

SGM/AGM QUESTIONS 23 SEPTEMBER 2020.

1. *I agree in principle to the new model rules however some clauses may be open to abuse. I do not approve the Rules.*

- A. Thank you for your comments on the New Model Rules in which you state some clauses may be open to abuse and you, consequently, did not support their adoption. If you outline for me the specific areas you have concerns with, WHA would be happy to respond.

In the meantime, rest assured, the Rules are designed to offer maximum protection to the Housing Association, which is why your management committee recommended them to you as a shareholding member. You will be aware that all committee members sign a code of conduct which is rigorously enforced and, in addition, we are heavily regulated as to our governance requirements.

2 *I require information on the trends in our accounts on a year-to-year basis.*

- A. It may be that the presentation by our auditor covered this at the AGM, however the accounts will be added to the last 5 sets of accounts which are presently on the website in due course and this will give you all the information you need. Of course, please let us know if it does not. We look forward to hearing from you

3 *I do not approve the adoption of the new model rules 2020. My concerns are related to clause 39.3 relating to grounds on which the committee can reject a member's nomination.*

- A. Thank you for your feedback on the New Model Rules. You advised me that you do not approve the adoption of the new model rules 2020, with your concerns being in connection with clause 39.3 relating to grounds on which the committee can reject a member's nomination. These grounds are:

39.3 A nomination for election to the Committee can be rejected by a decision by not fewer than three quarters of the Committee Members on one or more of the following grounds:

39.3.1 where election to the Committee would be contrary to the Association's Rules or policies; or

39.3.2 where a conflict of interest may exist which, even allowing for the disclosure of such an interest may adversely affect the work of the Association; or

39.3.3 where there is clear evidence of relevant circumstances from which it is concluded that election to the Committee would not be in the best interests of the Association.

Rest assured, the Rules are designed to offer maximum protection to the Housing Association, which is why your management committee recommended them to you as a shareholding member. The rules explicitly state that 75% of the committee would need to support such a rejection and that it would need to be based upon clear and demonstrable evidence, not supposition or opinion. You will be aware that all committee members sign a code of conduct which is rigorously enforced and we take our equalities, diversity and human rights responsibilities seriously. In addition, we are heavily regulated as to our governance requirements. I remain absolutely resolute that the elected committee of Wellhouse HA take these responsibilities seriously and that we act to the highest ethical standards and operate in line with our vision and values – this rule

would, if ever, only be used in exceptional circumstances. It is our intention to encourage membership of the Association and interest in the committee, not the opposite. It is worthwhile noting that, under the current rules, the Committee has absolute discretion in deciding on applications for membership. Subject to the provisions of Rule 7.2 of the Association's Model Rules, we are able to reject applications for membership where the Committee considers that membership would be contrary to the Association's Rules and policies, that there may be a conflict of interest which may adversely affect the work of and would not be in the best interest of the Association.

Rest assured of our good intentions at all times and our aim to make Wellhouse Housing Association an organisation which is fit for the future and complies with all regulatory requirements. We will be holding another SGM in due course to seek adoption of the Rules: they will bring us into line with our peers in the sector who are adopting them too. A copy of your comments and my reply will be kept on file. Should you require anything further please let me know.

4 *I would like to ask why when everything was affected by Covid 19; meaning people losing their job or furloughed including yourselves did you not help the people of Wellhouse by at least postponing the rent increase as it's allegedly to help with home improvements that you weren't able to carry out? Instead I received a text message from WHA to remind me to pay my rent including the proposed increase. I felt your organisation let tenants down very badly.*

A. The 2020/21 rent increase was approved in January 2020 following tenant consultation, ahead of the lockdown and, consequently, we had set our budgets and spending plans on that basis. In addition, our rent accounting system and the housing benefit schedules had been updated by the end of February. We would not have been able to have applied a retrospective change to the rent increase and the 5-year financial plan at that time. Any improvements have been delayed, not cancelled, and will require to be fully funded.

5. *Do the association employees plan to undertake any walk rounds/drive through of the community while the office is closed to see any issues arising around fly-tipping, litter, general upkeep etc? I am aware the estate wardens are out and working but in my opinion it's far too big a job to rely on them alone to upkeep the entire area.*

A. The estates wardens have been working throughout the entire lockdown and our maintenance manager and officer have been in the office regularly since June and have inspected Wellhouse. We carry out regular inspections and significant effort has been put in place by the estates team to keep on top of the environment, bulk uplifts, etc in absence of council provision. We have attempted to set up socially distanced inspections with Glasgow city council, but this has not been possible due to their conflicting priorities and the number of staff they have on furlough. I had a meeting with Councillors Ballantyne, Morgan and Kelly on the 16th of September and they assured him that bulk uplifts will be restarting soon and at that time, we should be able to have a joint inspection. Mr McKee and Mr Mason, MSP's were also present at this meeting. We will keep you updated. Thank you very much for your continued interest in the area. If you require anything further, please let me know.

6. During the AGM the committee members were read out and those that had to stand down were named and as there were no nominations, they were able to stand again. But then the chair read out a full list of all committee and Stuart Macintosh is now a member of the committee, how did he get elected if there were no nominations.

A. As presented by the Chair at the AGM and as outlined in your AGM pack: a new Committee has been elected in accordance with the Rules. Because there were fewer nominations than places on the Committee – all those seeking election have been properly elected. Under Rule 41.1 members who were appointed as co-optee's in the course of the preceding year were required to seek election at this AGM, these being Shona McKenna, Carol Torrie and Stewart McIntosh. They did not require nomination. All three were duly elected. Your committee now has 9 fully elected members.

7. As you have said in the newsletter that Easthall will be coming to wellhouse to provide services can you advise what services they will be as CCT are still providing the services they have been previously provided so I really don't see a need for this. Also, how much is it costing for their services and did the tenants get a say in this as obviously it will be tenants rent money that is being used for this.

A. Rest assured that Wellhouse HA remains committed to the provision of community services as we have made clear in the newsletter article from December 2019 and other communications, and we have, indeed, consulted residents on their expenditure priorities. We remain confident that our proposals are supported. Of course, we will seek to ensure that duplication is avoided in any service provision and that we continue to apply good governance and financial controls – the needs and wants of the community of Wellhouse remains, as always, our primary aim.

8. Why haven't the residents been involved in the decision making via a ballot as to who and what organisations provide whatever community services the residents decide they need. This is not a decision WHA should be making. They should or shouldn't decide on funding.

The membership delegate the operational running of the RSL to the elected management committee to make operational decisions. Whilst we routinely consult on issues such as rent increases or very large reinvestment programmes; we do not on matters such as charitable grants. Notwithstanding, we did consult with tenants on expenditure priorities including community activity in 2019. Rest assured, your committee are committed to supporting community activities and to operate to the highest standards of governance and financial controls.

9. When did WHA become a Limited company and when were the residents informed and balloted to arrive at this decision?

A. We are governed by the Co-operative and Community Benefit Societies Act and have been since the legislation changed in 2014. This change would have been brought to the membership at that time.

10. How much has it cost the rent payers in lawyers letter to evict CCT from its premises?

A. CCT were not evicted from Newhills Road nor from the Hub.

11. What are the plans for the now empty shops at Newhills Road.

A. All empty properties are marketed as appropriate in line with our approach to commercial lets and wider business plans. This will happen once we have full vacant possession.