

**CORDALE HOUSING ASSOCIATION LTD**  
**MINUTES OF THE MANAGEMENT COMMITTEE MEETING**  
**HELD ON 15<sup>th</sup> JUNE 2021 AT 3pm**  
**BY VIDEO CONFERENCE**

**Present**                    Martin Walker (Chair)  
                                 Margaret McCallion  
                                 Veronica Hamilton  
                                 Graham Logan  
                                 Pauline Burke

**Apologies**                Gary Wilson  
                                 Fiona Eadie  
                                 Chris Small  
                                 Lilian Peters

<b>In Attendance</b>	Leigh Grubb	Director of Finance and Governance, Caledonia
	Garry Savage	Director of Strategy & Innovation, Caledonia
	Jenna Noble	Head of Frontline Service, Caledonia
	Peter Broad	Asset Manager
	Kevin Nixon	Regional Manager, Caledonia
	Joanna Jakubiak	Finance Officer, Caledonia
	Carol-Ann Burns	Governance Officer, Caledonia, Minutes

The Chair welcomed everyone to the meeting and thanked all members and staff on behalf of himself and his son for the cards & flowers on the recent passing of his wife.

**51/21                    Apologies**

Apologies were received from Fiona Eadie, Gary Wilson, Chris Small and Lilian Peters.

**52/21                    Declaration of Interest**

There were no declaration of interests.

**53/21                    Draft Minutes of Management Committee held on 18<sup>th</sup> May 2021**

The minutes were proposed by Veronica Hamilton and seconded by Margaret McCallion.

**54/21 Matters Arising**

The Director of Strategy & Innovation advised members that the Business Performance Report format was discussed at the Caledonia Board meeting and it was agreed that the format of the report will be reviewed. Although no members had any comments at present he advised any comments on the report format can be forwarded on to him.

The Asset Manager advised that the kitchen replacement item would be covered in his report further on in the agenda.

**55/21 Head of Frontline Services Report**

The Head of Frontline Services presented the report and provided the Management Committee with updates and information on issues with a significant operational or strategic importance to the Association.

The policy reviewed by the members;

- Statement of Recharges
- Decoration Allowance Policy
- Health, Safety & Wellbeing

The Management Committee **NOTED** and **APPROVED** the policies and any of the noted policy amendments.

**56/21 Management Accounts to 31 March 2021**

The Finance Officer presented Cordale's financial activity for the year ended 31<sup>st</sup> March 2021.

She highlighted the following key points :

- The surplus for the period of £564,862 represents a positive variance of £350,016 against the budgeted surplus of £215,255.
- Turnover had been impacted by an increased void loss of £34k.
- Spend on planned maintenance activities was significantly below budget as a result of COVID restrictions
- All financial covenants had been met.

She further advised that the management accounts had formed the basis of this year's statutory accounts which were currently being reviewed by the auditors - no significant issues have been brought to our attention during the course of the audit.

The Management Committee **DISCUSSED** and **NOTED** the management accounts and explanatory report.

57/21

### **Development and Planned Maintenance**

The Asset Manager present the report on behalf of the Director of Assets. The purpose of this report is to update the Management Committee on the following issues as they relate to development and planned maintenance for Cordale Housing Association:

- Development Programme
- 2021/22 Planned Maintenance programme

The members discussed the possibility of naming streets in the Dalquhurn development. The Asset Manager advised that street naming was the responsibility of the local authority, although we can propose suggestions for consideration. As the first phase already has a street name, there is time for consideration of approximately 12 months until the next phase would commence. He advised that if members presented suggestions on street naming, these could be forwarded to the local authority.

The members also discussed the play park at Dalquhurn and the need for it to be resurfaced. The Asset Manager advised that this is something that could be included within the community benefit delivery when the procurement of the contract is concluded.

The Asset Manager discussed the delay to the kitchen programme and advised of difficulties across the sector in procuring materials and of increased costs. He advised the kitchen replacement is due to start in July and the bathroom replacement programme is set to start in August.

Members discussed the number of kitchens required and whether these should have already been in stock when it was originally meant to have started in 2020. The Asset Manager advised the stock is only secured when the order is placed. He also advised of the extended time for production of kitchens due to co-ovid restrictions affecting output.

The Management Committee **NOTED** the contents of this report.

58/21

### **Annual Governance Report**

The Director of Finance & Governance discussed this report and advised this is to give due consideration to a number of governance issues in line with the Association's annual cycle of governance activities.

Reference was made to previous Annual Governance Reports and the agreed cycle of activities to be implemented on an annual basis to ensure compliance with the Scottish Housing Regulator's (SHR) Regulatory Framework.

In response to a member's question, the Governance Officer clarified that none of the existing members had intimated that they would not be seeking re-election. The Head of Frontline Service discussed the methods applied to attract local members to the committee such as committee pen portraits. She advised TPAS forums are reporting similar recruitment challenges for other associations.

The Director of Finance & Governance discussed the arrangements for the Annual General meeting (AGM) and advised that due to the ongoing uncertainty of the pandemic, as a default we will plan for virtual AGM. He advised the Governance Team had considered all options but had concluded that this presented the safest and most certain approach.

The Director of Finance & Governance advised that lots were drawn and Veronica Hamilton and Gary Wilson will stand for re-election along with the 2 new co-optee members.

The Management Committee **DISCUSSED** the content of this report and:

**CONSIDERED** anticipated vacancies on the Management Committee and any skills, Knowledge and/or experience gaps to inform succession planning arrangements for the forthcoming AGM.

**NOTED** the monitoring information provided in the Appendices and the remainder of the report.

**APPROVED** the association work towards a virtual AGM.

*Veronica Hamilton left the meeting.*

59/21

### **Risk Management**

The Director of Finance & Governance provided a summary of the main changes being proposed to the Group Risk Management Policy. The revisions seek to address the outstanding internal audit recommendations in this area.

He advised committee members that the substantive changes to the policy had reflected the output of a recent risk appetite workshop to which all committee members had been invited. He noted that the policy had been considered by the Group Audit & Risk Management Committee which had also approved the changes.

The Management Committee **CONSIDERED** the contents of this report, and **APPROVED** the Group Risk Management Policy.

60/21

### **Tenant Satisfaction**

The Director of Strategy & Innovation provided members with an initial overview of the key outcomes from the Tenant Satisfaction Survey 2021. It was noted in the survey report that the satisfaction results were lower than those recorded in 2018 when the Association's last large scale tenant satisfaction survey was carried out. It was also noted that the results seem to have been influenced by the covid-19 lock down situation and the limitations placed on the level of service that could be provided over this period.

He discussed Table A and clarified that national average comparisons noted in the report were drawn from Associations who also undertook surveys prior to the covid pandemic lockdown. Factors such as property type and family composition had also influenced also the satisfaction results. The Executive Management Team (EMT) has a copy of the full report and are currently reviewing all the data.

The members commented on the substantial detail of the survey and added that the members will discuss the key points further at the August meeting.

The Management Committee **DISCUSSED** and **NOTED** the update on the Tenant Satisfaction Survey 2021 provided in the report.

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**61/21 Draft Minutes of Audit Committee Meeting and Group Risk Map; Tuesday 1 June 2021**

The Management Committee **NOTED** the contents of the draft minutes.

**62/21 Annual Complaints Report**

The Director of Finance & Governance provided the members with the Annual Complaints Report and detailed insight to complaints performance over the 2020/21 reporting year.

The Management Committee **DISCUSSED** and **NOTED** the contents of this report.

**63/21 AOCB**

The Director of Finance & Governance discussed the Association's dormant subsidiary, Cordale Property Services (CPS), and advised that there was still a requirement to file accounts each year and to incur modest annual costs to maintain registration at Companies House. As the Group Business plan does not envisage the company being required to be re-activated he sought approval for the Chair and Vice Chair as the company Directors to sign the relevant forms to dissolve the company. The Committee authorised the Chair and Vice Chair to formally wind up CPS.

The Head of Frontline Service discussed the Climate Change working group and asked for a Cordale representative to join the working group.

Meeting concluded at 16.10pm

**Date of Next Meeting**

24 August 2021

Signed (Chair):-----

Date: \_\_\_\_\_