



Minutes of the Management Board meeting held on Tuesday 16 April 2019 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

Present: Joan McFarlane
Cllr Elspeth Kerr
Margaret Bowie
Tanith Diggory
George Rankin
David Riddell
Paul McBride

In attendance: Caroline Shepherd, Director
Duncan McKnight, Technical Manager
Caroline Meiklejohn, Housing Officer – Item 7.2
Stephen Watt – minute-taker

1. Apologies

- 1.1 Apologies were received from A Durnin and staff member P Burke.
- 1.2 C Jardine informed the meeting that A Durnin had been in contact to advise that a meeting schedule clash with her own housing organisation would mean that she would be unable to attend four Board meetings in 2019, but would be able to attend the Annual General Meeting (AGM) in August. It was agreed by the Board that she would be a great asset and that a special leave of absence is granted up to, and including, July 2019. C Jardine will advise A Durnin of the Board's decision.
- Action – C Jardine**
- 1.3 C Jardine informed the Board that L Stevenson had resigned from her position as Board Member.
- 1.4 C Jardine advised that R Coulter had been invited to the Board meeting as an observer, with a view to joining permanently if interested. At present, staff have been unable to reach her but will try again for next month's meeting. To ensure that numbers do not slip beneath the quorum threshold of seven (there are currently nine Board members), it was proposed that a membership drive

should take place in the coming months to encourage more people in the area to join the Board. This was agreed by all present.

Action – C Jardine

2. Declaration of interest

2.1 There were no declarations of interest.

3. Minute of the previous meeting

3.1 The minute of the meeting on 5 March 2019 was proposed by G Rankin and seconded by Cllr E Kerr.

4. Matters arising

4.1 Item 5.3: C Jardine sought an additional meeting to be arranged for immediately after the AGM in August. The sole purpose of this meeting is to appoint newly elected members, with no other business being discussed on the evening. This was agreed by all present.

5. Director's report

5.1 Entitlements, payments and benefits report – 2018/19

5.1.1 C Jardine presented the annual entitlements, payments and benefits report to the Board. There have been no entries in the register during 2018/19.

5.1.2 The Board approved the entitlements, payments and benefits report.

5.2 Complaints report – 2018/19

5.2.1 S Watt presented the complaints report for review and comment. There had been ten complaints received during 2018/19, all resolved within timescales and all upheld. The Board were satisfied that the small number of complaints received made analysis difficult to draw any significant conclusions.

5.3 Engagement Plan – 2019/20

5.3.1 C Jardine referred the Board to the Engagement Plan for 2019/20 which all RSLs are required to produce under the revised Regulatory Framework.

5.4 Strategy Away Day

5.4.1 C Jardine advised that S Watt had discussed the preferred time, date, venue and host of the Strategy Away Day for 2019 with all Board members. It had been established that the event would take place on Friday 31 May at the Golden Jubilee Hotel in Dalmuir, with Brian Coyle again facilitating the event.

5.4.2 It was agreed that this year's away day event will have a business theme in the morning and a team building theme in the afternoon.

5.4. A discussion ensued regarding persons to invite to speak at the away day. It was proposed that Colin Armstrong be invited to discuss new build development – process and funding.

5.5. M Bowie discussed the DRUMCOG training on 'Thriving Places' which took place on Monday 15 April, and suggested discussion around projects which would get people interested in housing. C Jardine advised that she would gather details from Ted Scanlon who had provided the DRUMCOG training, and ask S Watt to circulate round all Board members.

Action – C Jardine/S Watt

6. Depute Director's report

6.1 Exceptions Report

6.1.1 D McKnight referred the Board to the exceptions report which had been prepared by M Leach.

6.1.2 A discussion ensued concerning the impact which Universal Credit (UC) was having on working persons and the level of arrears. C Meiklejohn informed the Board that support was being offered by Citizens' Advice Bureau in the local library, the Co-operative's weekly welfare benefits advice service, and assistance with prospective applicants provided by the housing team.

6.2 Allocations monitoring report

6.2.1 C Meiklejohn referred the Board to the quarterly allocations report. The Board noted the report.

6.3 Approved contractors and consultants report

6.3.1 D McKnight presented the list of approved contractors and consultants who are currently being used by the Co-operative.

6.3.2 The requirements of the entitlements, payments and benefits policy were reiterated.

7. Policy and practice

7.1 Policy review

7.1.1 There are no policy reviews this month.

7.2 Bite size briefing – allocation of housing

7.2.1 C Meiklejohn provided a short briefing session on the allocation of housing process.

The allocations procedure was established below:

- Property which has been abandoned/involve bereavement cannot be advertised as swiftly as ordinary voids; this impacts on the number of void days.
- Registrations of interest are collated, with consideration given to the highest priority (Homeless, Medical, Below Tolerable Standard, Overcrowded Conditions).
- Selection of the successful applicant is made based on the Co-operative's allocations policy, and the unsuccessful applicants notified by letter.
- A visit to the home of the successful candidate is arranged where a form with standard questions is completed and references sought.
- Keys are acquired from the previous tenant with any repairs established by Co-operative staff. A viewing can also be arranged for the successful candidate at this stage.
- The successful candidate accepts and a sign-up date is agreed between both parties.
- If required, the housing team can apply on behalf of the successful candidate for Scottish Welfare Fund, decoration, discretionary housing payments, council tax reduction, etc.

7.2.2 C Meiklejohn then presented a small number of case studies outlining when this do, and do not, go to plan. Further aspects of allocations such as the best use of staff time when visiting applicants and the frequency of abandonments were discussed and explained to the Board.

7.2.3 The Board thanked C Meiklejohn for her interesting presentation.

8. Governance

8.1 Membership report

- 8.1.1 There were four Share Certificates to be issued to new tenants. These were signed by two Board members and will be passed to the Secretary to sign.

Action – S Watt

8.2 Ethical conduct and notifiable events

- 8.2.1 There was nothing to report.

9. Audit, Risk and Staffing sub-Committee

9.1 Minutes of meetings

- 9.1.1 There was no sub-Committee business this month.

10. Any other competent business

- 10.1 C Jardine informed the Board that since Neil Anderson had retired from Kendoon Housing Association and an options appraisal with consultants had been undertaken, a decision had been taken by Kendoon to seek a merger partner.
- 10.2 S Watt advised the Board that Drumchapel Community Business Limited will be hosting their AGM on Monday 13 May 2019 at 6.00pm in Olivers Bistro. Any Board members who would like to attend are asked to let S Watt know in time to register their place.
- 10.3 An ethnicity and disability questionnaire was circulated to all Board members to complete and return so that the results can be collated for the ARC. These will be processed by Jackie McGoran.
- 10.4 A 'Related Party' questionnaire for the annual external audit was also distributed to all. It was requested that these are returned to S Watt by next week.

Action – S Watt

- 10.5 J McFarlane wished to express her thanks to S Watt and M Leach for organisation of the bus trip to Largs in March. It was greatly enjoyed by several tenants, including a handful of Board members, and the efforts made by the Co-operative in organising the event were appreciated.

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 28 May 2019 at 6.00pm in the Co-operative's office.

The meeting closed at 7.15pm