

**Minutes of Management Committee meeting – Thursday 28<sup>th</sup> July 2022  
Southside House and remotely via Zoom at 6.00pm**

**Action**

**Present:** Betty Macneill (BM), Alison Devlin (AD), Shirley Robison (SR), Ruth McCluskey (RM), Margaret McIntyre (MM), Iain Dyer (ID), Surjit Chowdhary (SC), Alex Cameron (AC), Jonah Chireka (JC), Munir Choudry (MC).

**In attendance:** Patrick Mc Grath (PM), Donna Reilly (DR), Mandy Wright (MW), Des Phee (DP), Norma Taylor (NT), Lynne Buchanan (LB), Aileen Radford (AR), Freya Lees – North Star Consultancy (FL), Stephen Cunningham – Alexander Sloan LLP Auditor (SC)

**Item 1:  
Apologies** Apologies received from Liz Ely.

**Item 2:  
Conflicts of  
Interest** No conflicts of interest for noting.

**Item 3:  
Management  
Committee  
Appraisals** FL attended the meeting via zoom. Committee noted the report and the detailed within.

SR noted the importance of succession planning within the report and this is something that will need to be explored with the new Chief Executive.

Training was also highlighted and a Plan will be put in place for the coming year.

The importance of greater participation by all members was noted and also improvement of scrutiny and objective challenge to hold senior officers to account.

MM thanked FL for her help with the appraisals and the detailed report.

**Item 4:** **Corrections** – no corrections for noting.

**Minutes of  
meeting  
30.06.2022**

**Matters Arising** – no matters arising for noting.

Committee approved the minutes – proposed by MC and seconded by BM.

**Item 5:  
Matters Arising  
Schedule**

PM commented that some of the items on this report should now be removed.

Regarding the report on the ARC – PM apologised that this report was not available for the meeting. This will be issued to all members next week and will be reported at the September meeting.

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**Item 6:  
Committee  
Workplan** Committee noted the workplan

**Item 7:  
Annual  
Accounts** MW advised that both Southside H.A. and SFARS accounts are for approval at the meeting. Both sets of accounts have been approved by the Audit Committee recently.

MW introduced SC to the meeting and he went through the accounts in detail.

**SHA Accounts**

*Statement of Comprehensive Income*

- Revenue – reduced slightly to £14,057,197
- Operating costs – increased to £12,617,817
- Operating Surplus of £1,439,380
- Actuarial gains on DC pension plan £601,000 (SC advised that this figure is a snapshot and fluctuates due to stock market)
- Total comprehensive income for the year £2,023,540.

*Statement of Financial Position*

- Non-current assets £125,116,422 (an increase on previous year)
- Negative goodwill (£4,331,824) (again an increase from last year)
- Total Assets less current liabilities £122,139,149
- Net Assets £47,710,027 (up on previous year)

*Statement of Cash Flows*

- Cash at 31<sup>st</sup> March £3,675,878

SC confirmed that the Association had a clean audit report. AC confirmed that the Audit Committee made some minor adjustments prior to approval.

MC looked for assurance from staff and the audit committee regarding the 65% reduction in operating costs. SC advised that the grant income was reduced by £240k, repairs costs increased by £800k and the management and admin costs have also increased. MW noted that the rent increase was only 1% in 2020 which is lower than normal. Costs in 2021/22 were higher and included the Air Source Heat Pump costs. MW advised that she is looking at costs and efficiencies and how these are managed.

**SFARS Accounts**

*Profit & Loss Account*

- Turnover of £2,783,732 – up on previous year
- Gross profit of £421,478
- Operating profit of £54,272

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*Balance Sheet*

- Fixed Assets £26,480
- Current Assets (including cash) £1,160,017
- Net Assets up on previous year to £69,114

SC advised that significant work has been carried out on these SFARS accounts by staff and confirmed that this was a clean audit report.

SC noted that the turnover and cost of sales have increased however the net profit is much lower. Why is this? MW commented that there is an increase in the provision for bad debts and this has an impact on the Profit & Loss account.

MW confirmed that at the end of the Audit Committee a member of the SFARS Board attended and approved the SFARS accounts.

SHA accounts approved by Committee – proposed by ID and seconded by MC.

SFARS accounts approved by Committee – proposed by AD and seconded by SR.

*Management Letters*

SR raised concerns about the bad debt provision and recommendations within the management letter and also the missing tenancy and factoring agreements. MW has spoken direct to SR regarding this and answered some queries. MW advised that the client response has to be updated and there needs to be reassurance for committee that all the agreements are in place. PM advised that some checking will be carried out in-house and we will look at new controls for tenancy agreements. MW will report back in a couple of months on the progress.

**MW**

SR asked about the reconciliation between the old and new system being £21k and was this the final position. MW advised that yes this is the final figure and will be borne by SHA.

SHA Management Letter approved by committee – proposed by BM and seconded by SR.

SFARS Management Letter approved by committee – proposed by AD and seconded by BM.

MW confirmed that the accounts would be signed electronically and it was agreed that AC, JC and RM would be the signatories. SC will forward these over the next couple of days.

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**Item 8:  
Quarterly  
Performance  
Report – ARC** As previously noted, this report will be issued to all members next week for information. **PM**

**Item 9:  
Quarterly  
Performance  
Report – Tenant  
Safety** LB joined the meeting and advised that there was no further update on her report.  
LB advised that the Tenant Safety audit carried out by Wylie Bisset is now complete and the report has come back with 'substantial assurance'. LB will bring the report to the meeting in September **LB**

LB also commented that the Association has contracted an Asset Management and Safety Consultant to review the compliance process and this internal audit will commence next week.

MC asked how residents coped with the lift being out of service at Moss Heights for 8 days. AD advised that residents can access their home through the adjacent entry and use the fire escape. LB advised that no complaints have been received and the lift required a specialist part which caused the delay. The lifts are due for renewal this year.

AD asked where the emergency lights would be placed. LB advised that these would be in the stairwell and will e-mail AD direct with dates.

PM highlighted that there should be information on thermostatic valves within this report. LB advised that she has started an internal process and hopes to get information soon. She will look to procure a service contract for these in future. **LB**

PM and LB have discussed the previous query about medical adaptations being within the tenant safety report and have agreed that they should not be.

Committee noted the report.

**Item 10:  
Quarterly  
Performance  
Report -  
Projects** DR advised that this report is for information only and highlighted that extra projects have been added. These relate to community initiatives projects and factored owner projects.

DR is also looking at a new layout and format for future meetings.

AD asked about the amendments in relation to the cycle shelters in Moss Heights. DR advised that this relates to new shelters.

***\*Minutes edited to remove confidential information\****

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MM asked about the heating programme and which blocks would be next. DR advised that the programme has not been finalised but will pass this information on, once known. **DR**

Committee noted the report.

**Item 11:  
Quarterly  
Performance  
Report -  
Complaints**

DP highlighted the main points of the report.

Overall complaints have reduced this quarter. Stage 1 down from 68 to 54 and Stage 2 down from 70 to 59. 12 complaints were upheld at Stage 1 and no complaints were upheld at Stage 2. Timescales to resolve complaints are 6-7 days for Stage 1 and 9.2 days for Stage 2.

Complaints by Neighbourhood show that all areas are down except for the traditional southside stock. Repairs and maintenance are still the highest number of complaints.

DP advised that staff are having weekly meetings to discuss these reports.

MC noted that 28% of complaints are unresolved and 28% are about contractors. How is the association dealing with this and how satisfied are we with City Building. DP noted that City Building complaints have reduced although there are still some issues.

***\*Minutes edited to remove commercially sensitive information\****

Committee noted the report.

**Item 12:  
Quarterly  
Performance  
Report –  
Information  
Governance**

DP advised that the Association has received no requests for information under FOISA. There have been two minor personal data breaches and this has highlighted a training issue for our Customer Service Department.

DP highlighted the Table at 6.3 showing number of requests recorded by the Scottish Information Commissioner for all RSLs from statutory returns made to them. The Association this year to date are relatively low in relation to some other RSLs shown in the table.

**Item 13:  
Annual  
Procurement  
Report**

DR advised that this is an annual report for submission to The Scottish Ministers due to our procurement for goods and services being over £50k.

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SR asked if the Association would be pursuing community benefits. DR advised that yes we would be regardless of the amount.

One amendment within the report is to note the estimated contract value which is currently showing dates.

This report was approved by Committee – proposed by AD and seconded by MC.

**Item 14:  
Secretary's  
Report of  
Compliance with  
Rules 62-68**

DP noted that this report is the pre-AGM report which provides assurance to the Management Committee that the Association is compliant with these rules.

Committee approved this report – proposed by BM and seconded by RM.

**Item 15:  
Whistleblowing  
Policy**

This policy sets out the Association's position in handling serious concerns from staff, governing body members and other stakeholders in relation to improper conduct, risk or malpractice in relation to the Association. DP commented that amendments have been made to points 5.3, 5.4 and 6.7 with a new Section 8.0 being added.

MC asked how the Association keeps data and if so, how is it collected. DP commented that the Association will need to look at this as it is a statutory requirement. It was noted that both employees and committee members are not obligated to provide the personal information.

Committee approved the policy – proposed by MC and seconded by BM.

**Item 16:  
Governance &  
Financial  
Management  
Improvement  
Plan**

DP advised that this is reported to Committee every six months. DP highlighted the progress in 2.3 with four actions now being complete. These are 3.3, 5.3, EH1 and 6.7. Committee agreed that these should now be removed from the Plan.

DP noted that housing staff are now actively promoting membership of the Association at sign ups.

Committee approved the removal of the four items – proposed by ID and seconded by RM.

**Item 17:  
Director's  
Report**

PM advised that the report was for information only.

PM noted that two tenders are due and would have been brought to Committee in August, but there is no meeting. These tenders are for Legionella and Cyclical Electrical Testing. Committee is

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asked to delegate authority to the senior management team and office bearers. Committee approved this.

PM advised that GWSF annual membership has been received at a cost of £6690. Committee approved the renewal.

**Item 18:  
Application for  
Membership**

The following applications for membership were approved:

- App No. 394 [REDACTED]
- App No. 395 [REDACTED]
- App No. 396 [REDACTED]

**Item 19:  
Proposed use of  
the seal**

The following items were approved for proposed use of the seal:

- Application for membership – [REDACTED]
- Application for membership – [REDACTED]
- Application for membership – [REDACTED]

**Item 20:  
Use of the seal**

No items for use of the seal.

**Item 21:  
Minutes of sub-  
committees**

No minutes for noting.

**Item 22:  
Relationship  
with other  
bodies**

EVH monthly report for information.

GWSF – meeting arranged for 15<sup>th</sup> August – AR to send out information to committee.

**Item 23:  
Consents,  
Disposals &  
Acquisitions**

*Options Report – 23 Melville Street G41 2JJ*

DR gave some background to this property. Main door property acquired by SHA in 2003 for £61k. 100% grant assistance was provided. The property requires extensive internal works which will cost around £100k. The Association does not own any other property within the block.

The recommendation is to dispose of this property as the rental income fails to match the significant investment expenditure required. DR advised that there are other properties that may fit with a disposal strategy and staff will develop this over the coming year.

Committee agreed to the disposal of this property.

**Item 24:  
SHR  
correspondence**

DP advised that an e-mail was received from SHR regarding the ARC submissions, in particular, relating to SHQS and EICRs. DP confirmed that SHA has reported on this, but no context given. SHR has been contacted and advised that SHA has 77 EICRs outstanding and no corrections to our ARC are required.

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**Item 25:** **See confidential minute**  
**Rule 37.6 Report**  
**– 9 year rule**

**Item 26:** No further business to discuss.  
**Any other**  
**competent**  
**business**

**Item 27:** The next meeting will be held on **THURSDAY 29<sup>TH</sup> SEPTEMBER**  
**Date of next** **2022 AT 6.00PM.**  
**meeting**