



Agenda Item 3.1

Minutes

Reidvale Housing Association Management Committee meeting held on 28.09.22 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

Attendance:	Eddie Marley	Chair	Chairperson
	Helen Moore	HM	Vice Chair
	Jane Marley		Committee Member
	Isobel Brodie		Committee Member
	Paul McCrudden		Committee Member
	Ellen McVey		Committee Member
	Alastair Firth		Committee Member
	Victoria Willan		Committee Member
	Catherine Lowe		Co-optee
	Rona Anderson (part meeting)		Co-optee
Staff/Adviser(s)	Jill Cronin	JC	Interim Director
Attendance:	Jacqui Anderson	JA	Housing Manager
	Terry McKenna	TMcK	Maintenance Manager
	Graeme Bruce	GB	Finance Agent

NO.	ITEM	ACTION
	WELCOME AND ORDER OF BUSINESS	
	The Chair welcomed everyone to the meeting and handed over to the Interim Director for the Election of Office Bearers.	
	ELECTION OF OFFICE BEARERS	
	<p>It was agreed that:</p> <ul style="list-style-type: none"> • Eddie Marley and Helen Moore remain Chair and Vice Chair of the Association. • Catherine Lowe and Rona Anderson are both re-co-opted • The Interim Director will fulfil the role of Secretary <p>The meeting was handed back to Eddie Marley as Chair.</p>	

1.	APOLOGIES	
	There were no apologies.	
2.	DECLARATION OF INTEREST	
	There were no new declarations of interest.	
3,	MINUTES	
3.1	Draft Minutes of AGM 07.09.22	
	The Management Committee noted the draft minutes of the AGM 07.09.22. GB asked that himself and [REDACTED] (REDACTED- THIRD PARTY PERSONAL DETAILS), Chiene and Tait be added as In Attendance.	AD
3.1	Minutes of the Management Committee meeting of 31.08.22	
	The Management Committee noted the Minutes of the meeting of 31.08.22. The Minute of 31.08.22 was approved on a proposal by JM and seconded by AF.	
3.3	Confidential Minute from the Meeting of 31.08.22	
	See Confidential Minute sent separately.	
4.	COMMITTEE MEETING MATTERS ARISING SCHEDULE	
	The Management Committee noted the Committee Meeting Matters Arising Schedule. HM asked that Item 13 from the meeting of 25.05.22 be progressed. AF asked that the 3 items from meetings in 2021 be looked at regarding the length of time they have been on the schedule. CL stated that we shouldn't lose sight of these items. CL also asked that a date be arranged for the item from the meeting of 31.08.22 Item 8.2. JC confirmed that a date will be arranged.	JC JC JC/GB
5.	INTERIM DIRECTOR'S REPORT (CONFIDENTIAL)	
	See Confidential minute sent separately.	
6.	GOVERNANCE	
6.1	Governance Report and Appendices: A1 Work Programme; A2 Governance Improvement Plan; A3 Risk Register; A4 Business Plan; A5 Notifiable Events Register	
	JC presented the report and appendices.	

	<p>JC explained that on the GIP and Business Plan Objectives, a number of items have been separated and it is suggested that they are reviewed in 6 months time as opposed to progressing them as a priority. This is due to other works being progressed and the work being carried out with the Transfer of Engagement. The Management Committee agreed to these timescales.</p> <p>JC reported that all notifiable events are now closed off.</p> <p>AF asked if the Plan of Action to the SHR has been submitted. JC advised that monthly meetings are being held with herself and the SHR and due to the fact that they are receiving the Management Committee minutes they are satisfied with that.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the progress contained within the appendices. 10.1.2 agreed the work plan for the third quarter of 2022. 10.1.3 agreed the update to the risk register.</p>	JC
7.	STRATEGY	
	There was no Strategy report	
8.	FINANCE	
8.1	Chiene & Tait Management Letter Following 2022 Audit Paper and Appendices: A1 C&T Audit Summary Report 2022; A2 Management Letter Response 2022	
	<p>GB presented the report and Appendices.</p> <p>10. Recommendations 10.1.1 The Management Committee 10.1.1 noted the report contents. 10.1.2 approved the Management Letter response which GB will submit on 30.09.22.</p>	GB
8.2	Stonework Tender and Appendices: A1 Armours Tender Report; A2 Armours SPD Quality Assessment; A3 References – Confidential	
	<p>TMcK presented the report and appendices.</p> <p>CL asked who the Clerk of Works would be on the project. TMcK advised that he will discuss this with JC.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 considered the options available and agreed to award the stonework pilot project contract to the lowest</p>	<p>TMcK/JC</p> <p>TMcK</p>

	tender, CBC Stone and that the project be supervised and monitored closely. 10.1.2 agreed to postpone the works to the block 43 Garfield Street.	TMcK
9.	STAFFING	
	There was no staffing report.	
10.	OPERATIONS	
10.1	Policy Papers and Appendices: A1 Void Policy; A2 Entitlement Payments and Benefits Policy	
	<p>JA presented the Void Policy.</p> <p>AF asked that the word “is” is added to paragraph 3.2. CL asked that the word “inter linked” be added to the smoke, heat and co-detector section.</p> <p>JC presented the updates to the “Our People as Tenants or Service Users” section in the Entitlement Payments and Benefits Policy. CL also stated that she did not feel that bullet point saying that “the offer is approved by an Office Bearer of the Governing Body in advance” was required. JC advised that she would remove this point.</p> <p>10. Recommendations 10.1.1 approved the updated Void Management policy. 10.1.2 approved the updated Entitlement Payments and Benefits Policy with the additional removal of the bullet point discussed.</p>	<p>JA</p> <p>JC</p>
10.2	Analysis of Complaints 01.04.21 – 31.03.22	
	<p>JA presented the report.</p> <p>CL commented that the complaints appeared to be repetitive especially around repairs and that it should be more clear as to what we are actually doing around lessons learned. JA advised that she make this amendment on the next report.</p> <p>AF commented that he felt that the number of complaints in relation to the number of transactions shows a very good performance.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the contents of the report.</p>	JA

10.3	Overview of Anti-Social Behaviour 01.04.21 to 31.03.22	
	<p>JA presented the report.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the contents of this report.</p>	
10.4	Maintenance Managers Report	
	<p>TMcK presented the report.</p> <p>AF suggested that the costs for Bulk Uplift and Pest Control should be looked at again in the budget. AF also asked that Bulk Uplift is added to this report to show the costs.</p> <p>RA asked that the actual budget be shown for the quarter in the Expenditure report to show more clearly where the underspend and overspend is.</p> <p>CL asked if there had been any breaches within gas servicing. TMcK advised that there had not been any. CL asked that this be shown within the report.</p> <p>AF asked what other services could be dropped off by GCC and what the cost could potentially be to the association. JA advised that she could speak to GCC to ask if they could advise if they intend to make any more monetary savings through removal of services. .</p> <p>HM asked if there has been any discussion with GCC regarding close lighting costs. TMcK advised that he has contacted GCC regarding this issue and they are in the process of producing an estimated bill. CL asked that TMcK approach GCC to ask who their power supplier is for the close lighting.</p> <p>Recommendations 10.1 The Management Committee 10.1.1 agreed to continue providing a pest control service for rodent issues within our properties. 10.1.2 noted the contents of the report.</p>	<p>TMcK</p> <p>TMcK</p> <p>TMcK</p> <p>JA</p> <p>TMcK</p>
10.5	Landscape Maintenance Contract Extension (Confidential)	
	<p>TMcK presented the report.</p> <p>CL stated if this contract is retendered then there would be a gap in the service. TMcK advised that as it is coming in to the winter there will not be as much work being carried out and that any work required in the interim could be carried out by the caretaker contractor used by the Association.</p>	

	<p>[REDACTED] [REDACTED] [REDACTED] (REDACTED – COMMERCIALY SENSITIVE INFORMATION)</p> <p>Recommendations 10.1 The Management Committee 10.1.1 [REDACTED] [REDACTED] [REDACTED] (REDACTED COMMERCIALY SENSITIVE INFORMATION)</p>	TMcK
11.	QUARTERLY REPORTS	
11.1	Key Performance Indicators – Q1 2022/23	
	<p>JA presented the report.</p> <p>CL asked if the Q2 KPI report would be presented again at the November Management Committee meeting. JA confirmed that it would be due to be presented but that this will be looked at when the agenda is prepared.</p> <p>RA asked if there could be more information provided to show what is being done to fix the KPI figures where improvement is required. JA confirmed that she would add in further explanation and clarification.</p> <p>AF asked that more resource is put into debt collection as it is showing the beginning of a curve. JA advised that this is something that she is working on.</p> <p>CL asked in terms of the void time to relet if major repair times are taken out. JA advised that the system we are using is broken down to standard repair days and major repair days to show everything.</p> <p>JA advised that the Staff Absence would be reported in the next quarter report.</p> <p>5. Recommendations The Management Committee noted the contents of the report.</p>	<p>JA</p> <p>JA</p>
12.	ANY OTHER BUSINESS	
12.1	CL asked if a Schedule of Meetings could be provided for the next year.	JC/AD
13.	DATE OF NEXT MEETING(S)	
	18.10.22 – Finance Audit and Risk Sub-Cee	
	26.10.22 – Management Committee	