

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
HELD ON 29th October 2024
IN THE KCHA OFFICES**

Present: Elaine Shaw (ES)
John Barclay (JB)
Jane McDonald (JM)
Kirsteen McLerie (KM)
Margaret McKenzie (MM)
Fiona Mills (FM)
Sharon McDonald (SM)
Stephanie Ritchie (SR)

In Attendance: Daniel Wilson (DW)
Joy Chilambe (JC)
Clare Bird (CB)
Alex Cameron (AC)

1 Apologies

Robert Wards (RW), and Jane Herrity (JH)

2 Declarations of interest

JB declared interest in item 19 and will refrain from joining in any discussions on that matter.

3 Minutes of the Meeting held on 27th August 2024

The minutes were agreed being first proposed by KM and seconded by ES.

DW updated the MC that the feedback from the away day has now been compiled and a paper will be presented to the November meeting on the strategic objectives.

4 Minutes of the AGM held on 17th September 2024

The minutes were agreed being first proposed by ES and seconded by JM.
FM asked and the MC agreed, that thanks are passed to the staff for their hard work in setting up and facilitating the AGM.

5 Minutes of the Meeting held on 17th September 2024

The minutes were agreed being first proposed by ES and seconded by KM

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6 Matters arising

Matters arising were addressed under points 3 and 4.

7 Internal audit report on Assurance Statement

AC presented the internal audit on the Assurance Statement. He started by describing to the new members of the MC what the assurance statement is, and the importance of the MC gaining Assurance, via the evidence bank and committee papers prior to the submission of this document.

He advised that for the most part the report details that we are meeting the regulatory standards, but it also provides suggestions as to how we can better meet these requirements. The MC noted these suggestions and that they will provide action points going forward.

One suggestion was with regard to the cover sheet for the Committee papers, being that this is updated to highlight areas of Risk and to link in with the Improvement plan (detailed in the Governance Review). The MC tasked the director with pulling together an updated cover sheet that meets these suggestions.

8 Assurance Statement Final Draft

MC agreed on the final draft, and this was signed by the Chair for submission to the Scottish Housing Regulator.

9 Code of Conducts

DW advised the MC that all code of conducts have been issued and returned (other than that with RW who shall submit it during the week).

He provided a refresher session to update the MC on the importance of code of conducts, the responsibilities to observe collective decision making, and how to recognise and address any potential conflicts of interest.

ES confirmed to the MC that she has seen the updated Register of Declared Interests.

It was confirmed that codes of conducts have also been completed by all staff members and that going forward these shall be completed annually following the AGM.

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10 Management Accounts

JC presented the management accounts. These cover a 6-month period to the end of September. JC stated that overall, the accounts remain positive and healthy. We have a rent arrears equalling 2.83% of annual income which is low and is being managed by the housing staff. We continue to retain a healthy surplus and have ensured liquidity to cover all the expenses due for the rest of the financial year.

11 Adaption budgets

DW presented the paper on adaptations. He detailed that we have previously received grants that cover the costs of adapting properties, but this grant has been reduced this year, and there are concerns that it may be again reduced in future years. He detailed the importance of being able to adapt properties to meet the needs of tenants with disabilities, but also that such adaptations come at a growing financial cost.

The MC debated the impacts of this, the importance of sustaining tenancies, our duties towards our current tenant and our responsibilities under equalities legislation. The MC agreed that a further £XXX shall be provided by the Association to cover essential adaptations in the current financial year. The MC will also look to provide a ring fenced budget for adaptations of the coming financial year, with this set at £XXX

They further tasked DW with reporting to the CM if these budgets are exceeded, as they continue to feel it is important to be aware of the impact on both tenants and the Associations reputation.

It was further agreed that in the coming year the Association will prioritise higher priority adaptations (category A) over less essential works and shall seek to maximise the budget towards carrying out as many essential repairs as possible.

The MC members also highlighted the importance of ensuring value for money with expensive adaptations through ensuring adapted properties are allocated in a pro-active manner.

12 Consideration for Sub-Committees

The MC had a discussion with regards to whether or not to set up sub-committees. They agreed that whilst the use of sub-committees could be beneficial in reducing the time required to discuss such issues at MC meetings, they were confident that we have in place an efficient format for running the MC meetings and that there was

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benefit in all MC members being able to provide an input. It was also felt with the importance that the MC is attaching to governance issues, that it remains critical for internal audit points to be considered and debated by the full committee.

13 Rent Setting Process and Policy

DW presented the new rent setting policy. He detailed this was reflective of the guidance we had received from the governance audit and that going forward the MC will be presented with budgets detailing the expected costs of delivering the service in the coming year, the projected costs of improvement works scheduled for the year, and details on any financial reserves. These will also be presented alongside the thirty years plan to ensure that any changes to rent setting is done in a manner that can ensure financial viability. The rent setting process will also look at affordability, incorporating the SFHA affordability tool and will provide benchmarking details on the rent costs within the area and projected increases (where available) from other social landlords. FM and SR provided insight into the likely increases that other RSLs are considering and the MC took note of this for considering when the rent consultation exercise commences in November. The MC also noted that the UK Governments Budget, tomorrow, will impact our costs.

14 Risk Register

The MC considered the quarterly Risk Registers. DW detailed that we had initially populated these registers with a lot of points, but as these risks become managed and decrease in threat, they will be removed from the register. Adversely, as new risks emerge, these shall be highlighted. Of note to the MC was that the governance related risks have been reducing, reflective of the new policies and practices that the Association has been adopting, and the Asset Management risks with regard to health and safety, which are now being thoroughly recorded and reported quarterly via the Health and Safety KPIs.

15 Procurement of Windows and Doors

DW reminded the MC of the e-mails that had been circulated with regard to the procurement of the window and door contract. This was reflective of the procurement exercise carried out by the Scottish Procurement Alliance, and that on reviewing these tenders the MC had agreed that the quality offered by all

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submissions were of a similar level, but the price offered by one contractor was noticeably lower than the others. For this reason, the MC had agreed to the procurement of Sidey for the contract.

DW confirmed that we would look to appoint a clerk of works to oversee the project and we would also involve tenants in feedback and the signing off of the work.

SR enquired if we had ensured that there was community benefit as part of the contract, and DW confirmed that this had been looked at with the plan being a benefit to the residents of our supported accommodation units.

16 Tenants Survey Results 2024

DW detailed that he had instructed a survey of tenants. Although this was not required under the ARC until next year, he felt it was important that the MC had access to more up to date information on satisfaction levels, especially considering the number of changes both within the Association and within the community, since the last survey.

The MC noted that satisfaction levels remain high across all key ARC indicators and the report reflects that KCHA tenants continue to be proud and recognise the quality of service being offered by the Association.

The MC discussed that the only drawback to this can be seen in tenant participation as tenants have detailed that they are aware of the opportunities to participate, but there is only a limited interest in active involvement.

DW confirmed that all tenants that had detailed an area of dissatisfaction have been contacted and that all issues raised have been investigated and resolved.

17 Membership Applications and Cancellations

DW advised that following the success of the AGM, we have received 2 further applications for membership.

Personal Information Redacted

The MC considered and agreed on both applications.

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18 New and Updated Policies

DW presented the updated data protection policies, advising that our external DPO: RGDP, have updated these key policies in reflection of updates in data protection law and best practices.

The MC agreed the EISR, Data Protection, and Data Retention policies.

19 Community Support Fund Applications

DW advised the MC that we have received three applications for the community support fund. We have also received a further two applications since the papers were compiled and these will feature in the November Committee papers.

DW reported that to date the MC have allocated £600 to good causes, the MC having previously requested a regular update on the amount allocated throughout the year.

The MC discussed the applications and highlighted again their belief that this fund should be used to benefit charities and groups that are beneficial to our local community. They also re-iterate their preference that recipients are contacted for follow-up publicity work to ensure that tenants are kept aware of how the fund is benefiting the community.

After further discussion, it was agreed following a vote to allocate to all three applicants (Drumchapel Foodbank, Drumchapel Children's Rights Group and Drumchapel Advocacy Project).

The MC also discussed the future of the fund, agreeing that it would be beneficial for the fund to have a ring-fenced amount set in the coming budget and that they should not look to exceed this amount in any given year. The MC agreed to set an amount of £3,000 for the coming year, though a final agreement on this shall be made as part of the budgeting process.

20 AOCB

DW confirmed that the Committee members appraisals have now been completed and that he has e-mailed members seeking feedback on areas for training in the coming year. Each member has been asked to suggest where they feel they would

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benefit from future training.

DW also detailed that there is an opportunity for KCHA to join other members of Drumcog in arranging a pensioner's Christmas lunch. This was discussed by the MC who felt this would benefit the tenants. It was agreed that DW would progress this.

Further Confidential Information Redacted

21 Date of Next Meeting

- Special meeting on 11th November
- Next MC meeting 26th November