

MINUTES OF THE MEETING OF THE COMMITTEE OF MANAGEMENT OF WHITEINCH AND SCOTSTOUN HOUSING ASSOCIATION LTD HELD AT 7.00PM ON WEDNESDAY 27th NOVEMBER 2024 at WSHA OFFICES

Present: L Stevenson (Chairperson)
L Mimmagh
E Howat
G Johnstone
R Brown
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.

Apologies were received from M Burke, S Conlin, E Dorrian, J Haughey, E McShane and D Keaveney.

2. DECLARATIONS OF INTEREST

██████████ noted his wife has recently gained employment with EVH as Senior HR Advisor.

There were no other declarations of interest.

3. CHAIRPERSON'S REMARKS / COMMITTEE & STAFF NEWS

The Chair informed the Committee the interviews for the Director of Housing and Communities post took place today and an offer has been made and verbally accepted. It was noted the quality of the candidates was remarkably high. Formal communication as to who has been successful in the role will be made in due course, once a formal contract offer has been issued.

4. MINUTES OF THE PREVIOUS MEETINGS & MATTERS ARISING

4.1 The minutes of the meeting on 30th October 2024 were **APPROVED** by the Committee.

4.2 There were no matters arising.

5. HOUSING & COMMUNITIES REPORT

The Director of Housing and Communities noted the report covers the key performance indicators for the team, notably: rent arrears and voids. It was highlighted that there is a new element to the report with a focus on Communities. This will continue to grow and develop as the service grows and develops, with a new Community Services Officer now in post.

Committee asked whether there was a particular issue with the contractor around voids, and

were advised there are a variety of reasons as to the turnaround times. It was noted in the last report there were two acquisitions that were included in the void figures which skewed the report. Committee noted it would be useful to see in the narrative how it looks without the acquisitions included and it was agreed these would be taken out from the figures and a narrative given. It was also highlighted that data is from the legacy system of Capita and it is hoped the new system will show more detail on reports.

Committee **NOTED** the contents of the report.

5.1 RENT CONSULTATION INFORMATION

The Director of Housing and Communities noted there will be a paper coming to the Committee in January with more detail as to responses from the rent consultation and to approve the proposed rent increase. This report is to provide insight to the information that has been sent to tenants via email, text and hard copies available in the office.

The rent consultation is now closed. It was noted that there has been an increase in the number of people who understand why the increase is happening. It was noted that this is a positive and can be attributed in part to the CAP helping to steer the document and increase awareness, understanding and appreciation of why rent is to increase, noting the added value elements of the service.

Committee noted it is a well laid out document, easy to read, with benchmarking against local comparable landlords useful.

Committee asked the reasoning behind the proposed 5.5% increase and were advised this is due to the 5-year commitment and focus on significant investment programme, alongside enabling catch-up from two prior rent freezes.

It was noted if using the CPI model, we will never match income to expenditure based on CPI +1.

Committee **NOTED** the Rent Consultation Information.

6. RENTAL INCOME MANAGEMENT POLICY REPORT

The Director of Housing and Communities advised Committee this was a re-writing of the previous Rent Arrears Policy. It was noted this has gone through several stages before being presented to Committee, including via the CAP, the staff team, legal check and has been shared with the Auditor.

Committee **NOTED** the Rental Income Management Policy Report and **APPROVED** the adoption of the Rental Income Management Policy.

6.1 RENTAL INCOME MANAGEMENT POLICY

Committee **APPROVED** the Rental Income Management Policy.

7. CORPORATE SERVICES REPORT

The Director of Corporate Services presented five policies to the Committee for approval,

highlighting the Staff and Committee Codes of Conduct have been prepared by an SFHA/EVH working group and rubber stamped by the Regulator, the introduction of two new policies – Menopause Policy and Notifiable Events Policy – and the minor changes to the Committee and Staff Member Expenses Policy.

Committee asked about training in relation to the Menopause Policy in the context of line managers supporting staff and giving staff confidence to know that managers have had training. The Director of Corporate Services noted training has been conducted and will be refreshed over time. It was noted the policy is not overly prescriptive, and the procedures will include areas on training.

Committee **NOTED** the Corporate Services Report and **APPROVED** the policies presented: Code of Conduct for Staff, Code of Conduct for Committee, Committee and Staff Members Expenses Policy, Menopause Policy and Notifiable Events Policy.

7.1 CODE OF CONDUCT FOR STAFF

Committee **APPROVED** the Code of Conduct for Staff.

7.2 CODE OF CONDUCT FOR COMMITTEE

Committee **APPROVED** the Code of Conduct for Committee.

7.3 COMMITTEE AND STAFF MEMBERS EXPENSES POLICY

Committee **APPROVED** the Committee and Staff Members Expenses Policy.

7.4 MENOPAUSE POLICY

Committee **APPROVED** the Menopause Policy.

7.5 NOTIFIABLE EVENTS POLICY

Committee **APPROVED** the Notifiable Events Policy.

8. HYBRID WORKING

The Director of Corporate Services gave a brief overview of the report noting hybrid working has been in place for the past 3 years and proves extremely popular with staff. In addition, it is a positive for recruitment and retention and there would be adverse consequences if it were removed.

There have been no instances of deterioration in service delivery due to hybrid working and no complaints received as to lack of service.

Committee asked if the front desk is manned at all times, and it was confirmed that reception is always staffed.

Committee **NOTED** the contents of the Hybrid Working Report and the Hybrid Working Model - Staff Survey Results 2024 and **APPROVED** the renewal of the current hybrid working arrangements to December 2025.

8.1 HYBRID WORKING STAFF SURVEY RESPONSES

Committee **NOTED** the Hybrid Working Staff Survey Responses.

9. ARC CONSULTATION RESPONSES

The CEO advised Committee that the SHR previously put out a consultation document to gather opinions on the ARC. Subsequently, GWSF & SHN have held events and have gathered opinions to submit on behalf of members.

The GWSF report shows responses to the consultation in relation to the proposals to remove, re-introduce and create new indicators (tenant safety indicators: EICRs, damp and mould, measurement of homelessness.)

The CEO proposed Committee accept the suggested responses from both membership organisations. Committee agreed.

Committee **NOTED** the ARC Consultation Responses Reports from GWSF and SHN in response to the SHR's consultation on Charter Indicators.

10. TENANT SATISFACTION (2024-25)

The Director of Housing and Communities noted this report details the main headlines from the Tenant Satisfaction Survey and resulting Action Plan, based on the comments received in the survey. It was noted there have been no major red flags and comments made on specific issues have been addressed. It was highlighted the questions have been based on patches which allows for trends to be identified and allows for a focus in investment.

It was noted that the most important thing to tenants is a warm, safe home and we deliver on this. The statistics surrounding concern over fuel and food have decreased, however it was noted the context has changed slightly to support this. Committee were assured this is on the radar to ensure this does not increase and a key strategic priority for the communities team and communities fund is to deliver a project to support food/energy. At present, Cosy Connections takes place in the café every day from 2.30/3pm where there is free access to hot drinks/food/soup.

Committee asked that the action plan notes what success looks like at the target date. It was noted all actions should be completed by the end of March, with any actions likely to extend beyond this timeline becoming part of an operational delivery plan.

Committee noted the positive step to include "you asked, we did" statements as part of the next survey.

Committee **NOTED** the Tenant Satisfaction (2024-25) Report.

10.1 TENANT SATISFACTION SURVEY RESULTS 2024

Committee **NOTED** the Tenant Satisfaction Survey Results from August 2024.

10.2 TENANT SATISFACTION ACTION PLAN (2024-25)

Committee **NOTED** the Tenant Satisfaction Action Plan (2024-25).

11. AOCB

The CEO advised the Committee of upcoming events:

- The Christmas Fayre is on Saturday 30th November 2024.
- Pantomimes are being held in The Whiteinch Centre on 13th & 16th December. These will use a new model of “low cost, no cost” whereby tickets are free to tenants, £2.50 for those living in the G14 postcode, and £5 for all others. It is anticipated the money generated from ticket sales will cover the costs of the production.
- The Centre will be used as a family ceilidh venue for some Celtic Connections in January.
- Afternoon Tea for Over 65s is on 4th December

Thanks were given to Sue for supporting the Committee and being part of the Executive Team as this is her last Committee meeting before leaving WSHA in December.

10.1 DATE & TIME OF NEXT MEETING

WSHA Committee Meeting: **29th January 2025 @ 7pm**