

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
HELD ON 27th June 2024 at 5.45pm
IN THE ASSOCIATION'S OFFICE**

Present: Elaine Shaw – Chair (ES)
Arlene Martin (AM)
Fiona Mills (FM)
Jane McDonald (JM)
Kirsteen McLerie (KM)
Louise Herity (LH)
Margaret Mackenzie (MM)
Bobby Ward (BW)

In Attendance: Daniel Wilson (DW)
Stuart Beatie, Auditor, Chiene and Tait (SB)
Joy Chilambe (JC)

1. APOLOGIES

John Barclay – Vice Chair (JB)
Jane Atkins (JA)

2. DECLARATION OF INTEREST

3. MINUTES OF PREVIOUS MEETING HELD 21st May 2024

The minutes of the previous meeting were approved on a proposal by KM seconded by JM.

4. MATTERS ARISING

- Item 5. DW reminded the MC of the Board Away day scheduled for the 24th of August and the importance that this will play in setting the Corporate Plan and through this the strategic direction for the Association.

5. KCHA Accounts

SB talked the MC through the accounts, he highlighted that the organisation remains in a strong financial position with our finances remaining similar to the previous year.

The organisation is making a small surplus and this reflects that expenditure has been kept at a comparative level to previous years; income having been increased proportionately (via rent levels) to expected costs.

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
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6. KCHA Annual Accounts Report

SB detailed the key highlights from the report. He detailed that governance is an area that the accountants are aware that we are working towards.

He detailed that they auditors have reviewed and agree with the valuation provided for our stock (houses) and that they are happy with the provision provided for bad debt and the approach we have in place for debt recovery. SB further detailed that they are happy with the key controls that are in place for expenditure, including that there are authorisation controls and these are working effectively.

He detailed that as part of this process an analytical system is used and this detected no signs of fraud or improper use.

SB detailed that adequate controls are in place to identify and mitigate any risks arising from related parties; DW confirmed to the MC that part of this process included the Codes of Conducts which the MC have completed and the management of the Declared Interests Register.

SB advised that the report highlighted that there had been no Risk narrative, but that this has now been inserted. DW confirmed to the MC that we have developed our approach to risk mapping as can be seen in the quarterly submission to MC of the Risk register.

It was noted that there are no control issues which the auditors wished to bring to the attention of the Management Committee.

The MC reviewed and agreed the annual accounts and these were signed by the office bearers.

7. Audit Summary Report

The MC agreed the audit summary report.

8. KCHA Reconciliation Accounts Surplus to Management Accounts

The MC noted the surplus.

9. Letter of Representation 2024

Following the reports above, and the suggestion by FMD, the MC agreed to sign the letter of representation. The ES signed the letter on behalf of the MC.

10. Health and Safety KPIs

DW presented the new format KPI report on health and safety, which details the key areas of gas, electrical, water, fire, asbestos and damp and mould. DW updated the MC on each of these areas and confirmed that the Association continues to meet our legal requirements with regard to health and safety. ES

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
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highlighted that the gas appointments are very easy to reschedule and this flexibility of service is a key benefit to tenants and is reflected in our 100% success rate.

DW also detailed that the Association has carried out the replacement of all of our roof anchors. This was due to the previous supplier no longer being in business and being unable to provide the initial fitting documentation. This precaution ensures that all of our anchors meet the updated legislative requirements.

DW advised that the damp and mould register is being updated and that we are carrying out follow up visits to any repair which highlights issues of damp and mould, to date these have only highlighted issues arising from living circumstances, but it remains important to the Association to support and assist tenants that are struggling to maintain their property.

The MC noted the Health and Safety KPIs and were happy with this new format and the regular cycle for reporting this.

11. Policies

a) Freedom of Information Policy

DW presented the updated policy and advised that this has been updated by our external DPO to reflect current guidance.

The MC agreed the updated policy.

b) Flexible Working Policy

DW presented the new policy and detailed that this reflected current best practices, legislative changes, and guidance from EVH. FM advised that the sector has moved towards more flexible working and it is important for us as employers to be able to attract and retain the highest quality of staff through offering the same systems and conditions as other housing providers. The MC felt it is important to be amicable to requests and to avoid the need for formal flexible requests but also to be conscious of service delivery to our customers.

The MC agreed on the new policy.

12. Governance Report

DW presented the governance report highlighting MC attendance and the training that has been completed. He thanked the members that have been able to attend the recent training highlighting this helps to increase knowledge on developments within the sector and to pick up on best practices through networking.

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION
MANAGEMENT COMMITTEE MEETING
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IN THE ASSOCIATION'S OFFICE**

A discussion was held on the organisations approach to complaints with the MC feeling that we should look to encourage this as a form of interaction with our tenants. FM enquired if the staff have had any formal training on complaints and DW detailed that the frontline team have recently completed the SPSO training. FM also suggested that we incorporate a “you said, we did” article in the future newsletters as this will help to highlight how we have learnt from complaints and responded to tenant feedback.

13. Membership Applications and Cancelations

DW detailed that we have received an application for membership [REDACTED]

The MC discussed and agreed on this application for membership.

14. A.O.C.B

DW detailed that the AGM will soon be approaching. In line with the MC agenda planner, this will look to be hosted in September, and we shall look to use the Phoenix Centre and seek initiatives to increase attendance from members. BW detailed that this had been the venue in the past, and it can adequately accommodate the numbers but there were some concerns over the acoustics.

The MC asked DW to look at what initiatives we can further incorporate to draw membership to the event and ensure that this is a success.

15. DATE OF NEXT MEETING

The next meeting will be on **Tuesday 30th July at 5.45pm.**