

MINUTES OF THE 533RD MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 26TH OCTOBER AT 6.00PM AT RALSTON HOUSE AND OVER TEAMS.

PRESENT:	J. Scott	Acting Chairperson
	C. Green	
	M. Symons	
	Cllr M. MacLaren	
	D. Eadie	
	T. Thomson	
	E. McDermott	
IN ATTENDANCE:	J. Grant	Chief Executive Officer
	L. Ramsay	Head of Finance & Corporate Services
	L. Reynolds	Head of Property Services
	G. Scott	Head of Development
	██████████	RGDP (Agenda Item 4)
	██████████	Research Resource (Agenda Item 7)

Election of Acting Chairperson

In the absence of S. James (Chair), the Committee elected J. Scott to Chair the meeting, proposed by M. Symons, seconded by C. Green.

1. (a) Apologies

Apologies were received from S. James, A. Ballantine, J. Kerr (Committee members) and L. Ferrie (Head of Housing Services).

(b) Declarations of Interest

There were no declarations made.

2. (a) Minutes of Management Committee Meeting: 21.09.22 (No.532)

The minutes of the Management Committee meeting held on Wednesday, 21st September 2022 (No.532) were proposed correct, on a motion proposed by M. Symons, seconded by C. Green.

(b) Matters Arising

There were no matters arising.

3. Annual Assurance Statement (AAS) 2022

J. Grant presented the report, explaining the purpose and content of the AAS and the self-assessment process conducted to populate the document, including recent consideration by the Committee at its September meeting. Several areas of enhanced compliance were evident, alongside an improvement process for a small number of areas, including the on-going delivery of Electrical Installation Condition Reports (EICRs).

A member asked how the areas for improvement were progressing. J. Grant advised that the EICR programme was progressing well and is on target to be finished by March, when compliance would return to 100%.

The Committee approved the AAS for submission to the SHR and publication, proposed by J. Scott, seconded by D. Eadie.

4. GDPR Update

████████ provided a detailed presentation covering progress against the GDPR project plan and next steps. She noted good progress overall and thanked the teams for their focus over the summer months, with around 80% of the project work now completed.

The Committee thanked ██████████ for her presentation and noted the strong progress being made.

4a GDPR Policy Review Programme.

L. Ramsay presented the report, noting that the suite of GDPR policies had been reviewed and amended by ██████████, along with three new policies being created. These covered a range of technical amendments designed to ensure on-going compliance to existing policies, with new policies for CCTV, Data Retention and DPIA procedure.

The Committee approved the revised and new policies, proposed by M. Symons, seconded by T. Thomson.

5. Management Committee Succession Policy and Plan

J. Grant presented the report, explaining the purpose of the policy changes and the benefits of having a new documented Succession Policy and Plan.

A member noted support for the plan and the importance of having further clarity on succession arrangements.

5. Management Committee Succession Policy and Plan Contd.

A member asked that the reference to the assumed succession from existing office bearers to the role of the Chair (Section 7 of the Policy) be amended. The current wording could be seen to exclude or deter other qualified members who wished to stand for election but were not currently office bearers.

It was agreed that Section 7 of the Policy would be revised to take account of this flexibility and then issued via email to members. Approval would be sought for the revised Policy and Plan by return or the report would be returned to the November meeting for further discussion and decision.

6. Tenant Engagement Strategy

J. Grant presented the report, explaining that this was an updated strategy which would introduce new ways of engaging with customers. While customer satisfaction with opportunities to participate was strong, the intention was to introduce a wider range of engagement routes, with early focus on estate walkabouts with customers in their neighbourhood.

A member noted support for the strategy and asked if Committee members could join the estate walkabouts. J. Grant advised it was the intention to include staff, Committee members and partners, including local Elected Representatives, to enable improvement actions to be delivered in a multi-agency approach.

The strategy was approved, proposed by M. Symons, seconded by E. McDermott.

7. Customer Satisfaction Survey 2022

████████ provided a presentation on the results from the large-scale tri-annual tenant and owner satisfaction survey. While satisfaction scores remained high overall, it was a mixed picture, with some scores reducing slightly but others increasing.

A member asked if there was any insight into the small reduction in overall satisfaction with W.H.A.'s services, particularly when some other areas had increased. ██████████ advised that there was a general reduction seen across the sector, probably resulting from reduced services through the Covid period. The pausing of some investment in window replacement was highlighted by a small number of respondents as areas for improvement. J. Grant advised that disruption to customer call-handling, from Covid absence, may also be a factor. Staff have now all returned to work with full service resumed.

The Committee thanked ██████████ for the presentation and commended staff for achieving good results in challenging circumstances.

8. Business Plan Q2

J. Grant presented the report, highlighting good progress against the strategic objectives in the second quarter and that the plan remained on track overall. Key areas of progress included new build delivery, corporate and governance improvements, compliance improvements and continuing strong performance in service KPIs.

A member asked about the timescale for taking forward the property services objectives on asset management and climate change/net zero. J. Grant advised that the stock condition survey would complete in November, meaning the new asset strategy could be commissioned afterwards.

The Committee thanked the teams for the good work and noted the report.

9. Chief Executive's Report

J. Grant presented the report, updating the Committee on the Scottish Government's rent freeze and the on-going financial scenario planning and impact assessments. He advised this will also involve a review of strategic options, notably to assess impacts on capital investment and future new build plans. The November Management Committee meeting will consider rent increase options, risks, and consequences. He also explained the changes to the rent consultation process that will be required for 2022/23, which will also be covered at the November meeting.

A member noted the challenge in setting rents in the uncertain context and balancing this with rent affordability. J. Grant acknowledged the challenge was amongst the most difficult ever seen in the sector and that tough choices would need to be made, always seeking a balance between investing in services and tenant affordability.

L. Reynolds updated on the reactive repairs service, noting that a temporary contractor was in place and that procurement planning was underway for a permanent solution. This would seek to reduce the risk by having dynamic options where more than one contractor would be available. A report will be provided to the November Management Committee meeting.

L. Ramsay updated on the pensions position, seeking approval to lead the review through the Finance, Audit and Corporate Services Sub-Committee (rather than a separate working group). This was approved, proposed by T. Thomson, seconded by D Eadie.

10. Any Other Business

- (a) The FLAIR A.G.M. would be hosted by Ferguslie Park Housing Association and held on 29th November at 18:30 in the Tannahill Centre. M. Symons and J. Grant will attend, on behalf of W.H.A.
- (b) J. Grant advised that he had met with a potential new Management Committee member, [REDACTED], who had been referred from the FLAIR Academy recruitment route.

11. Date and Time of Next Meeting

J. Scott thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association's Management Committee would be held on **Wednesday, 30th November 2022.**

CHAIRPERSON:

DATE: