

1.	Sederunt	Name	Position	Action
	Present	Marion Leat (via Zoom) Margaret Smith (via Zoom) Sarah Lack (via Zoom) Corrina Brewer (via Zoom) Catherine Brown (via Zoom) Rose O'Malley (via Zoom) Kirsty Bavidge (via Zoom) Gary Ferguson (via Zoom)	Chairperson Secretary Treasurer Vice Chair Committee Member Committee Member Committee Member Casual Member	
	Apologies	Fiona Bowman	Committee Member	
	In Attendance	Roslyn Crawford Lyndsay Moffat (via Zoom) Lorna Shaw (via Zoom) Lorraine Fisher (via Zoom)	Director Senior Housing Officer Resource Research Administrative Assistant	

2.	Declaration of Interest and Committee Update The Management Committee noted no declarations of interest. The Management Committee welcomed Lorna Shaw of Resource Research. Lorna would be delivering a presentation on the recent Tenant Satisfaction Survey.	Committee noted no declarations of interest and welcomed Lorna Shaw to the meeting.
3.	Notifiable Event No update. The Regulator does not require any further information at present in relation to the office closure.	Noted by the Management Committee
4.	Freedom of Information Update The Management Committee noted there had been no further Freedom of Information requests received.	Committee noted no further FOI requests
5.	Minutes of the Management Meeting on 5 August 2021 The Minutes of the Management Meeting held on 5 August 2021 were circulated prior to the meeting and noted by the Management Committee. The Minutes were approved by Rose O'Malley and Sarah Lack.	Committee approved Minutes of 5 August 2021
6.	Minutes of Special Management Meeting on 12 August 2021 The Minutes of the Special Management Meeting held on 12 August 2021 were circulated prior to the meeting and noted by the Management Committee. The Minutes were approved by Sarah Lack and Catherine Brown.	Committee approved the Minutes of 12 August 2021
7.	Action Note of Meetings to 12 August 2021 The Action Note to 12 August 2021 was circulated prior to the meeting and approved by the Management Committee.	Committee approved the Action Note to 12 August 2021

<p>8.</p>	<p>Presentation on Tenant Satisfaction Survey – Lorna Shaw from Research Resource The Management Committee welcomed Lorna Shaw to the meeting. Lorna gave a presentation on the results of the tenant satisfaction survey which was carried out by telephone.</p> <p>The Management Committee noted that 155 interviews were carried out with Gardeen tenants and a further 7 interviews were carried out with factored owners.</p> <p>The Management Committee were pleased to note that 94% of tenants were either very or fairly satisfied with the overall service provided by Gardeen.</p> <p>The Management Committee discussed that 92% of tenants were very or fairly satisfied with the service by Gardeen during the pandemic.</p> <p>The Management Committee were pleased to note that 100% of factored owners were either very or fairly satisfied with the factoring service provided.</p> <p>The Management Committee discussed instructing Research Resource to carry out a bench-marking report to compare Gardeen's tenant satisfaction results with those of other local organisations and/or organisations of a similar size. The results could be presented at the AGM.</p> <p>The Management Committee thanked Lorna Shaw for attending and Lorna left the meeting at 7.30pm.</p>	<p>Committee noted the 2021 Tenant Satisfaction Survey results and were pleased with the levels of tenant satisfaction.</p>
<p>9.</p>	<p>Confidential Report A confidential report was noted and discussed.</p>	<p>Committee noted the update with the confidential report</p>
<p>10.</p>	<p>Director's Report</p>	
	<p>10.1 Remote AGM 2021 and Secretary Report This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that this will be the first AGM to operate under the new SFHA 2020 rules and that the AGM will be held remotely on Wednesday 22 September 2021 via Zoom. The Management Committee noted that for a meeting to take place, there must be 7 members present at the meeting or represented by a representative by proxy. The Management Committee discussed the</p>	<p>Committee approved arrangements for AGM 2021</p>

	business that would be incorporated into the AGM, including the accounts and Secretary Report.	
	<p>10.2 Service Delivery Update This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the option of installing air protection systems in the office when staff begin to return. The Management Committee noted the cost of the units and the six monthly replacement of the internal filters. It was agreed that the Management Committee would discuss this again once staff were returning to office working.</p> <p>The Management Committee discussed the ongoing remote service and agreed to continue to follow Government advice. Staff continue to work from home.</p>	<p>Committee agreed that air protection systems would be installed in the office. This was an unbudgeted cost. It was agreed that staff continue to work from home in line with Scottish Government guidelines</p>
	<p>10.3 Glasgow City Council: Housing Plans 2021-2022 This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted the number of new homes being built by different organisations with funding from Glasgow City Council.</p>	<p>Committee noted the housing plans for 2021-2022 for Glasgow City Council</p>
	<p>10.4 Benchmarking: Covid Return Q1 This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed the benchmarking report and noted that Gardeen continues to perform well in collecting rents and managing voids.</p> <p>The Management Committee noted the Scottish Housing Regulator quarterly report from April – June 2021.</p>	<p>Committee noted the benchmarking report and SHR report from April – June 2021 and were satisfied with performance.</p>
	<p>10.5 Investors in People 2021 This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee discussed that Gardeen has been and Investors in People organisation since 1995 and that re-accreditation was delayed in 2020 due to the pandemic.</p> <p>The Management Committee noted that re-accreditation will be carried out in September 2021 by an independent assessor. The will interview all staff by Zoom and confirm if Gardeen remains an Investors in People organisation.</p>	<p>Committee agreed to progress the Investors in People re-accreditation</p>

	<p>10.6 Tenant Survey – Delivery and Covid Recovery This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that tenants are contacting the office in different ways - through text, emails, and phone calls. A mini tenant survey has been suggested to find out the views of tenants.</p> <p>The Management Committee discussed and approved the suggested questions to be used in the survey and agreed this should be carried out by telephone by Wider Role Solutions who Gardeen have used in the past.</p>	<p>Committee approved the mini tenant survey on delivery and Covid Recovery</p>
	<p>10.7 Rules Update This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that the EHRA Rules 2020 had been approved at the Special General Meeting on 30 August 2021 which means that AGMs can now be held virtually going forward if required.</p>	<p>Committee noted the rules had been adopted at the Special General Meeting and the Association would be able to hold remote AGMs</p>
	<p>10.8 Director Appraisal 2021 and Office Bearer’s Meetings This report was circulated prior to the meeting and noted by the Management Committee. The Management Committee noted that the Director’s appraisal had taken place in August 2021 following Committee training. The Management Committee noted that a report from the Treasurer will be presented at the October meeting.</p> <p>The Management Committee discussed and approved the re-establishment of remote Office Bearers Meetings to provide support to the Director and Committee Members and set the agenda for Management Meetings. It was agreed that these will take place 2 weeks before Management Meetings at 7pm by Zoom.</p>	<p>Committee noted the Director’s appraisal had been carried out and agreed to resume Office Bearer’s Meetings</p>
11.	<p>Correspondence</p>	
	<p>11.1 Staff Qualifications The Management Committee were pleased to note that the Senior Housing Officer had completed the Governance Certificate and the Administrative Assistant had completed the Level 4 CIH Housing Practice Certificate.</p>	
	<p>11.2 EHRA Action Plan and Training Programme The Management Committee noted the EHRA Action Plan and Training Programme.</p>	

12.		
	Health & Safety Report No issues.	
13.		
	Newsletter & Social Media The Management Committee noted that social media and the website continue to be updated regularly. The Autumn newsletter would be delivered to residents in September 2021.	
14.		
	Repairs Draw The repairs draw for August 2021 has taken place.	
15.		
	Membership There were no applications for approval.	
16.		
	Training Feedback Staff and Committee continue to attend training remotely. Staff and Committee are encouraged to attend any training of interest.	
17.		
	EVH Monthly Report: EVH monthly report for August 2021 was circulated and noted by the Management Committee.	
19.		
	AOCB The Management Committee noted that two Committee members had been part of a walking group with Greenspace and that they had been impressed with how the Gardeen area looked. There had been positive feedback regarding the Cash for Kids vouchers given to all Gardeen tenants with children in their households. The Management Committee agreed to have a Christmas Secret Santa for 2021 with gifts being delivered by post.	
	The meeting closed at 8.45pm.	
17.	Date and Time of Next Meeting: Annual General Meeting Management Committee Meeting	22 September 21 7 October 21

APPROVED: _____ DATE: _____