

MINUTES OF THE 518TH MANAGEMENT COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 28TH JULY 2021 AT 6.00PM, BY ZOOM VIDEO CONFERENCE.

PRESENT:	S. James	Chairperson
	██████████	Vice Chair
	██████████	
	E. McDermott	
	Cllr. M. MacLaren	
	Y. Robbie	
	J. Scott	(Excluding Item 6)
M. Symons		
A. McLaughlin		
IN ATTENDANCE:	J. McBride	Chief Executive
	L. Ferrie	Housing Manager
	O. McMillan	Maintenance Manager
	L. Ramsay	Finance & IT Manager
	██████████	Azets Audit Services (Item 4)

1. (a) Apologies

Apologies were submitted by A. Ballantine, C. Green and ██████████ (Committee members).

(b) Declarations of Interest

Following enquiry by the Chair there was only one declaration of interest:

Due to the content of the report, J. Scott declared a declaration of interest at Agenda item 6. It was agreed that J. Scott would leave the meeting at that point.

2. (a) Minutes of Management Committee Meeting : 23.06.21 (No.517)

The Minutes of the Management Committee meeting held on Wednesday, 23RD June 2021 (No.517) were proposed correct on a motion proposed by M. Symons and seconded by ██████████.

(b) Matters Arising

There were no matters arising.

3. Chief Executive Report

J. McBride presented agenda item 3, the Chief Executive report and updated the Committee on the following matters:

- Covid-19 service update.
- Glasgow & West of Scotland Forum study into Committee membership.
- Data sharing agreements with the Energy Savings Trust (EST) to allow WHA to participate in the use of "Home Analytics" software to improve the EPC ratings of our stock. Committee authorised entering into the agreement with EST on a motion proposed by S. James and seconded by E. McDermott.
- A letter received from the Scottish Housing Regulator (SHR) with guidance on the 2021 Annual Assurance Statement regarding the collection of equalities data and adopting a human rights approach to the work of RSL's.
- SHR report on the on the impact of COVID-19 on tenants from the experiences of members of the National Panel of Tenants and Service Users.
- SHR ARC Validation checks: Committee noted two changes that had been made to our submitted data following a routine analytical review enquiry by SHR.

Indicator 10 - Percentage reactive repairs completed right first time]:

Submitted: 92.54%. Amended to: 91.23%

Indicator 30 - Average calendar days to re-let properties

Submitted: 40.54 days Amended to: 46.29 days.

- The circumstances surrounding the reviewed data were explained as were the additional controls put in place to ensure improved accuracy of future data submitted.
- SHR had been advised and confirmed that they have amended the submitted ARC data as noted within the report.

4. Annual Accounts 2020-21

██████████ from Azets Audit Services (External Auditors) joined the meeting at this point to summarise the Annual Accounts 2020-21.

██████████ advised that that an unqualified audit report had been issued for the 2020-21 annual accounts and presented the following items in further detail:

- 2020-21 Financial Statements and notes.
- 2020-21 Audit Findings Letter from Azets Audit Services.
- 2020-21 Letter of Representation to Azets Audit Services.
- Letter of Support from the WHA Committee to Azets Audit Services advising that WHA (as the parent company) would provide financial support to WPS Ltd for at least 12 months from the date of signing of the financial statements. This was to add extra assurance around the evidenced going concern of WPS Ltd required by Azets during the audit.

Committee discussed the content of the above items and raised some points of clarification, around auditor independence all of which were answered satisfactorily.

██████████ also gave an overview of the same items for Williamsburgh Property Services Limited for 2020-21, advising that an unqualified audit had also been issued for WPS Ltd. It was noted that the WPS Accounts would be presented to the WPS Board for approval and signature at their meeting scheduled for 17th August 2021.

██████████ was thanked for her attendance and left the meeting.

L. Ramsay presented a summary reconciliation between the 2020-21 Management Accounts presented to Management Committee Meeting No.515 held on 21st April 2021 and the final audited accounts for 2020-21 presented for signing. The main movement was noted as the final pension scheme liability adjustment.

L. Ramsay opened the discussion on the potential re-appointment of Azets Audit Services for provision of external audit services for 2021-22. It was noted that audit independence assurance had been satisfactorily discussed earlier in the agenda item and had also been highlighted in the "Audit Findings" letter.

L. Ramsay further advised that Committee had previously agreed to re-tender for external audit service provision in 2022-23.

4. Annual Accounts 2020-21

The following decisions were agreed on a motion proposed by M. Symons and seconded by S. James:

- To authorise the signing of the 2020-21 annual accounts and ensure that they are presented to the membership at the forthcoming AGM.
- To authorise the signing of the Letter of Representation and forward to Azets Audit Services.
- To authorise the signing of the Letter of Support for WPS Ltd and forward to Azets Audit Services.

The following decision was agreed on a motion proposed by M. Symons and seconded by [REDACTED].

- To re-appoint Azets Audit Services to provide external audit services for 2021-22 and to take this to the membership at the Annual General Meeting on 15th September 2021.

5. Human Resources

J. McBride presented agenda item 5, Human Resources. and spoke to the following items:

General items

- Request for Committee members to provide a photo for the new website.
- GDPR training sessions by our Data Compliance Officer, [REDACTED] of RGDP.

Format of Committee Meetings

An open discussion took place on the potential formats of future Management Committee meetings. It was agreed that, when appropriate, a hybrid model would be tried initially, and Committee members could attend either in person or online. L. Ramsay would look in to the I.T. required to allow hybrid meetings to take place.

5. Human Resources

AGM & Management Committee 2021-22

J. McBride advised on 2021-22 Management Committee membership as per the rules, prior to the AGM scheduled for 15th September 2021.

It was noted that to comply with the rules whereby 1/3 of the Committee (excluding Co-optees) must stand down at the AGM, it was agreed that the following Committee members would stand down at the AGM:

- Craig Green (Automatically as a Co-optee)
- [REDACTED] (Voluntarily)
- John Kerr (Length of Service since date of last election)
- John Scott (Length of Service since date of last election)
- Margaret Symons (Length of Service since date of last election)

The following decisions were also noted:

- [REDACTED] advised that he did not wish to stand for re-election.
- [REDACTED], John Scott and Margaret Symons all wished to automatically stand for re-election in 2021-22.
- Craig Green wished to stand for election as a full Committee member in 2021-22.
- All other Committee members in attendance advised that they wished to continue serving on the Management Committee for 2021-22.

J. McBride further advised that, assuming A. Ballantine and [REDACTED] (who were not present) also wished to remain on the Committee, that there would be 8 vacancies, 4 of which would be filled with current Committee members, leaving a further 4 to be filled at the AGM and that assuming there were no more than 4 applications for Committee membership there would be no requirement to hold a ballot.

J. McBride agreed to bring a final "pre-AGM" report on Committee membership to the Management Committee scheduled for 25th August 2021.

5. Human Resources

Staffing & Recruitment

J. McBride advised on staffing as follows:

- Temporary Area Housing Assistant: Tenancy Team: J. McMonagle had been appointed to the post for one year commencing 12th July 2021.
- Area Housing Assistant: Rents Team: ██████ left post on 12th July 2021. Interviews to replace the post were scheduled for 10th August 2021.
- Community Regeneration Officer: Vacancy continues to be held.
- Maintenance Assistant: Update provided on latest advice from EVH on modified post offer to current employee and timing of replacement, hopefully during August 2021.

EVH / Return to Office

J. McBride advised Committee as follows:

- An update on attendance at the EVH World of Work (online) forums hosted by EVH to support employers return staff to the office and that the Management Team would be taking a steer from EVH in this area.
- SMT were holding one to one meetings with staff on a possible blended approach to returning to work and assessing the potential impact on office (physical) opening hours with the drive towards a more digital service.

TPT: SHAPS Pensions Scheme

L. Ramsay advised that the quarterly employer's newsletter had been received and Committee noted the following:

- The 30th September 2021 triennial valuation exercise had commenced.
- The funding level in the DB scheme had improved to 94% (deficit reduced to £52M).
- WHA Employer ((buy out) Debt on Withdrawal had been advised as £9,077,199 and would be quoted within the 2020-21 annual accounts. This would only crystallise if there was a move by Committee to leave the scheme.

The Pensions Regulator – Pension Scheme Re-enrolment

L. Ramsay advised that The Pensions Regulator had written to advise that the 3-yearly auto enrolment exercise was due to take place between 6th July 2021 and 5th January 2022. L. Ramsay would ensure that all duties were carried out and advised to the Pensions Regulator by the deadline of 7th March 2022.

5. Human Resources

Short Life Working Group (Pensions) Update

L. Ramsay gave a brief update on the group's progress on the review of pension contribution levels between employer and employee and that J. Scott and M. MacLaren would present a report with options for Committee to consider at the Management Committee meeting (No.519) scheduled for 25th August 2021. It was noted that no staff members would attend for that particular agenda item.

6. Proposed Rule Change

Due to the previously declared a conflict of interest, J. Scott left the meeting for this item. J. McBride then presented agenda item 6 which addressed the proposed rule change and SGM to be held on 15th September 2021.

J. McBride advised on the following:

- Decisions taken and implemented following on from meeting Management Committee meeting No.517 held on 23rd June 2021.
- The request by Committee to verify whether, or not, there would be a difficulty in adopting optional (new) rule 43.1.12 which prohibits relatives becoming Committee members as it referred to the "Group organisation" and although a completely separately administrated body to WHA, it also covered WPS Ltd.
- That [REDACTED] from TC Young Solicitors had been employed to assist and provide the final written version of the rules and had advised that there would be a difficulty in adopting rule 43.1.12 given that there were currently "relatives" (as defined in the rules) sitting on both Williamsburgh HA Ltd and Williamsburgh Property Services Ltd governing bodies.
- Various options for Committee to consider in deciding as whether to adopt rule 43.1.12 or not.
- Advice received from TC Young on each of the potential courses of action.
- Outcome from a meeting held with the potentially affected governing body members.
- Supporting information provided by SHR to assist in the decision-making process by Committee.
- SHR guidance on group structures (agenda item 6d).
- A set of draft rules that had been prepared by TC Young to include all amendments previously agreed at Meeting No.517 and including optional rule 43.1.12 (thus excluding related governing body members). Agenda item 6a.
- A set of draft rules that had been prepared by TC Young to include all amendments previously agreed at Meeting No.517 but excluding optional rule 43.1.12 (thus allowing related governing body members). Agenda item 6b.

6. Proposed Rule Change

- A tracked version of the current 2013 model rules highlighting the changes against the proposed 2020 model. Agenda 6c.
- A reminder of the post adoption process required to formally put the rules in place.

Having considered and extensively discussed the content of the paper, Committee agreed to adopt, as its new constitution, the new rules as presented at Agenda item 6b, to include all optional amendments agreed at Committee Meeting No.517 held on 28th July 2021 and excluding the optional amendment available under rule 43.1.12.

For clarity it was noted that this course of action meant that it would continue to be possible for relatives to sit on the governing bodies of the WHA group and that although Rule 43.1.12 offered the ultimate recourse to avoid potential difficulties arising from relatives sitting on WHA governing bodies, any “family member” difficulties and/or conflicts of interests would be managed via the Committee Members Code of Conduct and Corporate Governance framework in place.

J. McBride was instructed to minute the decisions and continue to work with TC Young to take the new rules to the planned SGM, for approval by the membership on 15th September 2021 and notify all relevant parties thereafter.

7. Complaints Handling Quarter 1: 2021/22

J. Scott re-joined the meeting at this point.

L. Ferrie presented agenda item 7 which detailed the service delivery complaints received during quarter one of 2021-22 and the recorded performance in respect of acknowledging and resolving them within the prescribed timescales.

Committee discussed and noted the content of the complaints handling performance report and discussed in particular the increase in complaints regarding the new landscape maintenance contractor and ongoing actions taken by Senior Management to resolve the poor performance delivery issues.

8. Housing Management Quarter 1: 2021/22

L. Ferrie presented agenda item 8, which detailed service delivery performance, in the following areas within Housing Management:

- Anti-social behaviour complaints.
- Estate Management complaints.
- Housing and transfer list.
- Void properties.
- Allocations and average days to let.
- Court actions.
- Rent arrears. (Additional information provided as requested by Committee).

Committee discussed and noted performance as reported in each of the areas noted above.

L. Ferrie also presented two additional items to the regular report:

- Completed 2021 Housing Association Questionnaire submitted to Renfrewshire Council to assist with the production of a report on wider local housing strategy for Renfrewshire.
- Financial gains accrued to tenants due to interaction with our Benefits Advisor and Financial Advice Assistant. This would now be reported routinely in the quarterly stats.

9. Development Quarter 1: 2021/22

J. McBride presented agenda item 9, which detailed grant received, expenditure incurred, and progress made against each of the projects within the Association's development programme as follows:

Albert Road, Renfrew 42 Units (Progressing)

The following documents were presented as appendices to the report:

- Planning consent received.
- Building warrant received.
- Roads construction consent.
- Parent company guarantee (from McTaggart Construction group).

9. Development

Quarter 1: 2021/22

J. McBride summarised progress with the development since the previous report as follows:

- Expenditure to date: £777,398.
- Grant received to date: £753,728.
- All statutory consents now in place to allow construction work to commence.
- Construction work planned to commence on Monday 16th August 2021
- Site start date was three weeks later than previously indicated due to the long lead in period for drainage materials.
- Building contract was being prepared for signature on or around site start date of 16th August 2021.
- Parent company guarantee had been received and would be signed in conjunction with the building contract in due course.
- A risk matrix was provided analysing and assessing key risks and mitigating factors at this stage in the project.

North Road, Johnstone

Estimated 25 Units (Future Planned)

- Expenditure to date: £22,303.
- Initial meeting with McTaggart Construction to take place on 4th August 2021.
- Project is included in Renfrewshire Council's Strategic Housing Investment Plan (SHIP).

Cartha Crescent, Paisley

Estimated 25 Units (Future Planned)

- Expenditure to date: £26,682.
- Project is included in Renfrewshire Council's Strategic Housing Investment Plan (SHIP).

10. Finance

Quarter 1: 2021-22

L. Ramsay presented agenda item 10, the financial report for the first quarter of 2021-22 period ended 30th June 2021, comprising the following:

- Statement of Comprehensive Income.
- Statement of Financial Position.
- Statement of Cash Flows.
- KPI Ratios.
- Detailed Management Accounts variance analysis.
- Overhead Analysis.
- Cash and Bank detail.

The key financial highlights were advised as follows:

- Turnover of £2.1m to date was in line with budget.
- Operating Costs of £1.5m to date were £0.1m lower than budget – mainly due to timing of cyclical spend & savings in salaries & overheads.
- Surplus for Q1 of £0.5m was £0.1m better than budget.
- Capitalised planned maintenance programme, only £65k expenditure in Q1, Full Year spend is budgeted at £1.5m. Programme will start fully in the coming months after being impacted by restrictions on entering homes in Q1.
- Development programme had only incurred internal staff costs of £14k in Q1. Full programme will commence in August 2021. The full year planned spend was noted as £4.8M (£2.6M grant funded).
- Cash inflow of £0.5m in Q1. This was expected to reduce over the remaining months of 21/22 as the development and planned maintenance programmes are fully underway. The forecast cash position as at 31st March 2022 was estimated as £8.1M.
- All key financial ratios gave a satisfactory return.

Committee noted the content of the financial reports.

11. Maintenance

Quarter 1: 2021-22

O. McMillan presented agenda item 11, which detailed service delivery performance, in the following areas within property maintenance:

- Average repair completion times (by category).
- Repairs completed "Right first time".
- Satisfaction with the repairs service (Summary information).
- Full quality satisfaction survey carried out by "Research Resource" on satisfaction with repairs (Q1 2021/22).
- Post inspection of repairs.
- Gas safety checks/services.

Committee were satisfied with performance reported and noted the content of the report.

O. McMillan presented an update on three other items:

Fire Regulation LD2 upgrade work:

It was noted that only 139 lettable properties were still to be upgraded and that our gas maintenance contractor (James Frew) would now pick up the work at the annual gas service visit.

I-FLAIR Maintenance Agreement 2020-24:

Confirmation that the agreement had been signed by WHA and that training had been provided to staff who would access the framework on our behalf.

Panned/Cyclical maintenance procurement

Progress with:

- Procurement of the kitchen, bathrooms, boiler, and window replacement programmes.
- Procurement of painting, gutter-cleaning, and annual maintenance of communal ventilation systems.

