



MINUTES OF FORTH HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING HELD ON 25th JULY, at 7pm in person at  
146 Drip Road, Stirling

	<b>Present</b>
	Ann Dickson, John Jenkins, Lynore MacLeod, Priscilla Moramba, Fiona Russell, Andrea Finkel-Gates, Lyndsay Moffat, Claire Quinn, and Kenny Hutton
	<b>In Attendance</b>
	Jacqueline Norwood, Angela Laley, Margaret Glencross Shona MacLeod (Part) and Elaine Shepherd (Part)
<b>ITEM</b>	<b>AGENDA</b>
	Before the meeting formally commenced Ann advised that she had attended the funeral of John Paterson who had been on the Committee.
<b>2</b>	<b>Apologies</b>
	Alastair Hutton James Bryce and Cllr Jen Preston
<b>3</b>	<b>Declaration of Interest</b>
3.1	Chairs Statement  The Chair welcomed Clair Quinn to her first meeting.
3.2	The Chair asked if there were any Management Committee Members who wished to declare any interest specifically in the business of the meeting. None declared.
<b>4</b>	<b>Previous Minutes (meeting 27<sup>th</sup> June 2022)</b>
<b>4.1</b>	The previous minutes were amended to show that the Reactive maintenance policy was approved subject to Tenant Consultation being carried out. The minutes were <b>approved</b> by Lynore MacLeod and seconded by Kenny Hutton.
<b>5</b>	<b>Matters Arising</b>
	Private OT– as yet we have not had the need to have a private OT assess for adaptations but will continue to advertise and make tenants aware.

	At this point everyone present at the meeting introduced themselves as we had not all been together in the same room since lockdown. For the next meeting we will have place names to help people to get to know each other.
<b>6</b>	<b>Operations</b>
<b>6.1</b>	<b>Quarterly Performance Report</b>
	<p>This was the first time that this had been given in this format which incorporated the traffic light system. By reporting this way, it enables committee to benchmark and to have a greater understanding of performance in line with the ARC indicators. Further commentary is provided if we are not on target highlighted by amber or red on the spreadsheet.</p> <p>Our Adaptations policy is due to be updated and the Business Plan will reflect the fact that we are looking for ways we can help our tenants to stay in their property if we do not have a suitable property that we can move them to. The advertising of the Adaptation grant to tenants was discussed.</p> <p>With regards to the increase in rent arrears, Angela also reported that we now had a new member of staff in place who will assist with support to Income Maximisation Officer due to the current economic climate and fuel poverty situation.</p> <p>The spreadsheet will evolve to incorporate average comparative figures with other peer group landlords as well as own comparative performance.</p>
<b>6.2</b>	<b>My Forth Report</b>
	<p>Report was discussed by members, and it was noted that now Housing Officers have tablets they can do more when they are out, and also give demonstrations of My Forth, allowing tenants see the services that are on it. The tables also let Tenants make payments using their cards to make payment and Estate management issues can be reported immediately.</p> <p>A discussion took place regarding direct debits and why there is not a higher take up rate, one of the explanations is that new tenants are trying to intake a lot of information at sign up and have not used this method of payment before.</p> <p>A member suggested that the consultation for the next stage of My Forth be wider than current users. It was agreed that consultation would be three-fold i.e. tenants who have signed up and are using it, tenants who have signed up but are not using it and tenants who have not sign up.</p> <p>My Forth will be demonstrated at our open day using a training account but if this is not available a member has given permission to use their account.</p>
<b>7</b>	<b>Finance</b>
<b>7.1</b>	<b>Tender – VOIP Telephone System</b>
	Shona presented this paper and explained the procurement procedure and the companies that had been involved. She advised that dealing we

	have had with the preferred supplier have been positive. The tender was <b>approved</b> by committee. Shona left the meeting at this point.
<b>8</b>	<b>Policy/Strategy</b>
8.1	Compensation and Goodwill Payments Policy
	A Discussion took place regarding language used in the policy and it was agreed that it has to be common to people and written in a way that people will understand. The policy was <b>approved</b> .
8.2	Decant Policy
	Report was discussed and it was explained that the policy had been used just recently when dealing with house fires. The question was asked if many of our tenants did not have home insurance and it was explained that with some tenants, they do not see this as a priority therefore when something happens, they are not insured. A discussion took place regarding pets, and it was agreed that the wording should be amended to reflect that tenants have the responsibility to re-home their pets. This section of the policy to be worded differently. Committee <b>Approved</b> the policy.
8.3	Committee Training Policy
	Committee Appraisal dates change to August. It was agreed to use the form that was used in the skills audit and where a member completed a form for SETraining this will be issued to committee member. The policy will be updated with these forms.  Training Log will be kept and if members attended training arranged out with Forth committee should advise to ensure skills and training are updated. A training request form will be added to the policy. The other change will be that members who have attended a session should report to the next meeting and this will be added to the Management Committee Learning Report. The policy was <b>approved</b> subject to the amendments noted.
<b>9</b>	<b>Governance</b>
<b>9.1</b>	<b>Interim Director Report</b>
	The three sub committees are now up and running Development, Staffing and Audit & Risk. And each of them has a committee member as chair. The Interim Director report in August committee will contain work plans for each of the sub committees and a timetable for both the AGM and Annual Assurance Statement.  There were no items for approval, therefore report was <b>noted</b>
<b>9.2</b>	<b>Governance Improvement Plan</b>
	The progress on the plan was <b>noted and approved</b> .  It was also noted that Sharon and Mareta the two new staff members will visit the office prior to commencement and will also be advised of the date for the AGM.
<b>10</b>	<b>Membership</b>

	One application was approved.
<b>11</b>	<b>Correspondence</b>
	Share newsletter was available.
<b>12</b>	<b>Management Committee Learning Plan</b>
	The Interim Director advised that some training will be in person and other training will be carried out by zoom and the report will be updated to show this. This report was <b>approved</b> .
<b>13</b>	<b>Health &amp; Safety</b>
	Committee noted this report
<b>14</b>	<b>AOCB</b>
	Kenny Hutton advised that he will not be available for the next meeting and possibly the AGM but will hopefully be able to attend by Zoom. There will be a representative from Stirling Council at the August meeting re the new SHIP (Strategic Housing Investment Plan) and this will be at the start of the meeting.  <i>POST MEETING NOTE: This session is in September not August.</i>
	<b>Date of Next Meeting Monday 29<sup>th</sup> August.</b>