



	<p>Lorraine explained that many of our customers still expect documents by post but as we move forward it is likely to become less used as email usage increases. Home Master provides for email as the main point of contact and we will monitor the usage of the franking machine as we go forward.</p> <p>SH asked why there were so many refunds of rent. Lorraine explained that sometimes tenants pay their rent whilst awaiting HB, once that comes through they are entitled to a refund of the amount they have paid. Some others pay a little more each month and then ask for the refund at Christmas time. TT confirmed that she had seen people pay extra before in this respect.</p> <p><b>4.2 Bills for Approval and Payment</b> Lorraine explained the bills for approval and provided a breakdown of the invoices.</p> <p>The bills were approved for payment by SH and seconded by VK.</p> <p><b>4.3 Factoring Arrears Report</b> Lorraine gave an overview of the factoring arrears report and Committee noted that the balance outstanding compared to last year was slightly higher. Lorraine advised that was due to the cases on the back of the report which she would highlight later in her report.</p> <p>Committee noted that there are a number of owners who elect to pay by standing order and although their account shows an arrear given the bills have been sent out for this quarter/half yearly, by the time the next bills are due the account will once more be clear or in credit.</p> <p>Lorraine referred to the three arrears cases:</p> <p><b><i>Section redacted due to sensitive information.</i></b></p> <p><b>4.4 Minutes of the Finance &amp; Audit Sub Committee</b> Christine explained that the minutes are presented for noting and that they will be approved at the next meeting of the Finance &amp; Audit Sub Committee.</p> <p>BS noted that he had been missed from the sederunt and Christine noticed that SH had been ticked as both present and apologies. SH was at the meeting. Christine agreed to amend the minutes before presentation to the Finance and Audit Sub Committee.</p>	
5.0	<b>Directors Report</b>	
5.1	<p><b>Grant Dyer Request for Welfare Rights Training</b> Committee noted the content of the article relating to Grant's request. Christine advised that Grant had sourced a week long training course as recommended by Suzanne which covered all the basics of welfare benefit training. The course is delivered by Child Poverty Action Group (CPAG). TT advised that she was aware of the the training courses provided by this group and felt they were very comprehensive.</p> <p>Christine also advised that Grant had already identified two occasions when our tenants had to wait for a booking with Suzanne or Kevin and he felt that even with basic training he would be able to fill a gap in this respect.</p> <p>All Committee agreed to Grant attending this course.</p>	

<p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p><b>Corporate Services Officer</b> Christine advised that the advert had been offered internally and Emma had applied. This was as expected and given Emma is largely doing a lot of the duties and proving to be very good in all respects, she is a good fit for the role. Christine advised that she and MM were meeting with Emma tomorrow to discuss and interview regarding the position.</p> <p>GH suggested that the date of commencement of the role being 1 January 2020 was perhaps incorrect as we are off on that day. Christine advised that she had suggested that date for payroll reasons. After discussion it was agreed that the post would commence from 6 January 2020.</p> <p><b>Appraisals</b> Christine advised that her appraisal had been completed on 29 November and MM had attended a SHARE training course on carrying out appraisals on 4<sup>th</sup> December.</p> <p>Christine noted that all Committee Appraisal forms had been handed out tonight and that MM intended to carry out the appraisals in January before the two meetings. Further information regarding attending those meetings will be sent out.</p> <p>MM asked if everyone were happy with that arrangement or whether anyone would prefer an external agency. It was agreed that we would go along with this course of action this year.</p> <p><b>Freedom of Information</b> Christine advised that the first FOI request had been received and explained what the request entailed. Christine confirmed that an answer had been sent back as all the information was relatively easy to find. BS advised that his organisation had also received the same request.</p> <p><b>Court Action</b></p> <p><i>Section redacted due to confidential information.</i></p> <p>The remainder of the report was read and accepted.</p>	
<p>6.0</p>	<p><b>Scottish Housing Regulator – Self-Assessment against the Standards</b></p>	
<p>6.1</p>	<p>The only changes from last month in respect of the self assessment were to note that Director appraisal had been carried out, Value for Money Policy now in place.</p>	
<p><b>7.0</b></p>	<p><b>Management Performance Report</b></p>	
<p>7.1</p> <p>7.2</p>	<p>In Morna’s absence Christine gave an overview of the Management Performance Report and explained that a Patch breakdown would be provided next month.</p> <p>SH asked why Patch A’s arrears were so much higher than the other patches. Christine advised that she believed he had had one or two high level abandonments recently but Morna would clarify next month.</p> <p><b>Rent Consultation</b> Committee noted the content of the the rent consultation and Christine advised that it would be prepared and ready to send out on 6<sup>th</sup> January 2020. It was noted that the weekly and monthly rents had still to be filled in and</p>	<p><b>Morna</b></p>

	<p>Christine advised that Morna would do that prior to issue.</p> <p>JF asked why we provide a weekly equivalent as everyone pays monthly. Christine advised that some do pay weekly and we report our weekly rents through the ARC to the SHR.</p> <p>The paper was approved for issue in January.</p>	
8.0	<b>A.O.C.B</b>	
8.1	<p><b>Heating system Cumming Drive</b></p> <p>Committee noted the content of the report prepared by Craig advising of the total investment cost for the project at Cumming Drive. It was agreed that this was an excellent opportunity.</p> <p>Christine showed the Committee the plans on the screen and one or two questions were raised.</p> <p>BS asked where the meters would be positioned and would people be able to access them.</p> <p>VK asked about the section of the letter quoted below:</p> <p><i>Work to be done by the customer: You must ensure the suitability of the proposed meter location and associated controls have been assessed by your preferred meter installer, including that there is adequate space for the installation. If the proposed position is inappropriate then a new request should be submitted specifying your revised meter location.</i></p> <p><i>It is your responsibility to ensure that the work area is free from any obstructions prior to commencement of work.</i></p> <p><i>You are responsible for all outlet work and outlet connections from the meter (via Gas Safe registered engineer).</i></p> <p><i>To ensure continuity of your supply we recommend you make all necessary arrangements well in advance.</i></p> <p>Christine advised that she would ask Craig to clarify those areas and let Committee know. It is assumed that the Turner Group will carry out all matters relating to project management but this will be confirmed.</p>	Craig
8.2	<p><b>Policy Review</b></p> <p>Before Committee approved the undernoted policies Christine gave an overview of each one. The Absence Management Policy and Disciplinary Policy are as a result of the work carried out with Campbell Tickell when asked to review our HR policies earlier this year. Both of these policies compliment our Terms and Conditions and provide for more detailed processes when needed.</p> <p>The Complaints Policy has been reviewed in line with changes to addresses and processes. Committee noted that all areas that were subject to change were highlighted in red.</p> <ul style="list-style-type: none"> <li>• Absence Management Policy – Proposed: SH Seconded: TT</li> <li>• Disciplinary Policy – Proposed: CC Seconded: GH</li> <li>• Complaints Policy – Proposed: SH Seconded: PC</li> </ul>	

8.3	<p><b>Website and CDHA Minutes</b>  Emma had prepared a report asking how Committee would wish to be identified through the minutes. It had previously been agreed that we would not use the term “a member asked....”. After discussion it was agreed that Emma would redact the minutes to exclude any sensitive information and use initials when referring to Committee members.</p>	
8.4	<p><b>Correspondence</b>  There was no additional correspondence.</p>	
8.5	<p><b>Staff/Committee Dinner</b>  The Committee agreed that the annual dinner would be held at Williamwood Golf Club on 17<sup>th</sup> January 2020. Christine will email everyone on the Management Committee and Staff tomorrow to arrange.</p>	
9.0	<p><b>Date of Next Meeting</b>  The next Management Committee meeting will be held on <b>21 January 2020</b> at 6:30pm.</p>	