



Agenda Item 4.1

Minutes

Reidvale Housing Association Management Committee meeting held on 01.02.23 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

Attendance:	Eddie Marley	Chair	Chairperson
	Helen Moore	HM	Vice Chair
	Isobel Brodie	IB	Committee Member
	Alastair Firth	AF	Committee Member
	Jane Marley	JM	Committee Member
	Paul McCrudden	PMcC	Committee Member
	Ellen McVey	EMcV	Committee Member
	Catherine Lowe	CL	Co-optee
	Rona Anderson	RA	Co-optee
	Ian McLean	IMcL	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
	Ann Dundas	AD	Minute Taker

NO.	ITEM	ACTION
	WELCOME AND ORDER OF BUSINESS	
	The Chair welcomed everyone to the meeting.	
1.	APOLOGIES	
	There were no apologies.	
2.	DECLARATIONS OF INTEREST	
	JM and EMcV declared a new interest as they have joined the board of the Dennistoun Community Council.	
3.	MINUTES	
3.1	Minutes of the Management Committee meeting 30.11.22	
	The Management Committee noted the Minutes of the meeting of 30.11.22.	
	The Minute of 30.11.22 was approved on a proposal by JM and seconded by HM.	

	<p>[REDACTED]</p> <p>IB asked if the cameras were insured for vandalism and JA advised that she will raise this. IMcL asked if the cost included signage and this will also be checked.</p> <p>HM asked if 2 designated members of staff will be responsible for accessing the information and JA confirmed that this would be the case.</p> <p>PMcC asked how long the imagery would be available and JA confirmed that she was in discussion regarding this.</p> <p>IMcL asked if there was a CCTV policy and stated that we should have one in relation to this system so that Management Committee can agree it and this should include all the points raised above ie. where signage should be and what the signs should say; how long imagery is being kept etc.</p> <p>AF asked if all residents would notified of the CCTV and JA confirmed this will be done. JA advised that the use of CCTV is referred to in the Fair processing Notice issued to all service users.</p> <p>10. Recommendations</p> <p>10.1 The Management Committee</p> <p>10.1.1 agreed to accept the lowest quote received from DMI Fire and Security.</p> <p>10.1.2 noted the remaining content of this report.</p>	<p>JA/TMcK</p> <p>JC/JA</p> <p>JA</p> <p>JC/JA</p>

10.2	Resident Satisfaction Survey Nov. 2022 and App.1 – Resident Satisfaction Survey Final Report Nov. 2022 and App.2 Quote for Reidvale Continuous Monitoring	
	<p>JA presented the Report and Appendices.</p> <p>CL commented that the report states what the trends are but it doesn't say what is going to be done about them. JC advised that staff are going through the details and where an action plan can be put together this will be worked on. JC also reported that this will form part of the Internal Audit programme for this year will focus on the areas of the biggest drops in satisfaction. Internal procedures are also being reviewed. JC advised that some issues are attributable to matters outwith our control but agreed that estate management inspections; issues with investment and general quality of housing are causing some of the biggest drops in satisfaction.</p> <p>EM asked if the sample of 60 residents every quarter for the continuous monitoring would be a different 60 each time. JA confirmed that it would be.</p> <p>CL advised that it might be worth thinking about only surveying factored owners once per year and JA confirmed that she will discuss this with the company.</p> <p>RA advised that once the Action Plan has been put in place this would prove useful for having dialogue with residents. JA advised that moving forward with the tenant participation groups will allow this to happen.</p> <p>AF asked if staff carry out walkabouts and JA confirmed that they do and JA advised that she will be discussing the schedule for this over the next week with all staff. JC also advised that a walkabout is also carried out with the Estate Liaison Rep. from GCC and agreed that the estate inspections, where the association staff walk around the area, need to be more regular. JA will provide an Estate Management report to the April Management Committee.</p> <p>HM asked if comments are collated from residents when staff are talking to residents. JA confirmed that the foundation for this is in place and an improved version will be brought in April.</p> <p>AF questioned the section on Right First Time (RFT) against the KPI figures for RFT and felt that there was some disparity. TMcK advised that from the survey there is a list of people who have made these comments, and if they have agreed to be contacted, we will be able to follow up the</p>	<p>JC/JA/ TMcK</p> <p>JA</p> <p>JA</p>

	<p>issues. CL asked that the Consultant employed advise on the ARC submission should be asked to spend time on the results for the RFT in the survey against the KPI's. TMcK will discuss this with the consultant.</p> <p>10. Recommendations</p> <p>10.1 The Management Committee</p> <p>10.1.1 noted the content of the report.</p> <p>10.1.2 agreed to commence continuous monitoring from April 2023.</p> <p>10.1.3 accepted the quote received from MI Housing Services Ltd for continuous monitoring, to commence from April 2023.</p>	<p>TMcK</p> <p>JA</p>
10.3	Close Window Replacements Tender Return	
	<p>TMcK presented the report.</p> <p>CL asked if there were any owners in the properties and TMcK confirmed that there were and that they had been advised of the works.</p> <p>TMcK advised that the total spend to date, including this tender for 20 windows, would be £21,516 which is £16k under budget. IMcL asked why the budget figures were so high compared to the tender prices and TMcK advised that the budget figures were taken from the stock condition survey costs but are well below the surveyors costs. AF commented that under the Tenants Satisfaction Survey windows were a main point, and as we are £16k under, could the next phase not be included at this time. JC advised that we could look at this to see if it would be manageable.</p> <p>10. Recommendations</p> <p>10.1 The Management Committee</p> <p>10.1.1 accepted the lowest tender from Precision Windows and Doors.</p>	<p>TMcK/JC</p> <p>TMcK</p>
11.	ANY OTHER BUSINESS	
	There were no items to note. The staff left the meeting at this point.	
12.	DATE OF NEXT MEETING(S)	
	Finance Audit and Risk Sub-Cee – 14.02.23 – 5.00 pm Management Committee – 22.02.23 – 5.30 pm	