

Report to: Management Committee 26th June 2019

Prepared by: Marion Menabney, Chief Executive

Subject: Update on Current Strategic Issues

Introduction

The purpose of this report is to seek member's approval on a number of requests or recommendations in relation to current strategic issues.

Appendix 1 provides summary position statements relating to all key objectives to be included within the Association's Strategic Plan for 2019-2023.

These objectives are a combination of issues ongoing from 2018-19 and newer strategies identified during the annual strategic review weekend held in February this year.

The objectives relating to decision requirements are as follows: (shaded grey in the Appendix 1 document)

1. Develop Recruitment Programme for New Committee Members

Members previously agreed to promote committee membership both within the community and externally.

The summer Newsletter will include information on the role of the Management Committee and how to become involved.

The AGM papers will include information on the process for election to the committee and a nomination form.

Members are asked to approve the advertisement (*attached as Appendix 2*) to be placed in SFHA's daily news bulletin.

2. Review Governance Structure

The schedule of meetings (*attached as Appendix 3*) assumes there will be two sub-committees as previously, namely: Services and Governance and Finance

However, to address growing concerns about the volume of quarterly performance reports and the number of services reports that will be generated this year, a slight change is being proposed within the Schedule.

It is proposed to separate the Services Sub Committee meetings to deal with Property Services issues and Housing Management issues separately at each

meeting. This would mean two sub-committee meetings each quarter with none in between, a total of eight meetings. There are currently seven, but some meetings are overloaded with information and some have very little.

Members are requested to consider the revised schedule which displays the proposed change.

No change is proposed to the Governance and Finance Sub-Committee timetable which will continue to meet throughout the year as before.

3. Appoint Internal Audit Services

Two companies have been considered for the provision of Internal Audit Services. The interview panel met with Quinn Internal Audit Services on 29th May and will be interviewing TIAA on 26th June,

Both companies will be asked the same questions, following a structured format for scoring and assessment.

Members will be updated at the meeting.

4. Undertake a Comprehensive Residents' Survey

Expressions of interest have been received from Ashbrook Research and Research Resource. Staff and committee members have been invited to suggest additional questions.

The Compliance Manager will finalise the survey and is seeking authorisation to proceed with the procurement process through the Quick Quote portal.

5. Participate in Healthy Working Lives Initiative

The Association is now registered on the Bronze programme.

The staff working group has chosen three activities to progress:

- Healthy Eating and Lifestyle
- Cancer Awareness – Breast and Testicular
- Work Station Awareness

All staff have completed online learning courses on Display Screen Equipment.

The Finance Manager has obtained costs for regular delivery of fresh fruit to provide each member of staff with one piece a day. He is seeking authorisation to proceed with arrangements at a maximum annual cost of £1200.

EVH are facilitating mindfulness sessions for members. Responding to a high level of interest from staff, the Compliance Manager has arranged for the provision in-house introductory sessions, subject to Committee approval.

The sessions would last one hour and include up to seven participants. The cost per session is £250. Interested committee members can also be included.

Following the introductory sessions, staff may choose to follow through with the standard three hour seminars, which are £50 per delegate. These are arranged through EVH. An event has been arranged for 4th September to be held in Glasgow.

Committee approval is sought for confirming the in-house sessions at a total cost of £500.

6. Review and Update Investment Programme

There are three issues relating to 46 Overnewton Street

6.1 Installation of satellite facilities

The installation work is now complete. As per Committee's previous decision, the cost will be met from the provision sourced from laundry machine payments.

6.2 Window Replacement

The windows throughout the complex are failing regularly, with maintenance becoming more challenging as parts are more difficult to obtain. The original replacement date was scheduled for 2027, assuming a 30 year lifespan from their installation. It is recommended that an independent consultant is appointed to conduct a survey to provide product options for consideration. The renewal date will be brought forward accordingly to late 19/20 or early 20/21.

6.3 Modernisation of Upper Common Room

The upper common room is currently being used by residents' groups for leisure activities. A request has been submitted for the furniture to be replaced with more contemporary items. The furniture has not been replaced since 1997.

Members are asked to approve a renewal programme to be funded from the furniture and fittings replacement provision for the complex. The Tenancy Services Assistant will co-ordinate the project in consultation with the residents.

7. Review Common Services

As previously discussed by Committee, there is widespread discontent in the area about the bulk refuse disposal system and other common services.

At the Housing Management planning meeting, these issues were discussed with a view to the Association developing a medium to long term environmental improvement plan.

Some elements of the plan would be informed by Glasgow City Council's planned changes to refuse disposal arrangements.

Items covered would include:

- Backcourt repairs
- Fence painting
- Close doors and windows
- Bin store upgrades or re-design
- Bulk disposal services
- Possible pull-out service for wheelie bins
- Close and stair cleaning

This was identified as a suitable topic for discussion by groups of residents if the proposal to establish focus groups is successful.

Further discussion on all of the issues will be required with input from Property Services section. Any proposals would require to take cognisance of owners' involvement and consent.

As a starting point, it would be useful to have a complete picture of the current position. Members are requested to approve the appointment of an appropriate consultant to inspect all backcourts and compile a database to inform further planning.
