitalised for a lengthy period. The CE highlighted that a considerable amount of concentration and effort had gone into achieving and maintaining the performance and that a total, and quite remarkably, 1,466 Landlord Gas Safety Checks had been carried out since April 2020.

Committee **noted** The Gas Servicing Quarterly Report.

21/03/15 Acquisitions and Disposals

The CSD presented the report. She highlighted that since the last report one property had been sold in accordance with the Acquisitions and Disposals Policy.

Committee **noted** the Acquisitions and Disposals Report.

21/03/16 Procurement Quarterly Report

The CSD talked through the report highlighting that there had been no tenders over £50k since the last report.

The CE highlighted that part of the governance measures put in place following Regulatory Engagement had been to request the consent of Committee for all tenders over £50k prior to the start of the Contract. He reported that whilst it was correct to adopt the measure at the time, he asked Committee whether they would consider removing this requirement and allow the Association to revert to the agreed Scheme of Delegated Authority. There followed questions and discussion by Committee Members with the CE providing the reassurances they required. The CE confirmed that Management

Committee would continue to be provided with reports on a quarterly basis of all tenders over £50k, but this would be retrospective rather than prior to the start of a contract. Contracts which require to be approved by Management Committee under the Scheme of Delegated Authorities would continue to be reported accordingly.

Committee **noted** the Procurement Quarterly Report and **agreed** that there would no longer be a requirement to report tenders over £50,000 to Management Committee prior to the contract starting other than those required through the Scheme of Delegated Authorities.

21/03/17 SHR Landlord Report 2019/20

The CE presented the report and talked through the appendices. He highlighted that the report provided encouraging and positive statistics. The CE reported on tenant satisfaction and highlighted the considerable work that had been carried out by the Tenant Involvement Officer to engage with tenants.

Committee **noted** the SHR Landlord Report 2019/20.

21/03/18 Operations Performance Report

The CSD presented the report and talked through the appendix. The CSD highlighted that the performance highlighted in red was in the main due to the pandemic, which affected many areas including repairs, gas servicing and voids. She highlighted that complaints relating to the Finavon Street Development regarding Robertson were impacting on the overall scores.

Committee **noted** the Operations Report.

21/03/19 Corporate Governance Policy Review: Procurement Strategy

The CSD presented the report highlighting that, in line with the Procurement Reform (Scotland) Act 2014; the Association had produced a Procurement Strategy which was last presented to Committee in November 2019. The Strategy is to be reviewed annually before the start of the financial year and the CSD reported that there were no significant changes proposed to the current strategy. Committee **approved** the Procurement Strategy.

21/03/20 Policy Review: ICT Policy

The CSD talked through the report highlighting that, following the recent Internal Audit on IT, which received Full Assurance, it had been recommended to consolidate a number of policies into one. The revised ICT Policy is therefore the result of this consolidation. The CSD highlighted that Homeworking Policy had not been included and would be presented to Committee in May and that a separate ICT policy for Management Committee Members would be produced.

Committee **approved** the revised ICT Policy.

21/03/21 Committee Expenses Policy – Rate Update

The CSD presented the report and highlighted that in line with CPR it was proposed to increase the majority of rates by 0.7%. She talked through the exceptions and the rationale behind those.

Committee **approved** the Committee Expenses Policy Rate Update.

21/03/22 Share Update

The CSO presented the report.

Committee **approved** the Share Update.

21/03/23 Committee Training Update

The CSO presented the report.

Committee **noted** the Committee Training Update.

21/03/24 AOB

A Member asked whether the new Residents' Portal would allow Tenants to engage with other Tenants. The CE explained that it would not, but he highlighted that the Association's Facebook Platform allowed such engagement. The CE also said that Tenant Involvement Officer had a database of interested tenants, which was constantly increasing, and the intention in the future was to utilise the group to this end.

Meeting closed at 18:55 hrs