



## **MINUTES OF MANAGEMENT COMMITTEE MEETING – 11 JUNE 2019**

### **IN ATTENDANCE**

#### **Committee Members:**

Martin Walker, Vice Chair  
Aileen Overend  
Gary Wilson  
Leanne Keegan  
Graham Logan  
Lilian Peters

#### **Staff:**

Tim Calderbank, Director of Customer Service  
Ron Hunter, Director of Finance  
Kevin Nixon, Regional Manager  
Mhairi Ovenstone, Management Accountant  
Carol-Ann Burns, Executive Officer (minutes)

#### **Apologies:**

Margaret McCallion, Chair

#### **Absent:**

Veronica Hamilton  
Patricia Morris

BUSINESS ITEM	ISSUE	DISCUSSIONS AND DECISIONS
<b>Welcome</b>		<p>The Vice Chair welcomed all to the meeting, introducing Tim Calderbank who was assisting on behalf of Barry Johnstone. Ron Hunter introduced Mhairi Ovenstone who is the Caledonia Management Accountant.</p> <p>The Vice Chair advised that he and Chair had received the resignation of Sarah Erskine. He thanked Sarah for her contribution during her short time on the Management Committee and wished her well.</p>
<b>Apologies</b>		Margaret McCallion submitted her apologies
<b>Declaration of interests</b>		None.
<b>Non Confidential Minutes of Management Committee held on 21<sup>st</sup> May 2019</b>		The minutes were proposed as a correct record by Gary Wilson and seconded by Aileen Overend.
<b>Matter Arising</b>		There were no matters arising.
<b>Management Accounts to 31 March 2019</b>		<p>The Director of Finance presented the Associations financial activity for the year ended 31 March 2019. The report detailed;</p> <ul style="list-style-type: none"> <li>• Statement of Comprehensive Income for the year ended 31 March 2019</li> <li>• Statement of financial position</li> <li>• Actual v Budget</li> <li>• Statement of Cash flows</li> </ul> <p>The Management Committee were provided with summary results and the Director of Finance confirmed all lenders financial covenants have been met.</p> <p>The Statement of Financial position was discussed along with the Statement of Cash flows. The Director of Finance commended Cordale staff on a controlled budget.</p> <p>The Management Committee discussed the Community Environmental Fund and Big Lottery Funding, the Regional Manager discussed the allocation of spend and confirmed this is in line with the Big</p>

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		<p>Lottery criteria and terms and conditions.</p> <p>The Management Committee discussed projected salaries costs for the project and was this prior to year-end? The Management Accountant confirmed salary costs are absorbed within Caledonia and this is a recharge to Cordale.</p> <p><b>Pensions</b></p> <p>The Director of Finance discussed the increased pension liability, the impact the accounting adjustment and affect to the bottom line of the budget and surplus</p> <p><b>Statutory Accounts</b></p> <p>The Management Committee discussed above and below line budgeting. The Director of Finance advised this was an accounting term and would not significantly affect the accounts.</p> <p>The Management Committee discussed year end bad debt and the driver for this. The Director of Finance advised this comprised of rent write offs and repairs. The Director of Customer Services discussed the challenge faced with recovering.</p> <p>The Management Committee discussed the risk of Universal Credit (UC), the Director of Finance confirmed this has been budgeted for.</p> <p>The Management Committee discussed the benefits of having the Write Off report on a quarterly basis. The Director of Customer Services suggested a narrative is produced quarterly within the Key performance Indicator (KPIs) reports to provide this detail.</p> <p>The Management Committee <b>DISCUSSED</b> and <b>NOTED</b> the contents of the report. The Management Committee <b>REQUESTED</b> for a narrative to be available on a quarterly KPI report with regards to bad debts.</p>
<b>Scottish Housing Regulator Loan Portfolio</b>		<p>The Director of Finance requested the approval of the submission of the Association's annual loan portfolio return to the Scottish Housing Regulator.</p> <p>The Management Committee <b>AUTHORISED</b> the submission of the report to the Scottish Housing Regulator.</p>

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<p><b>Scottish Housing Regulatory Five Year Finance Projections</b></p>		<p>The Director of Finance presented the financial projections require to be submitted to the Scottish Housing Regulator by 30 June 2019.</p> <p>The Management Committee is required to;</p> <ul style="list-style-type: none"> <li>• Identify and appraise the most important risks we face, and take a prudent approach to managing them.</li> <li>• Be a financially sound and viable business</li> <li>• Have a robust financial management framework in place.</li> </ul> <p>The Management Committee discussed the calculation of the ratios, the Director of Finance advised the Regulator ratios are not consistent with the lenders expectations and accordingly do not reflect the Associations 5 year financial projections.</p> <p>The Management Committee <b>APPROVED</b> the submission to the Scottish Housing Regulator.</p>
<p><b>Annual Governance Report 2018/19</b></p>		<p>The Director of Customer Services presented this report on behalf of the Director of People.</p> <p>The Director of Customer Services provided additional narrative to the appendix and highlighted key actions that derived from the Management Committee appraisals specifically succession planning, training and performance management.</p> <p>The Management Committee discussed the importance for a working day prior to the away day in November to facilitate the Management Committee to have a consistent and common voice.</p> <p>The Management Committee asked if new members would be recruited prior to the AGM. The Vice Chair advised Knowledge Partnership have been consulted to conduct a survey with local tenants to ascertain what would attract local people to joining.</p> <p>The Management Committee discussed the Cordale Housing and Tenants (CHAT) group and when the next meeting would be, the Regional Manager advised due to staff capacity and Customer 1<sup>st</sup> a meeting has not been held since the end of last year but this will resume. The Management Committee discussed this group was another avenue to attract local people to participate.</p> <p>The Regional Manager also highlighted that the newsletter features Management Committee articles on a regular basis, the recent achievement of the Customer Service Excellence award and new build development to demonstrate Cordale is performing well to entice new members.</p> <p>The Management Committee <b>DISCUSSED</b> the content of the report and;</p>

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		<ul style="list-style-type: none"> <li>• <b>CONFIRMED</b> that there was not any retirements with effect from September 2019 AGM.</li> <li>• <b>NOTED</b> the monitoring of information provided in the Appendices and the remainder of the report.</li> </ul>
<b>Cordale/Caledonia Service Level Agreement (SLA)</b>		<p>The Director of Customer Services presented the report to provide the Management Committee on the operation of the Service Level Agreement in place between the two organisations.</p> <p>The report has been developed in accordance with the Scottish Housing Regulator’s recently published (Feb, 2019) statutory guidance on “Group Structures and Constitutional Partnerships”.</p> <p>The Director of Customer Services discussed the key services of the SLA and summary of achievement being Strategy, Planning and Operational Services, Company Secretary Services, Financial Management Services, Human Resources (HR) and Personnel and Information and Communications Technology.</p> <p>The SLA is working well for Cordale and Caledonia and value for money is being achieved. A number of significant outcomes were achieved in 2018/19. The main focus moving forward will be to align the SLA to the Customer 1<sup>st</sup> transformation project and new Customer 1<sup>st</sup> budget that is scheduled to be presented to the Management Committee in October.</p> <p>The Management Committee asked if the Head of Front Line Services had been appointed. The Director of Customer Services advised the recruitment process is in the stage of obtaining references. In the interim period the Director of People along with the other Directors will provide support to the Management Committee.</p> <p>The Management Committee <b>DISCUSSED</b> and <b>NOTED</b> the review of the SLA.</p>
<b>Health and Safety Audit</b>		<p>The Director of Customer Services advised the Management Committee of the recent Health and Safety audit and outcomes for information.</p> <p>The report is an indicator of the robustness of the system and of the Health and Safety culture within the association.</p> <p>The Management Committee requested induction training for all members.</p> <p>The Management Committee asked what was the scope for the audit questions – was it risk based?</p>

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		<p>and noted that there was not any timescales on actions recommended? This question will be taken to the Health and Safety Advisor for clarification.</p> <p>The Management Committee <b>NOTED</b> the contents of the report and <b>REQUESTED</b> induction training.</p>
<b>AOCB</b>		<p>The Vice Chair advised the purpose of the membership report is to advise on one application for the Association that has been received. The applicant is eligible to be a member in accordance with the Rules of the Association.</p> <p>The Management Committee <b>APPROVED</b> the application from the named applicant.</p> <p>The Regional Manager updated the Management Committee on the Area Team Leader position. Geraldine McKenzie who is currently a Housing Officer within Cordale was successful at interview. The Management Committee <b>NOTED</b> their congratulations to Geraldine and opportunity this has provided.</p> <p>The Management Committee asked if any local staff had requested severance, the Regional Manager advised none was received.</p> <p>The Management Committee asked if Cordale still owned the previous office at 1 Red Row, the Director of Finance advised this was not the case.</p>
<b>Date of Next Meeting</b>		<b>6pm, Tuesday 13<sup>th</sup> August 2019</b>