

Report To:	Management Committee Meeting
Agenda Item:	5.1 Minute of Management Committee Meeting of 17 April 2024
Prepared By:	Joyce Orr, Director
Date Prepared:	14 May 2024
Meeting Date:	29 May 2024 at 6.15pm – Golden Jubilee Hotel

1. Sederunt

P = In Person, T= On MS Teams

Present: Morven Baigent (MB) Co-optee Richard Bolton (RB) Linda Devlin (LD) Jamie Graham (JG) Frazer Lord (FL) Daniel Martyn (DM) Josephine McGinty (JM) Laura Nahar (LN) Aarti Passi (AP) Co-optee Lyndsey Robinson (LR) Anna Welsh (AW)	P T P T T T P T T T P	Apologies: David Syme (DS) J Brechany (JB) Absent – no apology: None Leave of Absence: J Brechany (JB)	In Attendance: Karen Byrne, HSM Isobel Ferguson, FCSO Joyce Orr, Director Linda Ewart Observers: None	P P P T
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All papers issued in advance of meeting unless detailed in minute.

The meeting started at 18:20.

The Chair welcomed everyone to the meeting, welcoming JM and LN back from leave of absence and welcoming L Ewart for Item 4.

Committee discussed the request from JB to extend his leave of absence due to personal matters.

Committee discussed the requirements of the Association's rules around leave of absence.

Committee were keen for JB to return give his skill set and what it brings to the Association. It was approved that JB have his leave of absence extended but on condition that he would need to return for either the May 2024 or June 2024 CoM meeting so as not to breach the 12 month requirement of Rule 43.1.4 – JO to advise JB.

2. Declaration of Interest

The Chair reminded committee and staff to declare as appropriate and reminded members of confidentiality and collective responsibility.

Declarations:

- **Linda Ewart for contract extension decision at Item 4.1 – Linda will leave meeting for this.**
- **Staff, other than Director, to leave meeting for confidential report 6.1a.**

3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued on 17/04/2024 as an aid to ensure all decisions required are considered and made.

4.	4.1 Annual Committee Review – Feedback	Lead	Due By
	4.2 Revised Regulatory Framework and Statutory Guidance		

4.1 Annual Committee Review – Feedback

The Chair explained that the purpose of this report was to provide the outcome report on the 2023/24 annual review of committee effectiveness and compliance with regulatory standards, in particular Standard 6. The Chair asked Linda Ewart to present her feedback report at the meeting.

<p>LE explained the annual review process requirement and the approach of Pineview. LE thanked everyone for their contribution to the collective assessment, the individual meetings and the process overall. LE gave a presentation on the reviews and the outcomes including the assessment of skills, knowledge, experience, diversity and objectivity; contribution and effectiveness; training priorities; succession planning; nine year provision resolution; and recruitment.</p> <p>LE passed to JO to present JO written element of report.</p> <p>JO took committee through the table incorporating suggestions from the feedback report and detailing proposals on how these could be addressed. Discussion took place around the suggestion on reporting standards – FL advised he had highlighted this and had some suggestions on this that he would discuss further with JO and other staff members.</p> <p>JO took committee through the proposals to take forward training priorities identified and reminded committee of the importance of ongoing training.</p> <p>JO presented the succession plan and committee discussed incorporating this with ongoing recruitment and priority to try to recruit more tenant members. Committee considered the nine year provision resolution requirements of Rule 37.6 and 43.2, and the effectiveness of the two members affected.</p> <p>The Chair advised that section 8 of the report related to LE’s contract and therefore LE would leave the meeting at this point. Committee thanked LE for all her work with the Association. Committee confirmed the assurance provided to them by the report and the service provided by LE. Committee confirmed all matters noted and no additional queries to raise with LE, and LE left the meeting at 6.50pm.</p> <p>JO advised that, following a tender process, the committee annual review contract had been awarded on a 3 + 2 year contract basis to LE in 2021. The first three years of the contract were now completed and committee were being asked to decide on whether or not to award the two year extension. JO advised that LE had confirmed that they would be happy to extend. JO advised that staff were satisfied with the work undertaken and were happy to recommend the extension if committee are satisfied with the outcome of the contract to date and their experience of this. Committee discussed this matter and agreed unanimously to the contract extension and noted the value this work added to committee member assurance.</p>		
<p>Decisions Made:</p>		
<p>➤ Feedback Report suggestions approved for implementation, with a progress review to be reported to September CoM meeting.</p>	JO	18/09/24
<p>➤ FL to discuss reporting standards with JO.</p>	FL	31/05/24
<p>➤ Approved Committee identified training and proposals to achieve.</p>	IF/JO	18/09/24
<p>➤ Approved succession planning from the process and for this to be incorporated within any committee recruitment processes.</p>	JO	Ongoing
<p>➤ Confirmed committee resolution on satisfaction with the continued effectiveness of members with service of nine years and longer.</p>	IF	-
<p>➤ Decided to offer extension of contract to LE for the allowable 2 years.</p>	JO	31/05/24
<p>4.2 Regulatory Framework and Statutory Guidance 1 April 2024</p>		
<p>The Chair requested JO present the report provided to update on the revised Regulatory Framework and associated Statutory Guidance, effective from 1 April 2024, and what impact this has on Pineview HA. JO took committee through the report, highlighting the links to the updated Regulatory Framework and Statutory Guidance. JO presented the appendix detailing the changes</p>		

<p>between the pre April Framework and Guidance and that applicable from 1 April 2024, and the impact assessment for Pineview. Committee noted the changes and the need for committee and staff to be aware of the changes. The actions coming out of the impact assessment were considered and agreed as:</p> <ul style="list-style-type: none"> • reviewing if any PHA documentation needs updating – agreed this to be completed as come across rather than reviewing every document immediately. • clarifying definitions, either with SHR or through training. • confirming the revised SHR Regulatory Framework and Statutory Guidance to our Financial Agent and Auditors – noted already completed. <p>Committee noted and discussed the increased emphasis on the importance of taking account of tenants and service users, particularly in respect of Standards 2.4 and 4.2. Committee discussed the importance of this without making involvement cumbersome on tenants and service users. It was discussed that inviting the customer forum to the May CoM meeting (noting report should read 2024 not 2025) would be a good link as that meeting will consider the ARC return and the tenant satisfaction and customer participation action plan updates.</p> <p>Committee noted that the guidance on how to request a review of a regulatory decision was given in full as an appendix due to the rewording making a tracked changes version non feasible.</p> <p>Decisions Made:</p> <p>Identified actions from impact assessment to be implemented.</p> <ul style="list-style-type: none"> ➤ Customer forum to be invited to May 2024 CoM meeting. ➤ Approved that Section 11 of the Business Plan be updated by 30/06/2024 to reflect revisions. ➤ Approved that all other PHA documentation is updated as it is reviewed. ➤ Approved that clarifications be sought for any unclear definitions and reported back as received. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO KB JO All JO</p>	<p>Ongoing 29/05/24 30/06/24 Ongoing 30/06/24</p>
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p>	<p>Lead</p>	<p>Due By</p>
<p>5.1 Minute of the Management Committee Meeting of 21 February 2024</p> <p>Committee confirmed approval of minute, with no changes required and no matters arising.</p> <p>Proposer: LD Seconder: JG Chair to sign minute: DM</p>		
<p>5.2 Decision Tracker Report</p> <p>The Chair asked staff to present any matters that required consideration. Committee considered the outstanding matters as below. All other matters noted as either complete, not due yet or part of this meeting.</p> <ul style="list-style-type: none"> ❖ 29/06/23 6.3 and 21/02/24 5.2 – committee signing requirements – JB to be pursued following leave of absence. ❖ 23/08/23 6.9.5 and 21/02/24 5.2 – Committee signing of financial regulations and procedures – LN to be pursued now returned from leave of absence. JB to be pursued following leave of absence. ❖ 21/02/24 6.3.3 – KB simplifying SODP evaluation tool – moved to May as will be reported to May CoM. 	<p>IF IF KB</p>	<p>29/05/24 19/06/24 31/05/24 29/05/24</p>

<ul style="list-style-type: none"> ❖ 21/02/24 6.3.3 – SODP initiatives with partners – KB updated on ongoing discussions with possible partners (Fortune Works, Schools, Growchapel etc.) to identify opportunities for 2024/25 – further updates will be provided to May CoM. ❖ 21/02/24 6.3.3 – SODP green office strategy – Isobel advised on delays due to reduced resources in FCS, with plan to finalise during April 2024. <p>Committee thanked staff for updates and confirmed all other matters noted and no additional queries to raise.</p>	KB	29/05/24
	IF	30/04/24
6. Reports Requiring Decision/Approval/Discussion	Lead	Due By
6.1 Business General Report		
<p>The Chair requested JO present the report for decision and/or update. JO took committee through the report and committee discussed the following elements within the report.</p>		
6.1.1 Investors in People (IIP) Follow On Work		
<p>Committee discussed the IIP follow on work including changes to hybrid working and proposal for staff meetings being off site one day per quarter.</p>		
Decision Made:		
<ul style="list-style-type: none"> ➤ Approved the quarterly staff meeting, involving closure of office for one Wednesday each quarter from July 2024 and approved facility cost. 	JO	31/07/24
6.1.2 2024 Committee and Staff Review Day		
<p>JO updated on the work undertaken at the committee and staff review day of 22/03/2024. Committee noted the work undertaken on the day in respect of business plan matters including review of Vision, Mission and values; reminder on 2024/25 strategic objectives; and group work on the review of strengths, weaknesses, opportunities and threats (SWOT) taking account of political, economic, social and technological (PEST) matters. Members advised that the 2024 review day was a useful event and the contribution of the wider staff team was really helpful. The Chair advised that it would be beneficial if more committee members were able to attend each year, with the day planned in for the 2nd last Friday of March each year to ease planning in diaries.</p>		
Decisions Made:		
<ul style="list-style-type: none"> ➤ Approved retention of existing Vision, Mission and values, and approved revised SWOT (renamed SCOT with weaknesses reclassified as challenges) and PEST, and the updating of the Business Plan to reflect. 	JO	31/05/24
<ul style="list-style-type: none"> ➤ Review days - Members to try to diary in to attend committee and staff day on the 2nd last Friday of March each year. 	CoM	21/03/25
6.1.3 Strategic Objectives for 2025/26/27		
<p>Committee discussed that 2024/25 was the final year of the existing strategic objectives, and a review was required for 3 years 2025/26 – 2027/28. Committee discussed that the Scottish Housing Net Zero Standard (SHNZS) would be a priority for the future but this would require additional analysis and consideration once SHNZS was finalised by Scottish Government. Committee discussed that the existing strategic objectives were still relevant, although it would be beneficial to streamline to remove duplication and reduce the overall number from 7 to perhaps 4 or 5. Committee discussed that it would be beneficial that the review involved an external person/organisation to provide unbiased and neutral facilitation. This facilitation could allow a fresh perspective and questions to confront any current assumptions and move the</p>		

<p>discussion and decision making forward if there were any difficult issues. Committee discussed that October would be good timing for the review.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Advert to be placed for expressions of interest/proposals to be submitted by interested parties for facilitating the review, facilitating and drafting of 2025/26/27 strategic objectives and the related operational matters, including the drafting of a reporting delivery plan on the agreed objectives for 2025/26/27. Aim for facilitated session in October 2024, with follow on to be finalised for Jan/Feb 2025 for implementation April 2025. <p>6.1.4 Financial Audit Contract Negotiations</p> <p>Committee discussed the update and decision request regarding the financial audit contract negotiations and contract award, noting costs and comparisons.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved the contract award for 3 + 2 year contract with CT. <p>6.1.5 2023/24 Financial Audit Plan</p> <p>Committee noted the 2023/24 financial audit plan and the audit planning document provided by CT.</p> <p>6.1.6 Internal Audit Plan Implementation</p> <p>Committee noted the first phase of internal audit will take place in May, covering ARC reporting; risk management and allocation and void follow up.</p> <p>6.1.7 Communication with Minister for Housing Regarding Rent Increases</p> <p>Committee were pleased to note the inclusion of proposals within the current Housing (Scotland) Bill to address the rent increase notification anomaly and were pleased that Pineview had pursued this with the Housing Minister to have the matter addressed.</p> <p>6.1.8 Scottish Housing Regulator</p> <p>Committee noted Pineview’s position with Scottish Housing Regulator, and regulatory status determined as Compliant. Committee noted the correspondence from SHR regarding 2024 Annual Assurance Statement (AAS) requirements, and that this will be considered when drafting 2024 AAS. Committee noted that the Five Year Financial Projections (FYFP) had been submitted to SHR as approved, with Year 0 based on the projected outturn for 31/03/2024, whilst years 1 – 5 are from the long term budget approved at the Jan 2024 CoM meeting.</p> <p>JO advised that all other matters in report were for noting and/or update, with no queries raised in Decision Time. Committee confirmed all matters noted and no queries to raise.</p>	<p>JO</p> <p>JO</p>	<p>30/06/24</p> <p>31/05/24</p>
<p>6.1b Confidential Report Element – Staffing Job Evaluation Matter</p> <p>The Chair requested that IF and KB leave the meeting for this matter, which they did. The Chair asked JO to present the report for decision. JO took committee through the report and matters for discussion and decision, Committee discussed the background, the work undertaken by EVH, the associated recommendations and financial impact of 1 April implementation. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ➤ Approved amended staff structure as per EVH report. ➤ Approved amended job description to be drafted and implemented. <p>IF and KB were invited to return to meeting and rejoined at 7.20pm.</p>	<p>IF/JO</p> <p>IF/JO</p>	<p>31/05/24</p> <p>30/06/24</p>

<p>6.2 Membership, Committee and AGM Planning Report</p> <p>The Chair requested that IF present the report for decision and/or update. IF presented the report and committee considered the following matters. Committee noted there were no share membership applications to consider. Committee noted share membership register with 222 members at 31/03/24. Committee noted committee of management membership and decision taken earlier regarding JB leave of absence extension. Isobel reminded committee of the importance of training and development. Committee fed back on Drumcog session of 15/04/2024 with SHR on Regulatory Framework (attended in person by AW, AP, LD, and remotely by LR). Committee noted that session had been recorded and recording would be issued to members with handouts for viewing in their own time. IF explained the SHARE E-Learning platform for committee members and that an overview of the system will be scheduled for June 2024. IF will follow up with member regarding registration process and access. Committee noted 2024 AGM arrangements for 23/07/2024, and quorum requirement of 22 members. IF advised staff would pursue members to attend AGM or submit proxy if unable to attend in person. Committee noted the retirement requirement for the AGM and members intentions (all standing for election other than DS). Committee discussed that the AGM provides a good opportunity for committee to meet tenants/shareholders and contribute to compliance with regulatory standards 2 and 4. Committee confirmed all matters noted and no queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ SHARE e-learning system overview to be scheduled for June 2024. ➤ SHARE e-learning platform registration process and access - IF will follow up with members. ➤ AGM - preference for committee members to attend in person (other than JG due to distance). If unable to attend, to provide a proxy. 	<p>IF</p> <p>IF</p> <p>CoM / IF</p>	<p>30/06/24</p> <p>31/05/24</p> <p>23/07/24</p>
<p>6.3 Annual Insurance Report</p> <p>The Chair requested that IF/KB present the report for decision and/or update. IF presented the report and committee noted the following matters. For the 2024 insurance renewal Committee noted the update on insurance market conditions; the outcome of the renewal process; and the breakdown of costs against budget. Committee noted the claims history for the period April 2021- March 2024. Committee confirmed all matters noted and no queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Committee confirmed assurance and satisfaction with insurance renewal and reporting on insurance position. 	<p>CoM</p>	<p>-</p>
<p>6.4 Housing Services Assurance Report</p> <p>The Chair requested that KB present the report for decision and/or update. KB apologised for the Assurance Report being issued 2 days late and for the supplementary report only following today (Committee noted that assurance report contains required information for decision making and performance monitoring and supplementary is for additional detail for members who want). KB explained that the late completion of the reports had meant that she and</p>		

<p>the Director had not been able to review the report format prior to issue – this has been diarised in and May reports will be revised.</p> <p>KB qualified that performance outcomes to 31/03/2024 were subject to ongoing ARC checking, to be followed up with internal audit work, and therefore may change with final figures to May CoM meeting. Committee confirmed the additional assurance that the ARC internal audit provided to them.</p> <p>KB updated on matters within the report and sought decisions from committee.</p> <p>Future Maintenance Contracts Procurement - Committee discussed maintenance contract procurement and the current position of Pineview contracts being awarded on a 1 or 2 yearly basis with options to extend up to 5 years. Committee discussed that this allowed PHA to seek competitive contracts with the reassurance of not being tied into long term contracts in case of performance issues or large cost reductions in market prices. KB recommended that this position continue, with Pineview not entering into any long term maintenance frameworks / contracts in excess of 5 years and with contracts being subject to annual review.</p> <p>KB provided updates to the meeting on the following sections of the report:</p> <p>Section 5: Tenant Safety / Compliance –</p> <ul style="list-style-type: none"> - Legionella compliance – “to be confirmed” relates to paperwork due to staff absences. KB advised no concerns regarding compliance. - Mould and damp position – “to be confirmed” relates to paperwork due to staff absences. KB advised no concerns to bring to committee attention. <p>Section 6: Evictions – 1 due 19/04/24 and 1 due 01/05/24, both high arrears.</p> <p>Section 7: Allocations</p> <ul style="list-style-type: none"> - Increase in relet times being addressed by HSM being involved in team meetings regarding this and other performance improvement areas. - HMO void – was due to be relet 15/04/24 but has been delayed due to delivery time for required specialist equipment for tenant. KB advised on change of criteria in age for HMO. Committee queried if this should assist to reduce future void time? – KB advised that the changed criteria should widen the pool of suitable tenants and should therefore assist relet times. <p>Section 14: Value for money (VFM) statement and measures proposals from customer forum.</p> <p>Committee sought clarification on missed gas service – KB advised on circumstance and additional measure in place to minimise risk of reoccurrence. KB advised that whilst one missed service would not be deemed material, this will be advised to SHR within May update, and recorded in the ARC return.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Housing Services Reports review to be undertaken for May report. To include incorporating external benchmarking, formatting of report and changes for committee assurance purposes. ➤ Future Maintenance Contracts Procurement – standard approach to not enter into any long term maintenance framework / contracts in excess of 5 years and contracts to be subject to annual review. Remove item from tracker report. ➤ Value for Money - adopt measures suggested by the Customer Forum and communicate to residents in the summer 2024 newsletter and thereafter via the Association’s Annual Report. 	<p>KB</p> <p>KB</p> <p>KB</p>	<p>29/05/24</p> <p>Ongoing</p> <p>30/06/24</p>
<p>6.4.a Housing Services Supplementary Report</p> <p>JO reminded the meeting that the purpose of this report was to provide those members who wanted it, with more operational details on tenant and property</p>		

<p>related matters. This report is supplementary and all matters that require to be brought to the attention of committee, or require a committee decision, will be reported through the assurance report. JO advised of the intention to locate the report within the Decision Time resource library with a link to this provided in the assurance report rather than as an additional paper within the meeting agenda documents. Committee were satisfied with this and recognised the importance of their focus being on strategic matters and tenant satisfaction and any performance concern matters, whilst having access to more detail should they wish to access this.</p>			
<p>6.5 Annual Write Off Report</p> <p>The Chair requested that KB present the report for decision and/or update. KB presented the report seeking committee approval to write off unrecoverable former tenant/owner debt and unrefundable former tenant credits. KB reminded committee that the write offs were simply written off the accounts and a record was kept in case former tenant returned and could be pursued. Committee asked what debt tracing action, if any, is taken – KB advised that the Association pursues former tenants but there is little success, as is common in the sector. KB advised that most success is when former tenants come back seeking rehousing and require to enter into a repayment arrangement. Committee asked for an explanation of why some of the arrears were so high and 4 cases made up more than 62% of the write off amount. KB advised that there were two main factors, firstly being the level of debt transferred as part of the KHA transfer of engagements with many high rent arrears cases, and secondly being the Government placed restrictions on court action during covid and later. The meeting noted that the threshold for legal action is 3 months arrears for a notice of proceedings being served. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved write off of arrears £35,931.83, rechargeable repairs £244.80, rechargeable legal fees £365.21, totalling £36,541.84; and £829.16 credits. 	IF	30/04/24	
7.	Policy Review	Lead	Due By
<p>7.1 New Policy – Fire Policy</p> <p>The Chair requested that KB present the report for decision and/or update. KB advised this was a new policy developed in response to the 2023 Duty of Care internal audit. KB apologised for the draft not being issued with reports. KB advised that the policy will be considered by customer forum and then brought back to May CoM for consideration by committee.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Policy to be brought back to May CoM once considered by customer forum. <p>7.2 G.07 Complaints Handling Procedure Review</p> <p>The Chair requested IF/KB to present the report for decision and/or update. IF advised on the revision of policy with minimal changes proposed. Committee noted consultation, proposed changes to policy and equality impact assessment completed.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved policy review, as proposed, for implementation. 	KB	29/05/24	
	IF	31/05/24	

<p>7.3 H.07 Estate Management Policy Review The Chair requested that KB present the report for decision and/or update. KB advised on the revision of policy with minimal changes proposed. Committee noted consultation, proposed changes to policy and equality impact assessment completed. Decision Made: ➤ Approved policy review, as proposed, for implementation.</p> <p>7.4 S.12 Health & Safety Policy IF advised on annual update to HSCM – as reported at agenda Item 8.1.</p> <p>7.5 M.02 Rechargeable Repairs Policy Review The Chair requested that KB present the report for decision and/or update. KB advised on the revision of policy with minimal changes proposed. Committee noted consultation, proposed changes to policy and equality impact assessment completed. Decision Made: ➤ Approved policy review, as proposed, for implementation.</p> <p>7.6 S.11 Flexible Working Policy IF advised on updates to policy as reported at agenda Item 8.1. Decision Made: ➤ Approved policy review, as proposed, for implementation.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>KB</p> <p>KB</p> <p>IF</p>	<p>31/05/24</p> <p>31/05/24</p> <p>31/05/25</p>
<p>8. Items for Update / Noting Only</p>	<p>Lead</p>	<p>Due By</p>
<p>8.1 Staffing and Health and Safety Six Month Detailed Report The Chair requested that IF present the report for highlights and/or update. IF advised on sickness absences and analysis. Committee noted updates from EVH (T&Cs) and ACS (HSCM). Committee noted the updates to the HSCM (Health & Safety Control Manual). Committee noted the work undertaken on DSE risk assessments and working from home and follow on to be completed as required. IF confirmed legislative changes relating to flexible working were now enacted and policy updated to reflect, which committee had approved. Committee noted accident reports (2) and follow up action. Committee noted update on Health Working Lives and suggested that this now be renamed “Staff Wellbeing” given that HWL disbanded. Committee confirmed all matters noted and no additional queries to raise. Action: ➤ Rename HWL of report to Staff Wellbeing.</p> <p>8.2 Gifts, Hospitality and Donation Quarterly Report to 31/03/2024 The Chair requested that IF present the report for highlights and/or update. IF advised that report for noting only. No concerns to bring to committee attention and no decision required. Register entries to be updated with signatures which IF will arrange and pursue. Committee confirmed all matters noted and no additional queries to raise. Action: ➤ Register entries to be updated with signatures.</p>	<p>IF</p> <p>IF</p>	<p>21/06/24</p> <p>31/05/24</p>

<p>8.3 Complaints and Compliment Quarterly Report to 31/03/2024</p> <p>The Chair requested that IF present the report for highlights and/or update. IF advised that report was for update and for noting with no decisions required. IF explained, in response to query raised on Decision Time, that the majority of complaints that were late were due to breakdowns in internal communication or non-action by complaint handler (8 of the 11 late). KB advised that the issue of complaints not being actioned by complaint handler is being addressed within the housing services team. IF advised that the main themes relate to dissatisfaction with delays in providing a service, quality of repairs and maintenance and communication (inadequate communication, information, and advice). Committee noted trends, outcomes and links to Scottish Social Housing Charter standards. Committee noted 52 complaints in year 01/04/2023 to 31/03/2024. Committee noted the improving service delivery case study provided and the learning outcome of training. Committee were pleased to note that 34 compliments had been received during the year and noted the compliments received in the quarter. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Action:</p> <ul style="list-style-type: none"> ➤ Learning requirements to be actioned to minimise reoccurrence of the issues at complaints source. ➤ Training to be implemented to improve complaint handler service. 		
<p>9. Correspondence</p>		
<p>Nothing additional to that issued throughout the month.</p>		
<p>10. A.O.C.B.</p>		
<p>There was no A.O.C.B. raised.</p>		
<p>11. Date of Next Meeting(s)</p>		
<p>Management Committee Meeting – Wednesday 29/05/2024 at Golden Jubilee Hotel (Hotel unable to facilitate original 22/05/2024 date).</p>	<p>All</p>	<p>29/05/24</p>
<p>The Chair drew the meeting to a close and thanked everyone for their attendance and input. There being no other business, the meeting closed at 8.05pm.</p>		

Minute Approved by: Linda Devlin

Seconded by: Frazer Lord

Signed by Chairperson: Dan Martyn

Date Approved: 29 May 2024