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WENDY RIORDAN ON REDACTED PERSONAL DATA



Committee of Management

Minutes of Meeting – 16th February 2022

Present: Wendy Riordan
Colin Fraser
Stacey Powch-Scott
Fiona Marshall
George Nicol
Donna Anderson
Jim Hemphill

In attendance: Larke Adger (CEO)
David Mills (COO)

Guests: Colin James (Prospect Community Housing) - Virtual

1. APOLOGIES:

Joe Moir
Amanda Aitchison
Elizabeth Robertson
George Thomson
Jon Douglas

2. MINUTES OF MEETING 16th December 2021

The Minutes of the meeting held 16th December 2021 were approved by Committee.

3. MATTERS ARISING FROM THE MINUTES

There were NIL matters arising from the previous minutes.

4. DECLARATIONS OF INTEREST

There were NIL declarations of Interest.

5. FINANCE & COMPANY ADMINISTRATION

5* Special Report

Committee were advised and updated with regard to training attended by a committee member. As a result of the positive outcome, committee unanimously agreed to welcome back a committee member previously on a leave of absence. This in accordance with a previous SHR notifiable event: 22303.

5a. Cash in the Bank

All cash balances across the 5 x WGHC bank accounts were presented and a summary total provided, which stood at £1.77million. There was a decrease of £18k from the figure reported to Committee in December.

It was tabled that an invoice in the sum of £12k was to be deducted from the declared value due to a payment made in regard to the kitchen replacement programme being undertaken.

- **Committee noted the report.**

5b. Presentation of 3rd Quarterly Management Accounts (appendix 1)

The meeting was joined at 18.45 by Colin James from Prospect Community Housing (WGHC's financial agent)

Colin delivered a comprehensive report outlining the financial standing and position of WGHC. Cash balances remain healthy at £1.7million. Interest cover ratio remains strong at 681%, compared to the 110% required by WGHC's lender, Nationwide Building Society. Overall, WGHC's financial performance and position remains strong.

- **Committee noted the report.**
- **Committee Thanked Colin for presenting and giving his time**

Colin James from Prospect Community housing left the meeting at 18.55

5c. Rent Increase 2022-23

At the December 2021 meeting, Committee approved two proposed rent increases of 3.5% and 4% to go out for tenant consultation.

372 consultation forms were sent out. 62 were returned. This is a return rate of 16.6%. This is the highest return WGHC have had in recent years.

The results are as follows:

- In favour of 3.5% rent increase = **24** tenants
- In favour of a 4% rent increase = **38** tenants
- **Committee approved the CEO's decision, following tenant consultation to set the rental increase for the period 2022-23 at 4%.**

5d. Opening Business Instant Access Account - NBS

The CEO sought approval from Committee to open a Business Instant Access Account with Nationwide Building Society; and to deposit £600k into this account for the purpose of keeping this critical minimum amount of cash liquidity available but separate from WGHC's other operational bank accounts.

- **Committee authorised the CEO to open a new Nationwide Building Society Business Instant Access Savings Account**
- **Committee approved that the joint signatories are required on the mandate for this account and that these signatories should be that of the Chief Executive Officer (Larke Adger) and Chief Operating Officer (David Mills)**
- **Committee authorise the CEO to transfer £600k out of the Santander 95 day notice account and transfer into the new Nationwide Buildings Society Business Instant Access Savings Account. The due date will be 07 June 2022.**
- **Committee approved the transfer of remaining balance of £21,164 from the Bank of Scotland 32 day notice account into the RBS Interest Bearing deposit account; and subsequently close down the Bank of Scotland account**
- **Committee requested 2 additional signatories on the account (Wendy Riordan and Colin Fraser) with the proviso that 2 out of the 4 authorise any/all payments**

5e. Permission to seek new signed mandates for WGHC Bank Accounts

Following the recent resignation of 2 Committee members, names need to be removed from all bank mandates as WGHC authorised signatories.

- **Committee approved the immediate removal of former committee members from any WGHC bank accounts where they are mandated signatories**
- **Committee nominated Wendy Riordan and Colin Fraser to replace the former members**

6. GOVERNANCE

6a. Notifiable Events

Committee were updated on the current Notifiable Events currently still "open" with the Scottish Housing Regulator. Of the three previously reported, only one remains open and this is due to be closed by SHR in mid-to-late March 2022.

- **Committee noted the report**

6b. Committee Governance Draft Action Plan (Appendix 2)

Committee discussed areas for review and amendment; approve the amendments to be written into the final draft for the March Committee. Thereafter submit the Action Plan to the Scottish Housing Regulator.

- **Committee recommended the plan for final approval before being sent to the Scottish Housing Regulator**
- **Committee members considered and agreed WGHC formally removing the role of Treasurer and replacing this with the role of a 2nd Vice Chair. A job description is to be written as part of the Action Plan outcome.**
- **Committee unanimously and collectively approved the draft action plan**

6c. Committee Audit Skills Report and Training Plan

To share the results of the Audit Skills Assessment and for Committee to collectively agree on training priorities; consider residential training workshop weekend. Committee are asked to use the report to decide what should be included in their training plan for 2022-23. This also ties in with the Action Plan which will be submitted to the Scottish Housing Regulator following Committee approval in March.

- **Committee members considered the results of the Audit Skills report and collectively agreed on training priorities.**
- **Committee agreed to attend a 1 night residential training weekend. The date chosen (from 5 options) was set at Friday 22nd / Saturday 23rd April 2022.**

6d. Governance & Compliance Report

Committee were provided with an overview of Governance & Compliance within WGHC including assurance with regard to policy, procedures, statutory returns etc. The COO confirmed that WGHC have not received any SARs during the past month and that no known data breaches had occurred. A Freedom of Information had been submitted by a researcher acting on behalf of the Unite Union. A staff member had, inadvertently, deleted this. A secondary request was received and a response provided by the COO. This will have an impact on the next quarterly return to OSIC.

- **Committee noted the report.**

6e. Staffing

9 staff positions were discussed with explanations as to training progress, competence levels etc. The role of Housing Manager was discussed at length by Committee. The CEO give indicative plans in regard to this.

- **Committee members noted the report and staff updates**
- **Committee have requested a 'meet the staff' presentation for the March committee meeting**

6f. 3 Year extension to Wylie & Bisset Contract (Internal Auditors)

The CEO presented their request and quotation to an extension of the contract to the internal auditor, Wylie & Bisset. The CEO wanted this decision to be referred to Committee because it is a requirement under the SHR Regulatory Framework that every RSL has an internal audit function. So, from a governance perspective the CEO wanted the Committee to collectively consider and make this decision.

Committee were asked to convene an Audit Sub-Committee of 4 members, to ensure that, in ordinary circumstances, quorum can be achieved (3 members)

- **Committee approved the 3 year extension to the Wylie & Bisset contract function as WGHC internal auditors.**
- **Committee agreed an Audit Sub-committee be formed comprised of: Wendy Riordan, Colin Fraser, Fiona Marshall and Jim Hemphill.**

6g. Menco

The CEO presented to Committee the quotes for the renewal contracts for the landscaping maintenance and grass cutting services. WGHC Financial Regulations allow for negotiating a price with a contractor rather than tendering in certain circumstances. This is particularly suitable for term contracts such as landscape maintenance which are renewed on an annual basis. WGHC have found that with these types of contracts, the quality and continuity of service to tenants is just as important as price.

- **Committee approved that Menco are awarded the contract for:**
- **landscaping maintenance at a cost of £12,494**
- **grass cutting service at a cost of £15.30 per garden – total of £13,770 per year based on estimated number of 50**

6h. Zurich Insurance Renewal

WGHC Insurers are Zurich. WGHC has enjoyed a very successful working relationship with Zurich over the past few years. Unlike some other insurers in the sector, they have a dedicated Account Manager who meets up with the CEO twice a year to review risks and discuss any changes to stock or within the organisation. The CEO presented insurance quotations to committee.

- **Committee members approved Zurich's renewal quote for 2022-23.**

6i. RGDP registered as WGHC Data Protection Officer

If David Mills was to fulfil the role of Chief Operating Officer and Data Protection Officer, a conflict of interest would exist. Therefore and accordingly the CEO has re-appointed RGDP to fulfil this statutory role. Additionally, the CEO can report that the contract rate has been re-negotiated by the COO to a sum that affords a saving of almost 50% from the previous contract (i.e. from £4.5k to £2.2k).

- **Committee noted the report.**

6j. FaceNorth

The COO is working on a service level agreement (SLA) between WGHC and FACENORTH. This will formalise the leasing of WGHC's office at the Forthquarter to FN. A nominal annual fee of £1 will be payable to WGHC. Conditions of the SLA will include all the conditions required to be met by WGHC Insurers, Zurich.

- **Committee noted the report.**

6k. Use of the Company Seal and Membership

There have been 7 new Memberships since the last Committee Report

Membership No: 760, 20th December 2021

Membership No: 761, 20th December 2021

Membership No: 762, 20th December 2021

Membership No: 763, 24th January 2022

Membership No: 764, 18th January 2022

Membership No: 765, 7th February 2022

Membership No: 766, 7th February 2022

3 Memberships Ended

Membership No: 751, 2nd January 2022

Membership No: 607, 23rd January 2022

Membership No: 629, 6th February 2022

- **Committee noted the report.**

6l. Quarterly Performance Report (Appendix 4)

The cumulative quarterly performance report was presented to committee with various members of committee voicing concerns over the reported drop in statistics in certain areas of our performance, i.e. resolution of ASB cases, overall tenant satisfaction and some issues regarding staff performance. Both the CEO and COO were shocked to hear some of the feedback and immediately planned an all staff meeting to relay committee feedback.

- **Committee noted the report.**

7. HEALTH & SAFETY

The WGHC Health and Safety Committee had met and, aside from some minor operational elements, there were no health and safety incidents to report to committee.

- **Committee noted the report.**

7a. Future Agenda Items

Committee members are invited to put forward requests for additional agenda items for future meetings and approve requests put forward.

- **Committee members were asked to suggest or approve other agenda items in readiness for the next committee meeting.**

9. **A.O.C.B.**

The COO reported that operation hours had been extended Monday to Thursday to give tenants an extra 30 minutes per day in which to contact WGHC staff/attend the office etc.

- **Committee noted the report.**

Committee discussed membership meetings and asked that operational staff change the 'slant' of the meeting from the current format of 'an interview' which is uncomfortable for many tenants to that of a format of a 'welcome meeting'.

- **Operation staff have implemented this requirement**

10. **Date of next Committee Meeting**

It is proposed the next meeting be held on Wednesday, 16th March 2022 at 6.30pm. Doors will open at 6.00pm for Committee to chat / network and have refreshments prior to the formal meeting start.

- **Committee approved the next Committee Meeting to be on Wednesday 16th March 2022**

Signed **REDACTED PERSONAL DATA**

Date: 16th February 2022

Chairperson

NB: Committee Board Papers available upon request, contact our office.

Although extreme care and effort are taken with the production of papers and minutes, there may be occasional grammatical / spelling errors. Apologies are extended in these, rare, circumstances.