

MINUTES OF THE MEETING OF THE COMMITTEE OF MANAGEMENT OF WHITEINCH AND SCOTSTOUN HOUSING ASSOCIATION LTD HELD AT 7.00PM ON WEDNESDAY 25th SEPTEMBER 2024 at WSHA OFFICES

Present:
L Stevenson (Chairperson)
M Burke
L Mimmagh
E Howat
G Johnstone
R Brown
E Dorrian
J Simon

In Attendance:
J Ward Chief Executive Officer
A Reid Director of Finance & ICT
S Shone Director of Housing & Community Services
R Clegg Interim Director of Property Services
P Latham Director of Corporate Services
N Adams Corporate Services Officer

1. WELCOME & APOLOGIES

The Chairperson welcomed everyone to the meeting and introduced [REDACTED], Director of Research Resource, who was attending the meeting to provide an overview the Tenant Satisfaction Survey results.

Apologies were received from E McShane, J Haughey, S Conlin, L Reid McConnell and D Keaveney.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. CHAIRPERSON'S REMARKS / COMMITTEE & STAFF NEWS

Committee were advised that [REDACTED], Director of Housing and Community Services, has tendered her resignation and will be leaving at the end of the year to take up an appointment with Viewpoint Housing Association.

The Committee congratulated Sue on her new appointment and noted she will be missed at WSHA.

4. MINUTES OF THE PREVIOUS MEETINGS & MATTERS ARISING

The minutes of the meeting on 28th August 2024 were **APPROVED** by the Committee.

4.1 There were no matters arising.

5. TENANT SATISFACTION SURVEY PRESENTATION

[REDACTED] from Research Resource presented a summary of the outcomes of the tenant satisfaction survey which was conducted in July/August 2024.

A cross-section of tenants were surveyed, with a 50% sample last year and 50% this year.

Key highlights include:

- 94% satisfaction with service – noting a positive change against last year.
- Strong results around keeping tenants informed, opportunities to participate, satisfaction with quality of the home, repairs service, contribution to management of community and value for money for rent.
- It was noted that the newsletter is the top-rated method that tenants wish to be kept informed. The 65+ age group are less likely to have digital communication as a preference.
- Telephone is the preference for contacting the office at 97%, followed by a visit to the office (24%) and email (19%).
- There is high satisfaction with customer contact – 96%.
- It was noted there is an improving picture in relation to affordability. This notes a significant change from 2023: 39% > 2024: 75%.
- Tenant priorities: repairs and maintenance and quality of the home.

Committee asked about the EDI spread of the survey. It was noted that:

- 1/3 of respondents said they had a disability
- 76% of respondents were White Scottish. This was followed by a spread of other ethnicities: Pakistani, Polish, Indian and African

The full report will be shared with the Committee in the Document Library.

It was noted there is a need to be stronger on transactional surveys and use this data to target promotion of services i.e. fuel poverty / energy advice.

Committee **NOTED** the presentation.

6. CORPORATE SERVICES REPORT

HR Update

The Director of Corporate Services advised Committee that due to [REDACTED] tendering her resignation, in accordance with the Recruitment Policy, the post will be advertised internally on a 12-month interim basis. If internal recruitment is unsuccessful, it will go to external recruitment through EVH. The timetable for external recruitment, if required, is outlined in the report. The costs associated with the recruitment campaign through EVH are £900.

It was noted that [REDACTED]'s contract has been extended.

The Director of Corporate Services advised Committee of the Staffing Sub-Committee meeting next week.

Committee **APPROVED** the recruitment of a new Director of Housing and Community Services, in line with existing policies and procedures.

6.1 ALCOHOL & SUBSTANCE MISUSE POLICY 2024

Committee asked if there were any specific provisions outlining alcohol and substance misuse while home working, and random alcohol and substance testing. The Director of Corporate Services advised that the policy is aligned with the EVH model and testing is not commonplace within the sector.

It was noted that this will be taken back to EVH to ask if testing should be incorporated into the policy including how a suspected case of misuse triggers testing and what testing looks like.

Committee **APPROVED** the Alcohol & Substance Misuse Policy.

6.2 DIGNITY AT WORK POLICY 2024

Committee **APPROVED** the Dignity at Work Policy.

6.3 RETIRAL & LONG SERVICE AWARD POLICY

Committee **APPROVED** the Retiral & Long Service Award Policy.

6.4 DISCLOSURE POLICY

Committee **APPROVED** the Disclosure Policy.

7. PROPERTY SERVICES POLICIES FOR APPROVAL

The Director of Property Services advised Committee the six policies brought for approval conclude the review of the 'big 7' tenant and health safety policies; the Damp and Mould Policy was previously approved. The policy reviews incorporate comments and suggestions from the Scottish Housing Safety Network to ensure all policies are fit for purpose and robust.

7.1 LEGIONELLA POLICY

Committee asked whether the reference to pipework concerns at MSF are a cause for concern. It was confirmed these are minimal issues and the MSF is checked more frequently (every 6 months rather than annually).

It was noted the risk assessment recommendations determine the frequency of the checks of the tanks. The Director of Property Services advised Committee WSHA are pro-active in looking at tenemental properties and conducting assessments to reduce risk moving forward.

Committee **APPROVED** the Legionella Policy.

7.2 GAS MANAGEMENT POLICY

Committee **APPROVED** the Gas Management Policy.

7.3 LOLER MANAGEMENT POLICY

Committee **APPROVED** the LOLER Management Policy.

7.4 ASBESTOS MANAGEMENT POLICY

Committee asked how much asbestos is present in the stock. It was discussed that it is more significant in the MSF properties, with asbestos contained within the doors. Tenants are advised, and checks are in place.

Through the annual close inspections, where a close is identified as containing asbestos containing materials, the close is then checked more often.

Committee **APPROVED** the Asbestos Management Policy.

7.5 FIRE SAFETY POLICY

Committee **APPROVED** the Fire Safety Policy.

7.6 ELECTRICAL SAFETY POLICY

Committee **APPROVED** the Electrical Safety Policy.

8. COMMUNITY INVESTMENT AND PARTNERSHIPS MANAGER

The Chief Executive gave the Committee background to the creation of the post, noting through the takeover of TWC it was identified that the Centre Manager role was not fit for purpose. A consultant has been engaged to secure funding and to put together a sustainable business operating model for TWC. It was noted the report gives more detail as to the phases and timeline involved.

The CEO advised that after transfer of the asset, there is a need to put someone in post who will be responsible for taking forward TWC's new business plan, engaging with the Board of Directors, rebranding TWC and the relaunch of the centre, and taking the business forward.

It is proposed the new post is contracted for 28 hours a week to mitigate costs.

The costs of the post will be covered by revenue streams from TWC plus a contribution from WSHA.

Since the consultant has been in place, £235k of funding has been brought in. It was noted that the post requires someone who will generate business development, look at social value measurement and lead on tenant and community consultation. Therefore, appropriate remuneration is required to ensure the appropriate level of knowledge and skills for the business to ensure future funding for sustainment.

It was noted the Community Partnership Agreement will evolve into an Intra-group Agreement which will detail the shared services between WSHA and subsidiaries.

Committee questioned why the business case for creation of the role had not previously been mentioned at a TWC Board Meeting and the CEO advised it had not been formalised at that date.

Committee discussed the lack of essential qualification in the role profile and it was agreed a qualification could be added to desirable: degree qualification or equivalent relevant experience in a community role. It was also noted that the advertisement could note that training and development opportunities are available for the successful candidate.

It was confirmed that, in line with the Recruitment Policy, the post would be advertised internally first.

Committee **APPROVED** the introduction of the post of Community Investment and Partnerships Manager. The paper will be taken to the next meeting of TWC Board. If approved, recruitment will then commence.

9. COMPANY SECRETARY REPORT - DIRECTOR APPOINTMENTS TO THE WSHA SUBSIDIARIES

The Director of Corporate Services reminded Committee of the decision to appoint staff to subsidiary Boards as a training and development opportunity and confirmed that existing Board Directors had stepped down. Staff who put themselves forward for the positions are a good mix of ability and age profile. It was noted there is a risk due to some staff not previously being involved at Board level, however, to mitigate this, Peter Latham and Andrew Reid will remain on the Boards, alongside Sue Shone and Robert Clegg's appointments. It was noted the more senior staff will pass on their experience and will provide support to new Directors to support them to feel comfortable to ask questions and learn. It was noted that Board minutes will be reported back to the Management Committee.

Committee **APPROVED** the appointment of the following individuals to the WSHA subsidiary boards:

WS Estate Services Ltd: Sue Shone, Paul Hughes and Lauren Cadwallender.

WS Property Management Ltd: Robert Clegg, Lisa Wards and Ali Dowlatshah.

The Whiteinch Centre: Rory Brown, Lana Reid McConnell, Annette Hastings, Rod Hunter and James Ward.

10. PROPERTY ACQUISITION: 2 EDZELL COURT

The CEO advised Committee of the change in Scottish Government funding position - £40m acquisition funding is in place with £11m allocated to Glasgow City Council. It was noted historically funding was 100% for acquisitions. However, in May/June the Government could not commit to any funding. It has now been confirmed the level of funding available for acquisitions is 75% of home report value and 50% for refurbishment costs depending on the style of property.

The CEO advised Committee that at closing date, the offer for 2 Edzell Court fell through and on the basis of funding now becoming available, WSHA have negotiated a price to acquire the property: £227k. The home report value is £220k and it was on the market at £230k. If the property were acquired, WSHA would own 11 properties in the cul-de-sac. Committee were advised the proposal is to settle on 31st October, with occupancy by third week in November.

It was noted there is a condition that priority is to be given to a Section 5 referral.

The breakdown of costs was noted as:

- Funding - £170k
- WSHA - £57k

It was noted there has also been a request made for £8k for kitchen and work in the back courtyard.

Committee **APPROVED** the acquisition of 2 Edzell Court and the use of WSHA cash reserves to complete the transaction.

11. SCOTTISH SOCIAL HOUSING CHARTER: NATIONAL REPORT AND LANDLORD REPORTS 2023/24

The CEO noted that further to papers being issued, the SHR have issued another letter notifying RSLs they are reviewing the ARC indicators.

Committee **NOTED** the Scottish Social Housing Charter: National Report and Landlord Reports 2023/24.

12. FINANCIAL RETURNS

Committee **NOTED** the Financial Returns.

13. AOCB

None.

10.1 DATE & TIME OF NEXT MEETING

WSHA Committee Meeting: **30th October 2024 @ 7pm**