

**MINUTE OF THE ONLINE MANAGEMENT COMMITTEE MEETING HELD ON TUESDAY, 5 MAY 2020 AT 7PM VIA 3CX VIDEO CONFERENCING SYSTEM**

**PRESENT**

Mr A Scott  
Mrs R Tinney  
Mrs M Hutchison  
Mr J McGuirk  
Mrs M Anderson  
Mr J O'Donnell  
Mrs J Donachy  
Councillor E McDougall  
Mr N Halls

**IN ATTENDANCE**

Mr A Benson (Director)  
Mrs L Sichi (Depute Director)  
Miss C Anderson (Depute HR Manager)

**1a. APOLOGIES FOR ABSENCE**

Apologies for absence were tendered on behalf of Mr A Young, Mrs C McGuire and Mrs A Jenkins.

**1b. DECLARATIONS OF INTEREST**

There was none.

**1c. RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA**

There was none.

**2. ADOPTION OF MINUTES – 10 MARCH 2020**

The Minutes of the meeting held on Tuesday, 10 March 2020 were proposed for adoption by Ms J Donachy, seconded by Mrs R Tinney and unanimously agreed by the Management Committee.

**3. MATTERS ARISING FROM MEETING – 10 MARCH 2020**

The matters arising noted on pages 9 and 10 of the previously circulated report were noted by the Management Committee.

**4. USE OF SEAL**

The Director referred to the previously circulated Report, for approval by the Management Committee. Following discussion, the Report was proposed for approval by Mrs M Hutchison, seconded by Mr J McGuirk and unanimously agreed by the Management Committee.

It was noted that Share Certificates will be duly signed and sealed when the office re-opens and 'normal' business resumes.

**5. GOVERNANCE ISSUES**

a) **SHR Engagement Plan/Review Action Plan**

1) SHR Engagement Plan – The Management Committee noted the contents of the previously circulated report.

2) Governance Review Action Plan Update – The Depute Director confirmed that there are 9 items outstanding on the Action Plan and provided the following update:

- 6 action points relate to the Business Plan 2020/23 which is currently under review. These items will be achieved following the completion of the Business Plan.
- The external Rent Setting Strategy review is scheduled to commence later this week.
- Due to the outbreak of Covid-19, the Notifiable Events training was cancelled and will be rescheduled once 'normal' business resumes.
- The remaining item relates to MHA's relationship with the SHR.

Following discussion, the Management Committee unanimously agreed for the Depute Director to send the latest update of MHA's Governance Action Plan to the SHR.

b) **Special Management Committee Meeting 17.03.20**

The Minutes of the Special Management Committee meeting held on Tuesday, 17 March 2020 were proposed for adoption by Mrs M Hutchison, seconded by Mrs R Tinney and unanimously agreed by the Management Committee.

It was noted that the SHARE Annual Conference feedback received from Committee Members at the above meeting, will be emailed onto SHARE for their information.

- c) **Review of Recruitment & Selection Policy** – The Depute Director referred to the previously circulated report confirming that MHA's Employment Advisors, Mentor, provided guidance on the 2018 review of this Policy. The current Recruitment & Selection Policy was recently examined by Mentor who confirmed that no changes were required and that the Policy remains fit for purpose.

Following discussion, the revised Recruitment & Selection Policy was proposed for approval by Mrs J Donachy, seconded by Mrs R Tinney and unanimously approved by the Management Committee.

- d) **Tenants Satisfaction Survey (TSS) & Action Plan** – The Depute Director referred to the previously circulated report confirming that 650 tenants participated in the survey which represented 40%. The feedback was very positive with 93.8% overall satisfaction with MHA services, no tenant expressed the view they were extremely dissatisfied with any aspect of the service provided by MHA. An Action Plan has been drafted from the findings, which MHA will work through once the lockdown restrictions have been lifted.

The Director informed the Committee that the information received from Wider Role Solutions, who conducted the TSS, evidenced that the data collected is very representative of MHA's stock and the range of tenants/household compositions we have, as a variety of different groups were consulted. It was agreed for a meeting to be arranged with the Consultant from Wider Role Solutions and the Management Committee to discuss, in more detail, the findings from the survey, once 'normal' business resumes.

A Member wished to comment on 2 points he noted from the survey feedback:

- 1) A number of comments were made from tenants in relation to MHA's void standard; these properties are receiving full redecoration works however, kitchens and bathrooms etc. for existing tenants haven't been upgraded for a number of years. The Member stated that it is important to inform tenants that although full redecoration works are being completed within void properties, afterwards the rent is increased to MHA's average rent level which justifies the work undertaken and helps recuperate some of the spend.
- 2) It is important to inform residents that the wider role service is not solely funded through MHA's rental income. There are other streams of funding which help support this service e.g. Climate Challenge fund.

The Management Committee were of the general consensus that the Association learned nothing new from the independent survey and the findings confirmed what we already knew; residents prefer face to face surveys undertaken once per year. Therefore, changing the methodology in how surveys are completed e.g. by MHA or an external consultant, does not affect the results. In addition, it was noted that around 98% of residents were against one survey being completed every 3 years, as stipulated by the SHR.

Finally, as requested in MHA's Engagement Plan, a copy of the TSS will be emailed to the SHR.

- e) **Internal Audit** – The Depute Director referred to the previously circulated report highlighting that Internal Audit is a mandatory obligation, which MHA must have in place. Therefore, it is suggested that a programme including the proposed areas for audit, a timeline, a brief and advertising is drawn up ready for implementation once lockdown is lifted. Following discussion, the Management Committee unanimously agreed the aforementioned proposal.
- f) **Coronavirus Arrangements** – The Director referred to the previously circulated report for noting by the Management Committee. A Member queried the possibility of MHA being involved in the Coronavirus testing process to try and minimise the spread of the virus within MHA when the office reopens. The Member went on to add that it is prudent for MHA to consult with both residents and employees on the arrangements made for a safe return to work, when the lockdown restrictions are lifted, in order to ensure both parties are satisfied with the safety procedures implemented as this demonstrates good practice. This was duly noted by the Directorate.

Councillor E McDougall raised concerns surrounding the tradesmen and estates workers currently working during the Covid-19 crisis; on occasions they have been seen without wearing the appropriate PPE. The Director informed the Committee that MHA have supplied the tradesmen/estates workers with the appropriate PPE and the risk assessments have been updated accordingly to reflect this. However, this matter will be raised

with the Asset Manager and Estates Administrator tomorrow and the Committee will be updated accordingly.

- g) **Rent Setting Strategy Review** - North Star Consulting and Research have confirmed they will complete the review remotely and a planning meeting with the Housing Services Manager is scheduled for this week. Afterwards, the review will commence and should be completed around the end of June.
- h) **SHR Compliance Update** – The Management Committee noted the contents of the previously circulated report.
- i) **Training Schedule 2020** - The Management Committee noted the contents of the previously circulated report.
- j) **Elected Members Update** – Councillor E McDougall confirmed that the next Council Meeting is scheduled for September 2020. There was no further updates at this time.
- k) **GDPR & Freedom of Information Requests** - During 2019/20 a total of 4 GDPR and 3 FOI requests were made to MHA. All were completed within the stipulated time scales.

## **6. PRECIS OF BUSINESS SUBSIDIARY COMPANY:**

- a) **MCE: 16 March 2020** – A Member queried if the CFN Roof Works will be completed prior to CFN reopening following the current closure by the Government. The Director confirmed it is hopeful that the works will be complete prior to the Government announcing that it is safe for CFN to reopen. However, the CFN Manager is currently looking into contingency arrangements to relocate the nursery if the announcement is made to reopen, whilst the works are ongoing. It is anticipated that the works will take between 4 – 8 weeks to complete.

## **7. A.O.C.B.**

- a) **Supporting Communities Fund** – The Director confirmed that MHA were successful in their application to the above fund provided by the Scottish Government and recently received £45K. The money received will allow the Community Engagement Team and other CCHA to assist residents who are struggling in a variety of different ways such as delivering food parcels, operating a food bank, vouchers for utility bills, activity packs for children/pensioners and disabled residents etc.

A Member suggested using some money from the fund to purchase uniform for children and offering this to parents, free of charge, who are currently furloughed or not receiving any income at present as a result of the Coronavirus pandemic. The Directorate will advise the Community Engagement Team of this suggestion.

- b) **Thank You** - The Management Committee wished for their thanks and appreciation to be conveyed to all staff currently working from home. The Committee expressed their appreciation for the huge effort that is

being made by everyone to keep services going and generally trying to do their best for the Association.

**8. DATE OF NEXT MEETING:**

The next meeting of the Management Committee has been arranged for Tuesday, 19 May 2020 at 7.00pm (online).