

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
HELD ON 26th November 2024
IN THE KCHA OFFICES**

Present: Elaine Shaw (ES)
John Barclay (JB)
Kirsteen McLerie (KM)
Margaret McKenzie (MM)
Robert Wards (RW)
Stephanie Ritchie (SR)

In Attendance: Daniel Wilson (DW)
Joy Chilambe (JC)
Ikra Aziz (IA)
Fettes McDonald, FMD Financial Services (FMD)
Lorna Ravell, EVH (LR)

1 Apologies

Louise Herrity (LH), Sharon McDonald (SM), Fiona Mills (FM), Jane McDonald (JM) and Arlene Martin (AM).

2 Declarations of interest

No interests were declared.

3 Minutes of the Meeting held on 29th October 2024

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

DW updated the MC that all code of conducts have been completed, all declared interests have been recorded in the register, and these have been shared with the Chair. The Chair is happy that all declared interests are being correctly managed.

4 Board Member Description

DW reminded the MC of the recent governance review and the action plan that we are now working with. Part of this review highlighted a benefit in having a clear statement of the roles of the office bearer. The MC reviewed these descriptions and confirmed that whilst the descriptions fell in keeping with the role descriptions as set in the rules, this document also helped to further define the roles, particularly that of the Vice Chair.

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5 Draft Budget & Budget Narrative

FMD presented the draft budget

CPI is expected to rise from 1.7% in September to 2.2% in October, potentially reaching 2.5% next year and the inflation impact will continue to be considered and factored into future projections.

FMD detailed that the projected ratios are healthy and there are no areas of concern. He drew the MC's attention to overheads as a percentage of turnover, as these are high, but detailed this is due to one off costs. He also pointed out that reductions to grant funding could impact our long-term cash could position with a possible drop by £XX if the funding is ended. We will continue to monitor government funding and may require to consider this in future rent reviews.

The MC discussed the investment plan for the coming year and the importance of continuing to plan for future investment works. SR asked when the last stock condition survey was completed and DW advised that this was two years ago. He however also detailed that there is currently being carried out a survey of 1/3 of KCHA's stock, as we wanted a more up to date picture with which to develop our long term plans.

FMD confirmed that the organisation continues to operate with a healthy surplus, there are some higher costs than normal within the budget, reflecting the works that the organisation are looking to focus on in regard to meeting the governance action plan, but these costs should be one off and not annual.

The MC considered the draft budget and approved the proposal to consult on a 3.3% rent increase.

6 Report on Committee Appraisals

LR from EVH provided a report on the recent Management Committee appraisals. The collective appraisal survey was distributed to 10 committee members and 1 senior manager, achieving a 100% response rate. The Chair's 360 performance review survey also achieved a 100% response rate, with all 9 committee members participating and feedback was compiled into a report which has been provided to the Chair.

LR advised that the appraisals have been very positive. The MC members individually detailed a good level of knowledge in the working of the Association and particularly in local matters within Drumchapel, they are also happy to provide

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scrutiny and to ask questions at meetings. The MC members are also happy with the role carried out by ES as Chair.

LR advised that the next steps in the process shall be for the Association to develop a training plan that looks to build on the areas that MC members highlighted they wished to improve upon. DW advised that this plan has already been created and circulated, this looks at the areas highlighted in the appraisals, but also highlights areas identified by partners within Drumcog. There will be a special training session in January which will look at employment law, but which shall also look to agree the training schedule for Drumcog for the coming year. SR asked what provision was available to members that could not attend the Drumcog training, and DW detailed that training sessions will be recorded and the recording shared with members that cannot attend. DW also highlighted that we continue to offer training outside of Drumcog, and this can include night classes and distance learning.

MC thanked LR for her hard work and commented that she made Committee feel very comfortable throughout the appraisal process.

7 Drumcog Training

DW advised MC the next Drumcog training will be on employment law with Paul MacMahon from EVH on the 20th January at the Drumchapel Co-Op Offices. This training reflects an area highlighted in the appraisals, but also an essential part of the MC being aware of their legal responsibilities as an employer.

8 Governance Review

DW reminded the MC of the updated cover paper for reports. The paper has been expanded to highlight areas of risk, and how the paper will link in with our governance action plan. Each time a paper looks to address an area of the action plan, this will be highlighted in the cover report. DW also reminded the MC that the reports already link in with the Regulatory Standards and that it is likely that there will be a high level of overlap.

DW confirmed that the MC has met with Angela Spence and reviewed the action plan, and since this meeting have received updates including a recently updated action plan. As the Association develops its approaches and begins to meet the improvements highlighted in the action plan, these will be detailed to the Management Committee.

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One of the key areas of focus going forward shall be the Business Plan. Whilst the Association has had in place a Business Plan, the governance review has made many suggestions for improvements within this. The MC has already met on the away day to set the grounds for developing a fresh new plan. As it is hoped to have a draft plan in place by March, it was agreed that DW will look to develop this over December and into quarter 4, sending regular updates and seeking feedback from MC via e-mail. All members agreed to keep an eye out for these correspondences and look to provide feedback and guidance on the development of this draft.

9 Succession Planning

DW reminded the MC that ES is scheduled to stand down as chair at the AGM in 2025. It is important that the MC begin to consider who would be interested in standing for the role, this will allow the potential chair to benefit from training in advance and to work with the current chair to better understand the role.

DW asked that all MC members give consideration to this, and we shall look to discuss it further in the new calendar year.

10 Strategic Objectives

DW advised that we have now had two away days in which we have looked at business planning and particularly reviewing the strategic objectives. He has combined the proposed objectives, which were very similar, and submitted these for agreement to the MC:

- We will deliver quality, local services for our tenants and customers, through collaboration with our partner agencies, ensuring value for money and long-term financial viability.
- We will work with our customers to provide an excellent service and to deliver safe, high-quality homes.
- We will listen to our customers' feedback to ensure effective service delivery that aspires to meet their expectations.
- We will exercise effective and robust governance to ensure we are compliant with all legal and regulatory requirements.
- We will invest in our people to ensure that they fulfil their potential and that we create a positive workplace environment.

MC agreed the new Strategic Objectives.

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11 Business Plan

DW detailed that much of the Business Plan has been discussed at point 8, but he advised that a SWOT (Strength, Weakness, Opportunities, and Threats) analysis has been circulated to the MC for discussion and comment. This looks at the business context and environment the Association is in, and as such, shall be a key part of the Business Plan. He thanked members for their comments and feedback, but also reminded the MC, that similarly to the Risk register, there will always be areas of threat or opportunity that we may not be able to directly address, for example changes by the Scottish Government to the housing standards, it however remains an important part of business planning to identify these and ensure we are adequately prepared.

MC discussed and noted the SWOT analysis report.

12 KPI Performance

DW presented the KPI performance report detailing performance in quarter 2. He detailed that we continue to perform well, and in line with our targets across all KPIs. SR asked as to when and how we set our targets, and DW advised that the MC considers these after the financial year end, once we have the ARC reports, the targets are again reviewed during the year when the ARC results for comparative Associations are published.

MC noted continued good performance.

13 Health & Safety

DW presented the Health & Safety KPI report to MC detailing that:

- All legionella inspections have been completed on our water tanks.
- There has only been a small number of cases of dampness/condensation, and these have all been addressed, with post inspections carried out confirming the tenants are happy that the issue is addressed. Looking at previous years, we expect this number to increase as we reach the colder months and condensation becomes a growing problem.
- All building anchors have been replaced earlier in the year.

MC noted the Health and Safety KPI Report.

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14 CAB Report

DW presented the CAB Report from July to September 2024

The surgery was well attended, with most clients seen face-to-face, while telephone appointments and home visits (by arrangement) remained available. Triple and double appointments were provided for clients needing assistance with sickness and disability benefit forms, including Adult Disability Payment, Attendance Allowance, and UC50 forms.

Most client inquiries concerned benefits, and it is expected that the Universal Credit managed migration process will increasingly impact tenants. Collaboration with HA staff will be key in supporting those affected. The MC discussed the continuing importance of this service including its key role in ensuring tenancy sustainment.

MC noted the CAB report.

15 Membership Applications and Cancellations

DW advised there has been no changes to the membership.

16 Client Management System

DW presented an update

17 New Policies

DW presented the new and updated policies:

- Adverse Weather
- Procurement
- Recruitment and Selection
- Settlement Agreement
- Alteration & Improvement

He detailed that many of the established policies have been updated to reflect points raised through the governance review.

MC noted and approved all the policies.

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18 Correspondence

DW presented a letter from PATH detailing the need to promote equality and diversity in the Sector. The MC discussed this, and whilst they felt that as a small employer, we would struggle to afford to take on and train a trainee, we want to support PATH, for this reason the MC instructed DW to arrange for the £500 annual sponsorship.

19 Community Support Fund Applications

DW advised the MC that we have received 2 applications from G15 for the community support fund. The MC discussed the procedure detailing the limit of what can go to each cause. It was agreed that whilst these causes were all very positive, it is important to follow the procedure, especially as it was developed to ensure that the fund supported as many causes as possible. For this reason, they proposed and agreed to a payment of £XXX to G15, covering both projects at £XXX each.

20 AOCB

Adaptions

At the October MC meeting, the MC asked that DW continue to keep them up to date with the spend on adaptions and advise if there are any new requests now that we have exceeded our expected budget. DW advised MC there have been two new adaptions made. He advised that both adaptions are for level access showers and have been highlighted as essential by occupational health.

MM advised that it is crucial that properties meet the requirements of tenants.

RW agreed and advised that this will be a growing issue as our population within Drumchapel continues to age, and that there is a further challenge due to the housing crisis, as it means there is limited options to address these challenges through a house move. SR also commented that the critical need for adaptions in these cases meant that it was impacting on the lives of these tenants and any delay would have significant impact on them as well as creating a reputational risk.

After further discussion the MC agreed to a further increase to cover adaptations.

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Christmas

DW advised that there had been limited uptake on the proposed MC Christmas lunch/evening, the MC members discussed this and confirmed that for many of them this is a busy time of year and proposed that this is instead revisited in the new year.

21 Date of Next Meeting

Next MC meeting will be on Tuesday January 21st 2025.