

MINUTES OF THE 521ST MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 27TH OCTOBER 2021 AT 6.00 PM BY ZOOM VIDEO CONFERENCE.

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| PRESENT: | S. James A. Ballantine C. Green A. McLaughlin J. Scott M. Symons [REDACTED] Y. Robbie | Chairperson |
| IN ATTENDANCE: | J. McBride L. Ferrie O. McMillan L. Ramsay G. Scott | Chief Executive Housing Manager * Maintenance Manager Finance & IT Manager Development Manager |

1. (a) Apologies

Apologies were submitted on behalf of Cllr. M. MacLaren, [REDACTED] and E. McDermott (Committee members).

(b) Declarations of Interest

J. McBride advised that L. Ferrie would leave the meeting for the final part of agenda item 3. There were no further declarations of interest.

2. (a) Minutes of Management Committee Meeting : 29.09.21 (No.520)

The Minutes of the Management Committee meeting held on Wednesday, 29th September 2021 (No.520) were proposed correct, on a motion proposed by M. Symons and seconded by J. Scott.

(b) Matters Arising

There were no matters arising.

(c) Minutes of Special General Meeting : 15.09.21

The Minutes of the Special General Meeting held on Wednesday, 15th September 2021 were proposed correct, on a motion proposed by M. Symons and seconded by S. James.

(d) Matters Arising

There were no matters arising.

3. Human Resources

J. McBride presented agenda item 3, Human Resources and spoke to the following:

General

- A request to return corporate governance paperwork issued to G. Corry.
- FLAIR Academy programme and request for Committee attendance support by W.H.A.

Staffing & Recruitment

Former Development Officer Post (Grade 5, 28 hrs p/w)

G. Scott presented a request to authorise, in principle, the recruitment of an “**Estates & Development Assistant**” at W.H.A. Grade 4, 35hrs p/w, in lieu of the previous Development Officer post (as noted above). A broad outline of duties and reasons for the proposed change were discussed along with costs. Given that it was a new post, it was agreed to provide a job description and person specification to the Committee for information once the post had been agreed in principle.

Committee approved the post, on a motion proposed by M. Symons and seconded by A. Ballantine.

Community Regeneration Co-Ordinator (Grade 4, 35 hrs p/w)

G. Scott updated Committee on the recruitment of the new Community Regeneration Officer advising that the successful candidate had been offered a 35 hour a week contract, but would work initially at 28 hours per week, to be increased to 35 hours a week once childcare arrangements had been put in place.

It was confirmed that the total staffing commitment made to Community Regeneration by Committee, was 1.5 WTE including the vacant part time post previously shared with Barrhead H.A. and that suggestions made regarding advertising of Community Regeneration posts would be considered when recruiting for the 0.5WTE vacancy.

Community Regeneration Post (17 ½ hrs p/w)

G. Scott advised that the vacancy was being held until new F/T post holder (above) was in place and established.

3. Human Resources (Staffing & Recruitment)

Temporary Factoring Assistant (Long term sick leave cover)

L. Ferrie advised that [REDACTED] had now joined the Housing Team on an initial 6 month period, commencing 13th October 2021, following interviews held on 8th October 2021 and had settled in well.

Temporary Area Housing Assistant (Long term sick leave cover)

L. Ferrie advised that there had been a poor response to the advert for the post and the advertising strategy for the post was being reconsidered, along with the potential for current part time housing staff taking on additional hours and duties for a fixed period.

Former Customer Services Assistant post (Grade 3 21hrs p/w)

L. Ramsay advised that the postholder had now been transferred to Finance & IT and the temporary duties formalised to that of a Digital Assistant, in order to progress the website and digital engagement strategy.

GDPR Audit & Freedom of Information Compliance

J. McBride reminded Committee that they had approved additional resource to assist with the workload currently being carried out by L. Ferrie, in relation to Freedom of Information and GDPR and that it had been identified that, whilst GDPR and FoI would not require a full time staff member, there was a substantial new workload that had emerged, in order to meet the requirements of the Equalities Data Collection exercise and implementing the recent guidance issued by the deadline of March 2022. Coupling the Equalities Data work required with the GDPR and Freedom of Information workload, SMT had created a combined job description and requested to advertise for a full time **Information Compliance Officer** at W.H.A. Grade 4 level for an initial 6 month period.

J. McBride further advised that the strategy would also allow Committee to formally reference this as the approach to Equalities Data compliance with the Scottish Housing Regulator and highlighted in the 2021 Annual Assurance Statement. Committee approved the post, on a motion proposed by M. Symons and seconded by A. Ballantine.

It was further agreed that the requirement to maintain the areas covered by the post on a permanent basis would be brought back to Committee, at a later date, now that the initial requirement to bring in a resource quickly to cover FoI and GDPR and commence work on the Equalities Data Guidance had been approved. J. McBride highlighted the importance of the work given the content of the Assurance Statement and recent SHR emphasis placed on equalities.

3. Human Resources (Staffing & Recruitment)

Maintenance Assistant (Grade 4, 35 hours p/w)

O. McMillan updated Committee on the outcome of the Staffing Sub Committee (SSC) meeting held on 21st October 2021.

Following discussion, Committee agreed to ratify the decision proposed by the Staffing Sub Committee (Ref. SSC confidential minute), on a motion proposed by J. Scott second by Y. Robbie.

Pensions (Consultation Exercise)

L. Ramsay advised that the staff pension consultation would close on 30th November 2021 and a report provided at the December 2021 Management Committee meeting for consideration and decision.

It was noted that a general pension overview presentation had been arranged for staff, hosted by [REDACTED] of Chiene & Tait on 2nd November 2021 and that whilst all staff had been invited to attend, the meeting would be recorded and made available to those staff unable to attend due to work commitments and/or leave.

EVH

J. McBride advised that the following documents had been provided within the Committee papers:

- September 2021 Newsletter.
- November 2021 Committee Meeting Agenda and minutes from October 2021 meeting.

Chief Executive Recruitment Process

L. Ferrie left the meeting at this point.

J. McBride updated Committee on progress with the recruitment process, highlighting the timetable provided and advising that the process was now well underway with all required meeting dates agreed by the recruitment panel and supported administratively by L. Ramsay.

J. McBride further advised that SHR were fully up to date with progress by meeting and email and that L. Ramsay would now take over as point of contact alongside S. James.

Chief Executive Recruitment Process Contd.

J. McBride confirmed that necessary paperwork and contract amendments had been put in place to cover the interim management arrangements put in place commencing Monday, 8th November 2021.

4. Annual Assurance Statement 2021

L. Ferrie re-joined the meeting and J. McBride presented Agenda Item 4, providing an overview of the regulatory annual assurance statement process and a summary of evidence available and/or provided throughout the year to allow Committee to sign off the 2021 Annual Assurance Statement, as required by the Scottish Housing Regulator.

J. McBride further advised as follows:

- Specific reference had been made in the statement on the service impact of the pandemic in 2020/21.
- Specific commitment had also been made on implementation of the equalities and data collection guidance issued to the sector in August 2021.
- That following signing and submission to SHR, the 2021 Annual Assurance Statement would be published on the W.H.A. website, to notify tenants and service users of our assurance and compliance level.
- Committee are duty bound to notify the SHR of any material changes to the assurance contained within the statement during the coming year.

Following discussion, Committee noted the content of the summary report and approved the proposed final statement wording as presented, for submission to the Scottish Housing Regulator by the 31st October 2021, on a motion proposed by M. Symons and seconded by C. Green.

5. Policy Reviews

L. Ramsay presented agenda Item 5, summarising two policies that had been presented to Committee for review and approval:

Committee reviewed and approved the following policies, on a motion proposed by M. Symons and seconded by S. James:

- IT Disaster Recovery Policy
- Staff Expenses Policy

6. Chief Executive Report

J. McBride presented agenda item 6, the Chief Executive report and updated the Committee on the following matters:

- Covid-19 service update.
- 3 x Notifiable Events with the Scottish Housing Regulator.

Rule Change

TC Young continue to assist with the final elements of the rule change process noted as follows:

- The Financial Conduct Authority (FCA) had now approved the rule change and the rules were now in force commencing 14th October 2021. TC Young would notify SHR. on our behalf, as part of the Notifiable Event process.
- Given that FCA approval had been achieved and the rules were live, OSCR had also been formally notified and the rule change process was now complete.
- It was also expected to receive confirmation from OSCR that they had received the notification as above.
- It was expected that SHR would now close the Notifiable Event now that OSCR had been notified and SGM minutes provided.

Annual Report 2020/21 (Including SSH Charter Performance)

The 2021 report was complete and had been posted on the website on 22nd October 2021 and hand delivered to customers on week commencing 25th October 2021. It was noted that the SHR deadline for reporting on charter performance was 31st October 2021 and had been achieved.

GWSF

J. McBride provided an update from GWSF on:

- Tenant Grant Fund.
- Meeting with [REDACTED] and [REDACTED].
- Bi-Monthly Membership update.

Scottish Housing Regulator (SHR)

There was no guidance or correspondence from SHR to report. A link to recent general publications on the Regulator's website was provided and Committee members were encouraged to keep up to date with general publications from SHR.

7. Complaints Handling: Quarter 2: 2021/22

L. Ferrie presented agenda item 7 which detailed the service delivery complaints received during quarter two of 2021-22 and the recorded performance, in respect of acknowledging and resolving them within the prescribed timescales.

Committee discussed and noted the content of the complaints handling performance report and discussed, in particular, complaints regarding the new landscape maintenance contractor and ongoing actions taken by Senior Management to resolve the poor performance delivery issues.

8. Housing Management: Quarter 2: 2021/22

L. Ferrie presented agenda item 8, which detailed service delivery performance, in the following areas within Housing Management:

- Anti-social behaviour complaints.
- Estate Management complaints.
- Housing and transfer list.
- Void properties.
- Allocations and average days to let.
- Court actions.
- Rent arrears.

Committee discussed and noted performance, particularly around homelessness targets and in the areas as noted above.

9. Development: Quarter 2: 2021/22

G. Scott presented agenda item 9, which detailed grant received, expenditure incurred, and progress made against each of the projects within the Association's development programme as follows:

Albert Road, Renfrew 42 Units: McTaggart Construction **Site start – 16/08/21 (Progressing well)**

The following document was also presented as an appendix to the report:

- Community Benefits update from McTaggart Construction group.

G. Scott summarised progress with the development since the previous report as follows:

- Expenditure to date: £1,447,853.
- Grant received to date: £1,424,182.
- The site compound had been established.
- Construction work was progressing well.
- Initial drainage work had been completed.
- Five building foundations had been poured.
- It was anticipated that the full Scottish Government grant allocation of £3.3M would be exhausted in 2021/22 as planned.
- Community benefits were now being delivered by the contractor.
- A risk matrix was provided analysing and assessing the key risks and mitigating factors at this stage in the project.

North Road, Johnstone Estimated 31 Units (Future Planned)

- Expenditure to date: £22,303.
- Estimated site start April 2023.
- A number of meetings have now taken place with McTaggart Construction to discuss potential unit numbers, house mix and site layout.
- Previous estimate of 25 units had now been increased to 31 units.
- Initial pre-application discussions have taken place with Renfrewshire Council's Planning and Roads department and outputs taken on board in design planning stage.
- DM Hall Surveyors have been appointed to carry out a pre-acquisition site valuation.
- The project is included in Renfrewshire Council's Strategic Housing Investment Plan (SHIP) scheduled to draw grant in 2023/24.

9. Development: Quarter 2: 2021/22

Cartha Crescent, Paisley Estimated 25 Units (Future Planned)

- Expenditure to date: £26,682.
- The project is included within Renfrewshire Council's Strategic Housing Investment Plan (SHIP).
- Nothing further to report at this stage.

10. Finance: Quarter 2: 2021/22

L. Ramsay presented agenda item 10, the financial report for the second quarter of 2021-22 period ended 30th September 2021, comprising the following:

- Statement of Comprehensive Income.
- Statement of Financial Position.
- Statement of Cash Flows.
- Detailed Income/Expenditure variance analysis.
- Cash and Bank detail.
- KPI Ratios.

The key financial performance highlights were reported as follows:

- Turnover at £4.1m to date is in line with budget – full year forecast is in line with budget expectations.
- Operating Costs at £3.1m to date are £161k lower than budget – mainly timing of cyclical spend & savings in salaries & overheads. Full year forecast shows cost savings of £0.1m.
- Surplus at Q2 of £1.0m is £150k better than budget – full year forecast is £0.1m better than full year budget.
- Capitalised planned maintenance programme has had £168k of costs to date. Full Year spend was budgeted at £1.5m however latest forecast is for spend to be £0.8m with the Windows programme now likely to be delayed to next year.
- Development: £249k of spend to date on Albert Road. Full year costs are projected to be £3.4m against budget of £4.8m with the balance of costs now expected to be incurred next year. Grants receivable of £2.6m are still in line with budgeted levels.
- Cash inflow of £1.1m in the 6 months to Sep 21. This is expected to reduce by £0.3m in the next 6 months with closing cash at March 22 forecast to be £10.2m which is higher than budget levels of £8.1m. This is due to delays in both the development and planned maintenance programmes.
- All key financial ratios gave a satisfactory return.

Committee noted the content of the financial reports.

11. Maintenance: Quarter 2: 2021/22

O. McMillan presented agenda item 11, which detailed service delivery performance, in the following areas within property maintenance:

- Average repair completion times (by category).
- Repairs completed “Right first time”.
- Satisfaction with the repairs service (Summary information).
- Full quality satisfaction survey carried out by “Research Resource” on satisfaction with repairs (Q2 2021/22).
- Post inspection of repairs.
- Gas safety checks/services. (No timescale failures to report).

Committee were satisfied with performance reported and noted the content of the report.

O. McMillan also presented an update on the following items:

Fire Regulation LD2 upgrade work:

It was noted that only 116 lettable properties were still to be upgraded and that our gas maintenance contractor (James Frew) would now pick up the work at the annual gas service visit.

Planned/Cyclical maintenance procurement

Kitchens

- The delayed 2020/21 programme was now completed.
- Now procuring 87 kitchens for 2021/22 programme and may include procurement of a further 40 kitchens planned for the 2022/23 programme as one contract, spanning two financial years.

Bathrooms

- The 2020/21 programme had been further delayed due to material supply chain difficulties, although these have been overcome and work will now commence on 15th November 2021.
- Now moving to procure 153 bathrooms via the framework for 2021/22 programme.

11. Maintenance: Quarter 2: 2021/22 Planned/Cyclical maintenance procurement

Boilers

- Now procuring 30 boilers for 2021/22 programme and may include procurement of 60 further boilers planned for the 2022/23 programme as one contract, spanning two financial years.

Windows

Two tenders returned from a possible five. The tenders were opened and recorded on 15th October 2021:

- Contract Building Services: £1,479,067 + VAT
- Everwarm: £1,546,783 + VAT

It was noted that both tenders returned at more than double the estimated cost in the budget/financial plans. ADA Construction Ltd. confirmed that costs had risen significantly, due to an overdemand for construction work and a shortage of materials and skilled labour and that this was now a common issue across the sector.

It was agreed not to award a contract at the inflated costs and to postpone the retendering of the contract to allow time to monitor the market for a more favourable climate to tender. Further consideration would also be given to the specification of the windows, to allow the contract to go ahead, if required, and to stay within overall budget constraints, although it was confirmed that the windows in the programme were still operating satisfactorily.

O. McMillan would advise the affected tenants at the earliest opportunity.

Cyclical Maintenance

Currently procuring:

- Five Year Gutter Cleaning Contract: Tender returns due on 5th November 2021.
- Five Year Cyclical Painting programme: Delay in issuing tender due to changes in paint specification. Tender expected to be issued late October and returning at the end of November 2021.
- 3 Year Communal Ventilation System Maintenance – ongoing.

Other: Novation agreement

It was planned to sign the novation agreement (as presented as an appendix) from the McDougall Group to McGill FM as presented.

12. Business Plan: Quarter 2: 2021/22

J. McBride presented agenda Item 12, which detailed the quarter end position achieved against each of the objectives contained within the business plan.

J. McBride gave a brief update the progress made against the items within the objectives that had not been discussed earlier in the meeting, noting in particular, the planned go live date for the new website of 5th November 2021.

Committee noted the content of the report.

13. Any other business

Given that it was his final Management Committee meeting, M. Symons thanked J. McBride for his service at W.H.A. as Chief Executive and Finance Manager over the previous 20 years and wished him well for his future career in his new post.

J. McBride thanked the Committee for their support, both personally and for the work of Williamsburgh Housing Association and assured them that the organisation would continue to go from strength to strength led by the new Chief Executive when in post, who would be more than ably supported by a hugely experienced and committed Senior Management Team that he also owed a huge debt of gratitude to.

14. Date and Time of Next Meeting

S. James thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association would be held on Wednesday, 15th December 2021 at 6.00pm on Zoom.

CHAIRPERSON:

DATE: