

EAST LOTHIAN HOUSING ASSOCIATION

The Association publishes Management Committee minutes, once they have been approved by the Management Committee. This approval usually happens at the meeting following the one the minute relates to. As these minutes are publicly available, some information is removed, for example because it contains personal information about an individual or member of staff, or because it contains other confidential or sensitive information. This is a process known as “redacting”, and where this happens, this section of the minute is blocked out as follows: XXXXXXXXXX

Where a Confidential or Private & Confidential item is discussed, no public minute is published.

A meeting of the **Management Committee** was held on Saturday 30 November at 9.30am, Carberry Tower, Musselburgh

Present:

Peter Hayman (2/2)	Jim Curran (1/2)
Frank Colston (2/2)	Eileen Shand (2/2)
Peter Ewart (2/2)	Iain Atkinson (2/2)
Alan Forsyth (1/2)	Brian Logan (1/2)
Joyce Bolan (1/2)	

In attendance: Paula Oliver, Director of Finance
Martin Pollhammer, Chief Executive
Duncan Mackay, Director of Asset Management
Karen Barry, Director of Housing
Janice Thomson, Executive Support Officer (Minutes)
Elaine Byrne, Arneil Johnston

1.0 GENERAL

1.1 Apologies

Shirley Evans (0/2) David Rose (1/2), Robert McNeill (0/2)

1.2 Declarations of Interest by Management Committee Members

There were no declarations of interest.

1.3 Minutes of 26 September 2019

The Minutes were *approved* by the Management Committee.

The minutes were proposed by Frank Colston and seconded by Peter Hayman

1.4 Action List

The Management Committee noted the Action List

1.5 Matters Arising

There were no matters arising

2.0 GOVERNANCE

2.1 Secretary's Report

The Management Committee noted a membership cancellation [REDACTED] – member deceased.

The Committee *Homologated* the Use of the Seal for:

Contract for Services – Level-Up-Consulting Limited & East Lothian Housing Association.

Software Support, Maintenance & Consultancy Agreement – Level-up Consulting Limited & East Lothian Housing Association.

2.2 Management Committee Calendar

The Management Committee noted the dates for future Management Committee meetings.

2.3 Key Performance Indicators

The Management committee noted the Key Performance Indicators for 2019/20 and that the number of Gold and Platinum Key Tenants remain under target. Further promotions would be undertaken in Quarters 3 and 4 before further planned Key Tenant Scheme promotions in 2020/21.

3.0 PRIORITY ITEMS

3.1 Review of ELHA Performance

The Report was noted by the Management Committee and agreed that it showed a balanced view of the Associations performance against other housing associations in the sector.

The Management Committee was concerned at the level of satisfaction regarding the opportunities for tenants to engage with the Association. The Director of Housing explained that the satisfaction figures are over three years old, that they try and promote tenant participation and that by engaging with TPAS and providing digital services, returns from tenants are generally much higher than the rest of the sector. The three-yearly Large Scale Tenant Satisfaction Survey is currently underway, which will result in a face to face interview with over 50% of tenants.

The Management Committee agreed that the overall report was good but wanted to know what the Association does with the information and suggested a follow up report was required to show progress. The Director of Housing stated that an Action Plan would be prepared following the completion of the Tenant Survey and this could be reported to the Audit & Assurance Committee. The Management Committee agreed this would be useful.

The Chief Executive stated that in the future he would like to stop doing three yearly surveys and instead do them annually using My Home, once the majority of tenants have upgraded to Platinum or Gold Key Tenant status and a suitable response rate can be guaranteed.

4.0 POLICIES

4.1 Freedom of Information Policy (FOI)

The Management Committee noted that due to the timing of the availability of some model documents, Chair's Authority had been required to approve documentation and processes in advance of FOI implementation date.

The model documentation included the Freedom of Information Policy, which incorporated an Information Handling Procedure.

In addition, the Management Committee noted that the Scottish Information Commissioner (SIC) required ELHA to publish a Guide to Information (GTI), containing links to relevant information. This was now published on elha.com. This document would be reviewed on an annual basis and added as a Core Annual Task within the Business Plan Action Plan to ensure that it was kept accurate. This document also required Chair's Authority prior to publishing.

It was also confirmed that the Notification Form had been submitted to the SIC. This form confirmed that the Association had published the GTI and that it complied with the Model Publication Scheme.

The Management Committee noted that there would be a session at its Away Day covering this topic.

The Management Committee:

- (a) *Homologated* the Chair's decision to approve the Freedom of Information Policy; and
- (b) *Homologated* the Chair's decision to approve the Guide to Information.

4.2 Staff Appraisal Policy Review

It was noted that changes to this policy had been discussed and agreed at the Joint Consultative Committee (JCC) who recommended it to the Management Committee for approval.

The Management Committee highlighted that the 15 minutes allocated for each quarterly review seemed very short. The Chief Executive explained that he anticipated the meetings would probably last a little longer but would see how the new process would run during the year and then review again, should any changes be required.

The Management Committee *approved* the revised Staff Appraisal Policy.

4.3 Tenancy Management Policy Review

It was noted that the changes within the policy were legislative changes introduced by the Housing (Scotland) Act 2014 which came into effect from 1

November 2019.

The Management Committee *approved* the amendments to the Tenancy Management Policy.

4.4 Tenant Participation Strategy Review

It was noted that there were only minor changes to this Strategy which reflect changes in practice.

The Management *approved* the revised Tenant Participation Strategy.

4.5 IT Systems Policy Review

It was noted that there were minor changes to the policy which were mainly due to changes in regulation and additional security measures.

The Management Committee *approved* the proposed changes to the IT Systems Policy.

5.0 BUSINESS MANAGEMENT

There were no reports

6.0 ANY OTHER BUSINESS

There was no further business

DATE OF NEXT MEETING

Thursday 27 February 2020 at ELHA Head Office, Haddington at 7pm.

**ADOPTION OF THESE MINUTES APPROVED AT THE MEETING ON
27 FEBRUARY 2020**

Signed _____ (Chair)