

**COMMITTEE
MINUTES**

MINUTES OF	:	Management Committee Meeting
TIME & DATE HELD	:	6th April 2010
DATE APPROVED	:	4th May 2010

COMMITTEE PRESENT	:	Ms. Sangster, Mr. Tominey, Mr. Quinn, Mrs Pryce, Mrs. Brown, Mrs. McAllister, Mrs. Thomas, Mr. McWhinnie, Mrs. Hain, Mrs. Finnen, Mrs. Allan, Mr. McDonald, Ms. Scoffield, Ms. Johnston, Mr. Hastie.
APOLOGIES	:	None
STAFF PRESENT	:	Chris Cunningham, Margaret Paton, Jim Hempsey and Mary Hunstone.
IN ATTENDANCE	:	None

1. Minutes for Information

- Corporate Services Committee Meeting - 26th January 2010
- Management Committee Meeting - 2nd February 2010
- Development & Wider Role Committee Meeting - 9th February 2010
- Operations Committee Meeting - 16th February 2010
- Corporate Services Committee Meeting - 23rd February 2010

The above minutes were noted for information by the Management Committee.

2. Minutes for Approval

- Management Committee Meeting (P&C) - 2nd February 2010

The above minutes were passed as a correct record on a motion by Ms. Scoffield and seconded by Mr. Quinn.

- Management Committee Meeting - 2nd March 2010

Mrs Allan left the meeting at this point. The Director gave a brief discussion on the background to the allocation of a property.

The above minutes were passed as a correct record on a motion by Ms. Scoffield and seconded by Mr. Hastie.

- Management Committee Meeting (P&C) - 2nd March 2010

The above minutes were passed as a correct record on a motion by Ms. Johnston and seconded by Mr. Hastie

3. SGM Rule Change

The Director introduced this report to bring committee up to date with the Rule change relating to committee members.

Committee noted that the Special General Meeting was scheduled for 18th March in the Association's office. Unfortunately, only 28 members of the Association attended and as the quorum required 32, the meeting was re-scheduled for the following week i.e. 25th March, again in the office. At that meeting 18 members attended and in line with the Association's Rules the meeting proceeded at 6.30pm.

The Rule change was unanimously approved and staff would now proceed to notify both the Regulator and the Financial Services Authority of the change.

A draft copy of the minutes of that meeting were attached to the report for committee members information. It was noted that Mr. Quinn's and Mrs. McAllister's apologies be recorded in the minutes. It was noted that the Minutes would go forward to the Annual General Meeting for formal approval.

Committee also noted that in line with the new arrangements, a revised copy of the Rules will be prepared and the Association's committee elections will proceed on the basis of a Management Committee of up to 18 members.

Committee noted all of the above and the contents of the report.

4. Schedule 7 Allocations

The Performance and Development Manager presented this report to advise the Management Committee with regard to the circumstances under which the Management Committee may consider and approve the granting of benefits to employee, governing body members etc. The report concentrated on, the granting of a tenancy, which is defined as a benefit in terms of Schedule 7 of the Housing (Scotland) Act 2001. The report did not cover the full detail of Schedule 7.

Committee noted that Schedule 7 is designed to make sure that neither employees nor governing body members abuse their position or benefit from their connection with a Registered Social Landlord (RSL). Schedule 7 is about ensuring equality and fairness of treatment for all.

The Performance and Development Manager also took committee through the role of the Management Committee in considering Schedule 7 allocations to ensure fairness, equality and transparency in a specific allocation.

Committee noted the revised report format which should provide committee with the reassurance that the allocation process has been followed in full. Three officers would check and sign off the allocation itself and the matter would be formally reported to the Management Committee by the Director.

Committee considered all of the above and the contents of the report and after a brief discussion agreed to the recommendations contained within the report to:

- Note the report
- Agreed to the revised reporting format on Schedule 7

5. 30 Year Plan and Financial Arrangements

30-Year Business Plan

The Director presented the report on the Association's 30-Year Business Plan which had been previously considered and approved by the Corporate Services Sub-Committee.

The Director drew Committee's attention to the key elements of the Plan which has 2010/2011 as Year 1, including:-

- Peak debt of £30.5million
- Peak debt reached in Year 7
- Debt repaid in full in Year 25
- Inflation at 2.5%
- Interest Rates at 6.25%, noting that present rates are below 5%

The Director informed Committee that, as agreed by the Corporate Services Sub-Committee, the 30-Year Business Plan had been forwarded to Royal Bank of Scotland for their consideration as required by the Association's Loan Facility Agreement.

Following discussion, Committee noted the key elements of the 30-Year Business Plan as submitted to Royal Bank of Scotland and also noted the new arrangements for the Association's borrowing over the long term.

Restructuring of Borrowing

The Director presented the report on restructuring the Association's borrowing with Royal Bank of Scotland.

The intention of the exercise was:

- To introduce as much certainty into the Association's financial projections as possible during a period of high capital costs for the Association as it pursues new-build, refurbishment and major repair works, especially during a period of economic uncertainty
- To improve the time-profile of the loan capital so that loans are drawn down and repaid in accordance with the 30-Year Business Plan
- To reduce the cost of the loan capital required by the Association

The Director informed Committee that the restructuring proposals had been considered and agreed by the Corporate Services Sub-Committee and that the proposals had been implemented with RBS prior to the Government's Budget Statement on 24th March to be effective from 30th April 2010.

The Director drew Committee's attention to two of the most significant factors in the Association's finances, namely rents and salaries. In the past, September RPI determined the amount of the proposed rent increase while the December RPI determined the amount of staff salary increases. In addition, the new Borrowing arrangements provided for the December RPI to determine the interest rate payable on part of the loan capital.

As a result, using December RPI for all three of the Association's main economic factors would mean that there could be no fluctuation between them as had been the case in the recent past and, thereby remove another element of uncertainty from the Association's finances for the future.

Following discussion, Committee agreed that in future years the rent increase would be based on December's RPI.

6. IMP 2010

The Performance and Development Manager presented this report to seek committee's approval for the Draft Internal Management Plan.

The Plan had been prepared on the basis of the discussion and recommendations made at the Internal Management Planning Away Day held in February.

Committee noted that the plan follows the pattern that has been developed over recent years and incorporates the following:

- A clear statement of our strategic objectives over the course of 2010-2013
- A review of last year's plan including both our main achievements and those issues which remain outstanding at the end of the year.
- A summary of the key issues which the Association is seeking to deal with in the coming year 2010/11.
- Key performance targets for the coming year 2010/11, including a commentary on those targets contained in Table 5 of the Internal Management Plan.
- The key actions required to meet the operational objectives for the coming year 2010/11.

The Performance and Development Manager invited questions from committee and there was a brief discussion on both the current tenant non technical arrears and the proportion of lets to homeless referrals.

Committee considered the contents of the report and all of the above and agreed to:

- Note the work of Senior staff carried out in preparing the Draft Plan following the Planning Away Day.
- Considered and approved the detail of the Draft Plan.
- Considered and approved the detail of the Key Performance Indicators for 2010/11.

7. Tenant Surveys 2010

The Performance and Development Manager introduced this report to:

- Highlight opportunities for SHA to develop a portfolio of measures to assess tenant satisfaction and encourage greater tenant feedback resulting in a more participative approach.
- Obtain Committee approval to progress the development of this portfolio of measures, through the re-appointment of IBP Strategy, the consultancy firm which carried out our Tenant Satisfaction survey of LHO tenants in 2008.

The Performance and Development Manager informed committee that the Regulator advises that the need to demonstrate the achievement of the highest levels of service to tenants is at the core of the inspection process. In order to demonstrate high quality service levels it is anticipated that RSL's will initiate a broader portfolio of measurement of tenants' satisfaction. Such a portfolio will be expected to go beyond simplistic satisfaction surveys and so Inspectors will be looking for a more integrated range of measures to facilitate tenant feedback and involvement in the service.

Given this it was proposed that in 2010 the following surveys are carried out:

- A follow up tenant satisfaction survey of the former LHO tenants. This is required in order to make a comparative assessment of tenant satisfaction, before and after transfer. It will compare responses to the same or similar questions asked in the Survey of GHA tenants carried out on behalf of SHA by IBP Strategy in 2008.
- A full tenant satisfaction survey as described in paragraph 2.5 of the report. The last time a full satisfaction was carried out was in 2005. Particular emphasis will be placed in assessing views on opening hours and telephone hours, accessibility and comparing satisfaction over a number of years.
- A repairs telephone satisfaction survey, last carried out in 2008 by IBP Strategy.
- An office exit survey, after the office has been operating for a full year to compare levels of satisfaction with the previous survey carried out in 2006.

Committee noted that the Association tendered for the survey of LHO tenants in 2008 on the basis that the selected consultant would undertake any follow on survey of LHO tenants. Senior staff considered the survey work undertaken to be of a high standard and delivered within timescale.

Committee considered all of the above and the full terms of the report and agreed:

- To develop a portfolio of measures to assess customer satisfaction and give delegated authority to the Performance and Development Manager to progress the proposed surveys.
- To give delegated authority to the Performance and Development Manager to seek detailed proposals and costs for the development of the portfolio of measure from IBP Strategy to be brought back to the Management Committee for formal consideration.

8. Landscape Maintenance Contract

The Director introduced this report to seek committee's authorisation to award the contract for landscape maintenance work in the Association for the forthcoming three years.

The matter was brought to the full Management Committee following discussion at the Operations Committee about which contractor should be awarded the work.

Committee noted that the tender process for this work had been conducted in accordance with the European Union rules on open procurement and that JMK Groundcare had submitted the lowest price. It was further noted that the OJEU Notice was explicit in stating that the contract would be awarded on the basis of price.

Committee considered the matter at length and following discussion decided to:

- Note the contents of the report
- Note the potential implications of awarding a contract to someone other than the lowest tender
- Award the landscape maintenance contract to JMK Ground Care Limited
- Requested that the Director review and revise tendering procedures and bring this back to a further committee meeting for discussion.

9. Office Opening

The Director presented this report to bring committee up to date with the office opening which had taken place on Friday 26th March 2010.

Committee noted and agreed that the opening had gone well and the Director reported that he had received positive comments by everyone attending the opening.

10. SST Revisions to Transfer Value

The Director presented this report and committee recalled that GHA had been giving consideration to a revision of the transfer value in the light of changes within GHA and their acceptance of the principles of the Mazars Report last year.

The Director advised that a report had went to the Board of GHA on Friday 26th March and that he had attended a meeting with GHA on Monday 29th March. At that meeting GHA staff presented a detailed breakdown of a proposed transfer revision and set out that they wished to make a payment to Shettleston of £1.791million. Following discussion with our financial advisers GHA was advised that this amount would represent an acceptable adjustment to the transfer value.

Committee noted the contents of the report and further noted that the payment was now in the Association's bank account.

11. Legal Services Procurement

The Director introduced this report to bring Committee up to date with the process for the procurement of legal services.

Committee noted the final tenders for the four categories of legal work had been submitted by the due date of 12th March 2010 and initial analysis of the cost element of the tenders had been prepared by our consultants Ewing Somerville. Work is now proceeding on an analysis of the detailed text in the tenders and it is expected that the outcome of that will be available over the course of April.

Committee further noted that this work would be awarded on a balance between quality and price with the split as follows:

- Quality 70%
- Price 30%

It was proposed that staff complete an analysis of the tenders and prepare a tender report to go to a panel consisting of the Association's Office Bearers. The assessment panel would then come to a decision on whether or not to proceed to the appointment of different legal firms in each of the four categories on the basis of the tender report. If the assessment panel took the view that interviews were required it will proceed to the interview process and, along with Senior Staff, serve as the interview panel for those interviews.

The Management Committee considered all of the above and decided to:

- Note the contents of the report and the process to date
- Agree to establish an assessment panel consisting of the three Office Bearers
- Authorised the assessment panel to award the legal work in the four categories or proceed to interview as appropriate.

12. Complaints

The Director reported that over the course of the last month the Association had received one complaint in relation to a tenant not receiving a response from a staff member in relation to a backcourt issue.

It transpired, that there had been a misunderstanding and on receipt of the complaint the Director wrote to the person involved offering the Association's apologies for that failure.

Committee noted all of the above and further noted that the matter appeared not to have been taken further.

13. Membership Applications

Committee received the report from the Director and considered the following membership applications:

Mrs Elzbieta Nieradko
885 Shettleston Road 3/2
Shettleston
GLASGOW G32 7NT

Mr Antoni Nieradko
885 Shettleston Road 3/2
Shettleston
GLASGOW G32 7NT

Committee noted that these applications had been confirmed within our existing procedures.

Committee approved the above memberships.

14. AOB

There were no further items of business.

**Minutes prepared by
Mary Hunstone, Office Manager**

SIGNED:

DATE: