

**MINUTES OF THE MEETING OF
MANAGEMENT COMMITTEE HELD ON
WEDNESDAY 11 DECEMBER 2024 AT 6.30PM
HYBRID MEETING**

MEMBERS PRESENT: Keith Kintrea (Chair)
Audrey Flannagan
Cheryl Miller
Ghazala Hakeem
Elnimiery Khalifa (Khalifa)
Mujeeb Ur-Rehman

IN ATTENDANCE: John Quinn, Director
Alan McDonald, Head of Development & Property Services (HDPS)
Alison Kevan, head of Corporate Services & HR (HCSHR)
David Robb, Head of Finance & IT (HFIT)
Claire McGraw, Head of Tenancy Services
Morag Williamson, Minutes

An additional paper was distributed at meeting, Agenda Item 4A Code of Conduct Matter, and a revised Agenda in respect of this change.

1) Apologies

Paul Callander, Gary Paton, Barbara Roberston, Elizabeth Klein, Ian Doherty

Leave of Absence – Jen Cassells, Catherine McKernan

[REDACTED]
Committee were asked to approve an indefinite leave of absence for Elizabeth Klein until Elizabeth feels well enough to return. Committee approved [REDACTED]
[REDACTED]

2) Declarations of Interest

None

3) Minutes of Management Committee held on 23rd October 2024

Matters Arising & Approval

The following updates from the minutes were given:

- It was reported on Page 1 – there was a typing error, spelling of Management incorrect, to be rectified.
- IT Advisor – 3 quotes have been received and Ronan Horton, Assure IT application came in at the lowest cost. Ronan Horton already does work with the Association, knows about the struggles we have with CAPITA and our expectations.
- Management Accounts – Page 3 – A question was asked about the difference between spend and budget in accounts. It was stated that this is a presentational issue, the contracts are not yet completed yet and the budget is not overspent. All have been approved by Committee.

Dave Robb and Mujeeb Ur-Rehman to meet outwith meeting to discuss, this can then be discussed again at next meeting if Mujeeb feels it is still required.

- It was reported on Page 5 – Paragraph 2 there was a typing error – ‘HCSHR stated that they were unable to respond to specifics in this area that but will pass the query onto HDPS who was absent from the meeting’ – remove the word that.
- Page 8 – Business Planning Services – John Quinn has received 2 quotes for this and will review with Mujeeb Ur-Rehman and David Robb.
- Page 11 – Minutes of Sub-Committee Meetings – It was agreed, after discussion, that minutes will be sent out by email as soon as practical. If unhappy with the timing of receipt then can revisit and discuss.

Also to look at revisiting AI minutes which could be run alongside current formal and recorded minute which is required for regulation purposes.

The minutes were proposed by Ghazala Hakeen and seconded by Mujeeb Ur-Rehman.

Minutes of the Special Management Committee held on 28 November 2024 Matters Arising & Approval

It was reported on Page 1 – there were two typing errors, spelling of Management incorrect and date of meeting should be 28th November - to be rectified

The minutes were proposed by Ghazala Hakeem and seconded by Mujeeb Ur-Rehman

4) Assurances/Governance Matters

4A Code of Conduct Matter (paper tabled at meeting)

The Director provided an update following the resolution passed by Committee under Rule 55 and the decision of the Chair that there will be an independent investigation in accordance with the protocol for dealing with a breach of the code of conduct.

This follows complaints that have been received about the conduct of a MC member following the Operations Sub-Committee held on 20th November 2024. The Committee Member concerned has been given a leave of absence which will be in place until the conclusion of the investigation. They have been formally notified of this.

The Chair is required to form a sub group, along with one other Office Bearer, to facilitate an independent investigation by an external investigator. [REDACTED]

[REDACTED]

[REDACTED]

The Management Committee gave approval to Keith Kintrea and Cheryl Miller to form a Sub-Group to formally represent the Management Committee, alongside John Quinn (Director) as support as well as an independent investigator.

Cheryl to be provided with a copy of the complaint.

The investigation is likely to take place after Christmas due to the time involved in sourcing an independent investigator, steps have already started regarding this, with briefs due to be written and ratified by Solicitors over the next few days.

The Committee Member concerned has been informed not to attend any further meetings until conclusion of the investigation. This decision was taken after 75% of Committee Members voted for the resolution, in line with the Association's rules

A budget of £20,000 has been allocated for this investigation, this amount should alleviate further requests to Committee for increased budget allocation. Committee were advised that we are currently underspent in our consultancy budget.

This complaint also constitutes a notifiable event to the Scottish Housing Regulator (SHR), and we are required to notify them of the decision. All progress between the Regulator and the Association will be through the Chair.

The Chair thanked everyone for their speedy response to the special resolution that was sent out the previous week.

The next report to Management Committee should be from the Investigators with any recommendations from the group.

The Management Committee noted and approved the recommendation to give delegated authority to the appointed members and approved the use of up to £20,000 from within the consultancy budget to conduct the investigation.

4B Complaint Received from Committee Member – Verbal Update

The Committee Member involved in 4A Code of Conduct Matter, has submitted a formal complaint to the Chair, received on 6th December, which raises complaints about senior staff members' conduct at meetings and other related items. This complaint was recorded by the Information Officer and has been escalated to a Stage 2 complaint which would normally have a 20 working day completion timescale

After seeking legal advice, it has been recommended that an independent investigation takes place given the nature of the complaint. Although this isn't a legal/regulatory requirement, it is felt that this may mitigate any future complaint with regard to the process. There is also precedence for this within Association.

The Management Committee gave approval for Keith Kintrea and Audrey Flannagan, to form a group to represent the Management Committee, Alison Kevan, Head of Corporate Services & HR and Saqib Malik, Information Officer, will also form part of the group.

As at 4A above an investigator will be appointed and an independent investigation carried out. This means the investigation will not be concluded within the 20 day period.

Audrey to be provided with a copy of the complaint.

The investigation is likely to take place after Christmas due to the time involved in sourcing an independent investigator, steps have already started regarding this, with briefs due to be written and ratified by Solicitors over the next few days. Both investigations can run side by side.

A budget of £20,000 has been allocated for this investigation, this amount should alleviate further requests to Committee for increased budget allocation. Committee were advised that we are currently underspent in our consultancy budget.

This complaint also constitutes a notifiable event to the Scottish Housing Regulator (SHR) [REDACTED]
[REDACTED] All progress between the Regulator and the Association will be through the Chair.

The next report to Management Committee should be from the Investigators with recommendations from the members involved.

The Management Committee noted and approved the recommendation to give delegated authority to the appointed Sub-Committee and approved the use of up to £20,000 from within the consultancy budget to conduct the investigation.

4C Private & Confidential – Committee Member Request for Leave of Absence

[REDACTED] leave of absence of up to 6 months was approved.

4D Assurance Report

After discussion, the contents of the report and timelines were noted in relation to the proposed formation of an Assurance Working Group to look at standards for the year ahead.

Mujeeb Ur-Rehman and Elnimiery Khalifa volunteered to be part of the Working Group. Any further interest to be notified by February's meeting. If need further information contact Alison Kevan.

5) Pension Review

There were no staff present in room who are members of SPF Pension Scheme.

[REDACTED]

[REDACTED]

[REDACTED]

6) Management Training Plan

Management Training Plan has been compiled as a result of appraisals that took place in July 2024, which identified training needs of Management Committee members. Special

mention was made of the attached proposals from SHARE identifying various courses that would be available to Committee, each session would be 1 hour.

It was pointed out that any Health and Safety training would be carried out by the Association's H&S Officer, [REDACTED]
[REDACTED]

An email will be sent to individual Committee Members asking them to confirm courses that they are interested in and we will provide a plan based on business needs and personal wishes according to our budgets. A provisional programme will be prepared as soon as possible and taken to Committee to agree. A number of Committee need to be interested in order for SHARE to provide training onsite.

7) Covenant Update

After discussion the Management Committee noted the contents of the report relating to both the Major Repairs Included interest cover covenant and the provision of a Revolving Credit Facility.

Allia C+C are acting on Association's behalf to expedite arrangements to be in place by the end of the financial year.

A question was asked regarding timeline for review of the Association's borrowing requirements, it was confirmed that the February Finance & General Purposes Sub-Committee meeting is the best time for scrutiny of this.

8) Draft Internal Audit Plan 2024-25

Quinn Internal Audit have been appointed as the new internal auditor, for an initial 3 year period, after a procurement process.

HFIT noted that since the Committee papers were issued, agreement in principle had been reached with Quinn Internal Audit to reduce the scale of the Internal Audit program to 3 areas as proposed in the tender documentation.

The areas of Equality and Diversity, Financial Controls and IT Security & Data Protection were proposed. Committee agreed that these areas should be the basis of the Internal Audit program for 2024/25.

9) Strategic Risk Register Review

This is presented to Management Committee for review, with the 10 risks identified at the Audit & Risk Sub-Committee still being as relevant. Risk No 2 is identified as the risk most likely to change in the future **'The impact of increased inflation seriously affects cost of**

living concerns of tenants and weakens business and community resilience over an extended period’. However, discussion with the Association’s banking partners has raised awareness that inflation remains a serious and substantial risk with factors such as the Trump presidency, instability in the Middle East, higher employment costs following the UK budget, etc. All potentially leading to higher inflation in the near to mid term.

Management Committee noted and agreed.

10) Pest Control Term Contract - Award

After a tender process, 2 tender reports received (one did not complete correctly) in respect of the provision of pest control works for an initial term of three years, with two further annual extensions subject to performance. This is fixed price contract to employ two full-time Pest Control Officers to carry out pest control services to our tenanted properties along with common treatments in backcourts and closes.

Greenerleaf Estate Maintenance Limited is the preferred bidder at a cost of £618,419 exclusive of VAT for the initial three-year period. This contract will be under review dependant on demand, based on obtaining best value versus need. May need to consider renegotiating for a further operative for a period of time, if overcapacity.

A question was asked regarding reporting of pest control complaints, these will continue to be reported to the Association and then instructed to the contractor.

It was reported on Page 4 – there was an error in 2nd last paragraph relating to Fire Risk Assessor – this should be rectified.

A question was asked about the impact of large bin installations in the streets. Committee were advised that it had proved a success with regard to backcourt areas in the Bankhall Street block when dealing with a severe rat infestation, however, monitoring is continuing as to the success or otherwise at the location of the bins.

Major Repairs Framework – this will be presented to the February Management Committee meeting.

The Management Committee noted and approved the appointment of Greenerleaf Estate Maintenance Limited to carry out Pest Control works for an initial term of 3 years, with 2 further annual extensions subject to performance.

11) Policy Review

Dignity at Work Policy – Dignity at Work and Sexual Harassment policies have now been combined in line with EVH.

Both a Risk Assessment and Equalities Impact Assessment have been completed and all staff have received the relevant training.

The Management Committee noted and approved the revised Dignity at Work Policy.

12) Landlord Health and Safety Report

The quarterly report was not attached to the paper – this will be circulated to Committee along with a brief explanation/note.

There are currently no concerns from the Sub-Committee to be advised to Management Committee.

13) Property Sustainability Strategy

Completion of this has been delayed due to illness of staff member, work is underway and will be presented to Management Committee for approval on 16th April 2024.

The Management Committee approved the revised target date of 16th April 2024 for approval of Property Sustainability Policy.

14) Notifiable Event – 200 Butterbiggins Road

It was reported on Page 3 – there was an error in 9th paragraph – Management Committee meeting of 19th February should be changed to 12th February, as date of meeting was changed – this should be rectified.

Indicative price [REDACTED] has been received in respect of a fire suppression mist sprinkler system should this become a requirement in the future.

A question was asked about void properties. It was confirmed that all void properties remain void, and the contractors are utilising these alongside the common room area.

Management Committee noted contents of report and summary provided by Alan McDonald, Head of Property Services & Development.

15) Submission of Returns

This is a standard agenda item and there was nothing to report on this occasion.

16) Health & Safety – Standing Item

This has been covered previously, item 12.

17) Minutes of Sub Committee Meetings

Tenancy Services meeting held on 22nd August 2024

It was reported on Page 1 – Management Committee meeting of 22nd August should be changed to Tenancy Services meeting of 22nd August – this should be rectified.

It was agreed at last meeting that Chairs of sub committees should provide brief headlines from their meetings as part of this item

GCDT meeting held on 4th October 2024

Mujeeb Ur-Rehman advised that an event is taking place at the Workspaces on 16th December to look at the commercial properties – all Management Committee are invited along.

16) Report Back from Other Organisations

Employers in Voluntary Housing (EVH)

None

Glasgow & West of Scotland Forum of Housing Associations (GWSF)

None

SHARE

None

17) Documents for Formal Execution

- **Common Repairs to 221 Allison Street – CBS** -Signed by Ghazala Hakeem (Secretary)
- **New Build Flatted Development (24units) at Butterbiggins Road, Clark Contracts** - Signed by Ghazala Hakeem (Secretary)

18) Correspondence

EVH

Correspondence received regarding annual pay claim. A summary of the key points is:-

- Affordability, i.e. effect on rents, KPI used as a factor, additional pressure on business from NI increase
- Pay claim is one part, staff have good conditions of service
- EVH disappointed that Unite have asked for a pay increase well above inflation

19) A.O.C.B

None

20) Date of Next Meeting

19th February 2025 at 6.30pm

The meeting closed at 8:20 pm