

CORDALE HOUSING ASSOCIATION LTD

**MINUTES OF THE MANAGEMENT COMMITTEE MEETING
HELD ON 18th MAY 2021 AT 3pm
BY VIDEO CONFERENCE**

Present	Margaret McCallion Veronica Hamilton Graham Logan Fiona Eadie Chris Small Lilian Peters	
Apologies	Martin Walker (Chair) Gary Wilson Pauline Burke	
In Attendance	Leigh Grubb Andrew Kilpatrick Barry Johnstone Garry Savage Jenna Noble Kevin Nixon Stuart Robertson Carol-Ann Burns Claire McGlynn	Director of Finance and Governance, Caledonia Director of Assets, Caledonia Director of People, Caledonia Director of Strategy & Innovation, Caledonia Head of Frontline Service, Caledonia Regional Manager, Caledonia Governance Manager, Caledonia Governance Officer, Caledonia, Minutes Procurement Officer, Caledonia

The Procurement Officer presented a training session on the procurement process. She advised slides would be available for members in the Document Library.

The Vice Chair welcomed everyone to the meeting and asked that staff members introduce themselves prior to presenting their item.

38/21 Apologies

Apologies were received from Martin Walker, Gary Wilson and Pauline Burke.

39/21 Declaration of Interest

There were no declaration of interests.

40/21 Draft Minutes of Management Committee held on 20th April 2021

The Director of Strategy & Innovation confirmed members would receive Cordale email addresses and access to use Microsoft Teams. Members will receive these in the next couple of weeks.

The minutes were proposed by Graham Logan and seconded by Veronica Hamilton.

41/21 Matters Arising

A member requested to view the Allocations form with the changes. The Head of Frontline Services advised this would be made available and added to the action list.

42/21 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 members discussed rent arrears, the Head of Frontline Service provided an update to members and advised the Year to Date rent collected is - 96%, Group rent 7.16%. The Head of Frontline Services added that the figures are slightly lower however these are impacted by the first month of the rent increase, update of payment details and cases being assessed by Department of Work & Pension (DWP) and Universal Credit (UC).

The Head of Frontline Services discussed absence levels across the Group, she advised that the figures are marginally higher and this has been impacted slightly by Covid vaccinations.

The members clarified if the Connect app was switched off during the pandemic, the Head of Frontline Service advised it was the repairs aspect that was switched off and tenants were advised to call the office with a repair. This was due to the system automatically sending the repair to the contractor and during the pandemic it was only emergency repairs being carried out. Routine repairs were still recorded and when restrictions eased routine repairs recommenced.

Members discussed the ARC requirement for repairs data, the Head of Frontline Service confirmed routine repairs were logged during the pandemic.

A member clarified if tenants were informed via letter of the repairs side of Connect was switched off, the Head of Frontline Service advised she would confirm however the Connect app did inform tenants and this was also communicated to via the website.

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

43/21 **Annual Return on the Charter 2020-21**

The Governance Manager requested approval for the Annual Return on the Charter (ARC) for the 2020/21 reporting year.

All social landlords are required to collect key information on their performance in achieving the outcomes and standards in the Scottish Social Housing Charter. This information must be reported annually to the Scottish Housing Regulator (SHR) via the ARC. SHR uses the ARC information to report publicly on landlord performance, both at an individual level and collectively for the sector, and to inform its regulatory assessment for each landlord.

The Governance Manager advised the ARC must be completed and submitted to SHR by 31 May each year.

Members discussed repairs – not right first time and how this is recorded in the ARC, the Regional Manager advised this is categorised under no access during the pandemic and is aligned to the criteria of the guidance.

The Director of Assets advised he was unsure if there was a change to the recording of the figures however the figures are in line with the criteria. A member advised the Association is allowed to deduct time on repairs for non-access, she advised she will email the Director of Customer Services separately.

The Management Committee **APPROVED** the ARC and **REMITTED** the Chief Executive to submit the finalised document to the Scottish Housing Regulator (SHR) on behalf of the Association.

44/21 **Group Insurance Renewal Report**

The Director of Finance & Governance summarised details of the Group's annual insurance renewal for the period 1 April 2021 to 31 March 2022.

The Executive Management Team (EMT) also specifically consulted on options to increase the level of cover against cyber risk. It was agreed, on the recommendation of our insurance brokers, to extend our cover from £2m to £5m at an additional cost of less than £1,500.

The Management Committee **DISCUSSED** and **NOTED** the contents of the attached Appendix.

45/21 **Business Plan 2020-2025**

The Director of Strategy & Innovation provided members with a final overview for 2020-21 of progress in relation to the strategic priority actions identified within the Group Business Plan 2020-25.

He provided an update on each of the projects in the Implementation Plan for the period January – March 2021 as noted in Table 2 (Initiatives Review Q4) in the report.

He advised members that 3 of the 13 (23%) actions due to be carried out over the fourth quarter in this plan have been completed, with the majority of the other actions currently work in progress. Over the whole year 33 of the 61 (54%) noted actions

have been completed. Updates on each of the initiatives are provided in the progress update notes section of the Initiatives Review table.

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

46/21

Business Performance Report, Quarter 4 2020/21, and Performance Indicator Targets Review

The Director of Strategy & Innovation presented the quarterly update on business performance as measured against identified organisational key performance indicators (KPI's) for 2020/21. Members recalled that these performance targets were reviewed and approved by the Management Committee in June 2020. Results are presented for the final quarter of the year, covering the period 1st January 2021 to 31st March 2021.

A discussion took place with the large scale customer survey and although the satisfaction results were lower than in previous surveys, the Director of Strategy & Innovation advised overall Group results have seen the same dip. Knowledge Partnership who carried out the survey have advised across the sector they have seen an 8% to 10 % decrease in the past year. He advised the Association is organising a presentation from Knowledge Partnership for members to discuss the results, the Director of Strategy & Innovation will provide members with a briefing at the June meeting with a view to Knowledge Partnership presenting at a later date.

A discussion took place over the targets being reset during the Covid restriction period, the Director of Strategy & Innovation advised these are still relevant and the Association will look to revise the targets again to reflect changes in the Covid operating environment. Approval from Members would be sought to make any changes to the targets.

A member asked a question regarding the rent collected, is this a Group or Cordale target, the Director of Strategy of Innovation advised CS10, 11, 12 & 13 are Group targets. He advised where possible a Group target is set however where appropriate a local target is set. He discussed Appendix 4 to help explain the targets. The Head of Frontline Service discussed the proposed targets and the impact of Covid. It was noted by members of the lag during the year in some areas but the intention is this will pick up by the end of the reporting year.

The Regional Manager advised of the lessons learned during Covid with regards to letting voids and rent arrears. The aim is to work towards lowering the target.

A member asked about tenant participation and dissatisfaction and do we provide reasons for this, the Director of Strategy & Innovation advised the survey is anonymous however approximately 60 tenants across the Group have expressed an interest in joining a focus Group. He advise TPAS would also be involved in this.

The Head of Frontline Service advised this is currently under review with TPAS and part of the action plan to engage new members on the focus group. The members agreed it is important to engage tenants.

The Management Committee **DISCUSSED** and **NOTED** the contents of the report and **APPROVED** the revised targets and KPIs for 2021/22.

47/21

ICT Strategy Update

The Director of Strategy & Innovation provided members with an update on the implementation of the Group Information and Communication Technology (ICT) Strategy over the course of 2020-21; and advised on the key strategy roadmap actions for 2021-22. The report notes that the majority of the key actions for 2020-21 have been completed and summarises other key ICT projects progressed over the course of the year. The 2021-22 programme has been developed to build on this as well continue the progression of the service themes detailed in the ICT Strategy.

The Management Committee **CONSIDERED** and **NOTED** the update on the implementation of the ICT Strategy provided in the report.

48/21

Development & Planned Maintenance Update

The Director of Assets provided the Management Committee with an update on the following issues as they relate to development and planned maintenance for Cordale Housing Association:

- Development Programme
- 2021/22 Planned Maintenance programme
- Tenant & Resident Safety

The Director of Assets advised the all projects are currently on schedule, however we have been advised that we might expect delays in obtaining kitchen units. We are awaiting further information from the contractor on this and will update the Committee at the next meeting. Tenants will also be kept up to date of any changes to programme. A member advised that tenants have asked her about the kitchen replacements and requested that tenants receive letters to advise of any delays. The Director of Assets advised the Assets Officer would pick up this action.

The members asked why the window replacement would be undertaken during the winter period, the Director of Assets advised the contract is procured and undertaken over 2 financial years. If the Association was to split this into two contracts over the summer period it could lead to higher costs. He advised that contractors typically complete window replacements quickly – in 1 or 2 days to minimise disruption.

A member asked who was the preferred builder for the Dalquhurn development, the Director of Assets advised Urban Union is the preferred builder for the development.

The Director of Assets discussed Appendix 2 that shows a summary of progress against programme in relation to a number of matters relating to tenant health & safety. Despite the restrictions in place over most of last year, the vast majority of work in relation to tenant health and safety has been able to continue, where we have deemed the work to be essential.

The exception was the Fixed Wiring Electrical Inspections. There is no statutory requirement to complete these within a fixed period of time, and previous inspections did not highlight any significant issues. As a result, these inspections were deemed to be lower priority, and were therefore not carried out due to the Covid restrictions preventing work within peoples' homes. This work has been re-scheduled to 2021/22.

The Management Committee **NOTED** the contents of this report and **REQUESTED** tenants are lettered for any kitchen replacement delays.

49/21

Wellbeing Strategy

The Director of People discussed the Wellbeing Strategy and how this has been developed to support the Group Business Plan and help deliver the strategic priorities. It is a key part of the People Strategy.

The development of the Wellbeing Strategy has considered the experience of the past year and the intent to move to an agile working model. The aim of the Strategy is to provide the support that helps staff be their best at home and work, strengthening engagement and productivity, and therefore having a positive impact on performance

The Management **APPROVED** the Wellbeing Strategy.

AOCB

The Vice Chair advised she and the Chair carried out an estate walkabout recently and had concerns over the ground maintenance and the quality of the service. The Director of Assets advised the Clerk of Works has highlighted areas of concern to the contractor and had a meeting at the end of April with the Contractor, another meeting is due to take place. The Director of Assets advised he would meet separately with the Chair/Vice to discuss the issues to compare what the Clerk of Works has raised and can take these forward to the next meeting. Members asked to be updated with the feedback.

Meeting concluded at 16.50pm

Date of Next Meeting

15th June 2021

Signed (Chair):-.....

Date: _____