

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

Action

Present: Alex Cameron (AC), Surjit Chowdhary (SC), Iain Dyer (ID), Betty Macneill (BM), Ruth McCluskey (RM), Margaret McIntyre (MM), Liz Ely (LE), Elisa Campanaro (EC).

In Attendance: Paul McVey (PM), Norma Taylor (NT), Mandy Wright (MW), Des Phee (DP), Aileen Radford (AR)

**Item 1:
Apologies &
Attendance** Apologies received from Alison Devlin and Shirley Robison.

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

**Item 3:
Minutes of
meetings** **Management Committee meeting – 27.04.2023**
No corrections for noting.

Minutes approved by committee – proposed by MM and seconded by RM.

**Item 4:
Matters
Arising** *Single Building Assessment* – Draft report being reviewed. Once finalised tenders will be issued to suppliers to take forward the works. SHA will seek to ensure that there is clarity around the funding.

150 Berryknowes Avenue – Net Zero Application – Feasibility Study being worked on and should be complete by end May for submission to the Net Zero Fund for a project which would include full render, triple glazing and new air source heating for the building. Tenants have been written to and given an update on what we are seeking to do.

Orchard / MRI System – Representatives from MRI will attend a meeting with SHA on 6th June. An independent review will start at the end of July.

CEO Appraisal – this took place this week with MM, SR and AC.

**Item 5:
Finance
Returns to
SHR** **Loan Portfolio**

This is submitted to the Regulator on an annual basis. The document is a summary of all SHA loans. MW highlighted that there have been two drawdowns from Handelsbanken - one for £6m and one for £2m.

AC asked about the small balances on the Nationwide accounts. MW advised that at the last treasury management review SHA were

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

advised to let these accounts run. The last one is due to mature in ten years' time. ATFS are reviewing the loan portfolio and may offer an alternative recommendation.

MM asked whether smaller balances should be paid off. MW advised that these accounts could have an early repayment charge, however ATFS will advise after their review is complete.

Five Year Financial Projections

MW advised that this five-year return is a mirror of the first five years in the Business Plan. There have been some updates in relation to development spend and the timing of expenditure and completion dates. This is now showing a reduction in the total cost.

Year 0 – 22/23 reflects the revised budget.

Year 1 - 23/24 reflects the approved budget for this year.

Overall, the Plan is positive and shows the reflected balance down to £2.5m as previously agreed.

AC highlighted the net current assets at Year 2 are down to £196k. MW will check this and report back.

MW

Committee approved both the loan portfolio and the five-year financial projections – subject to minor changes.

Post Meeting Note – MW emailed members on 30th May to advise that this was a result of managing down our cash balances to £2.5m due to using our own cash instead of loan funding.

**Item 6:
Annual
Return of
the Charter**

PM gave a presentation on the summary of key findings. The full ARC report is attached for information.

- Senior staff increased by 1 – Pauline Fletcher
- Office staff numbers have decreased.
- Concierge/Mobile Team numbers have increased – due to extra staff taken on for the bulk uplift team.
- % of turnover – high
- % days lost through sickness – down

Stock is submitted via a separate return.

Letting:

- Average weekly rent is £96.03.
- Letting – increased last year from 135 to 175 – this includes Niddrie Road and Allison Street.
- % of offers refused – reduced significantly to 30%

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

- Average time to re-let is up at 59.86 days. Issue with meters, utility companies and contractors.

Arrears:

- Rent Collected are 99.76%
- % Rent loss – 1.07%. Would be good to get this under 1%.
- Gross rent arrears up to 7.27% - this is poor.

Satisfaction:

- % tenants satisfied – 92.51%
- % of anti-social cases resolved – 99.51%

Repairs:

- Timescales have gone up – emergency 3.54 hours and non-emergency 8.52 hours.
- % reactive repairs completed right first time – 70.63%
- % stock meeting SHQS dipped slightly to 67.48%
- Gas Safety 100%
- ESSH properties meeting standard 83.1%

PM commented on the poor results within the recent tenant satisfaction survey, and this will help form an action plan.

The timeline in approving the ARC – submit 31st May 2023 – SHR will then publish a report by the end of August 2023 – SHA will publish a report by end October 2023.

PM advised that the report allows SHA to see how they compare with other associations.

The ARC was approved by committee – proposed by BM and seconded by MM.

**Item 7:
Equality
Impact
Assessment
– Lettings
Plan**

DP noted that the Lettings Plan was approved last month, and an Equalities Impact Assessment (EqIA) was requested.

- Information can be taken from within the recent survey.
- Age – tenant base shows more towards over 65 – the Lettings Plan has accommodation which is age related.
- The document also looks at wheelchair accessibility and grants for medical adaptations.
- Protected characteristics – SHA works in very ethnically diverse areas. The EqIA highlighted some analysis carried out by the Association in November 2021 on new builds lets to BAME applicants which provided assurance that lets were being made fairly and proportionately to BAME applicants – the Lettings Plan also has provision for lets to Saffron and Scottish Refugee Council and also a percentage of lets to refugees fleeing the on-going conflict in Ukraine.

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

- Sex – women fleeing violence/domestic abuse – mechanisms within SHA to help e.g., via Management Transfers and homeless referrals, the EqIA identified that the Association should review a more co-ordinated approach to dealing with lets to people suffering domestic abuse via the Lettings Plan. This is also something discussed last week at Glasgow City Council level in terms of housing.

Committee approved the Equalities Impact Assessment – proposed by MM and seconded by RM.

**Item 8:
Policies for
approval**

Void Management Policy

This policy sets out how SHA will manage turnover of housing stock and the management of vacant properties. The policy aims to minimise the number of days a property is empty whilst ensuring necessary works are undertaken.

PM commented that both the housing and maintenance teams are working more together and following the new internal void management procedure.

SC asked if council tax has to be paid for properties lying more than 60 days. PM advised that the first 6 months are free, however if it is a long-term void, this is then charged.

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

Stage 3 Medical Adaptations Policy

NT advised that the medical adaptations are undertaken by the Care & Repair Advisers who assess and contract the work. The work can be wide ranging. If the works are for a southside property it is grant funded by GCC, however if the work is for an SST property the Association pays for this.

MM asked why SHA receives funding. NT commented that when SST took place the properties came with a dowry.

NT to check the hyperlinks – some are missing from the report.

NT

Committee approved the policy – proposed by RM and seconded by AC.

**Item 9:
Metering &
Billing
Proposal**

PM commented that this was previously reported back in 2021 and relates to the communal heating systems at Nithsdale Road and Moss Heights Avenue. There are issues with debt recovery and who was using what in terms of energy usage.

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

The main recommendations from June 2021 were: -

- Seek specialist advice on changes to the Heat Network and seek clarification on steps required to proceed with the installation of a pre-payment metering system.
- All properties should have a pre-payment meter installed and tender for a service where a 3rd party company will provide the full service for managing the billing, collection for arrears, payments and compliance with regulations.
- It should be SHA Policy to ensure that where any further common systems are installed, the installation of pre-payment meters is part of the installation.

£400k was budgeted for meters and this was reduced in the budget to £200k. The Association is still incurring heating bills with some tenants paying and some not.

In November 2022, M-Four Consultants were appointed to carry out a Feasibility Study at both developments.

177 Nithsdale Road – the study found there were several deficiencies in the current system deeming it non-compliant with Regulation 3 but compliant with Regulation 4. Regulation 3 refers to the duty to notify. Due to the existing pipe work within the building, it is not technically feasible to meter the properties. The study advised that apart from the notification under Regulation 3 there is no further works required by SHA at this time. When boilers are renewed in 10 years, meters will be changed.

Moss Heights Avenue – the study noted several deficiencies in the current system and deemed Moss Heights non-compliant. In order for the existing communal heating system to comply a full Metering and Billing system would have to be replaced.

M-Four carried out the procurement for the Metering & Billing system and Chameleon Digitisation were successful. This system will help SHA to monitor what is being used at any given time. There will be an increase to the original budget of £70k.

MM asked who will get the money for each bill. PM advised that Chameleon receive this money and they will then send on with a note of who is paying.

SC asked about the tariff. NT advised that the tariff is cheaper, however there is a fee to Chameleon. PM also commented that some systems would allow heating to be cut off, however this is not a route the Association wishes to go down. If an individual does not top up their electricity, that is their choice.

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

AC noted that the budget is now increasing. MW advised that adjustments have been made elsewhere.

Committee approved the tender submitted by Chameleon Digitisation (**Minutes redacted to remove commercially sensitive information**) and approved the installation of the system at no cost to owner occupiers. Committee also approved the increase of £71,044 to the current budget of £200k. Proposed by SC and seconded by RM.

**Item 10:
Duty of
Candour
Report**

NT advised that this is a regulatory requirement. The report makes reference to COVID was noted to the Care Inspectorate. No serious incidents to note.

Approved by committee – proposed by BM and seconded by ID.

**Item 11:
Tender
report**

Height Safety Inspection & Maintenance

This tender relates to 52 properties and is a contract period of 3 years, with a further two x one-year options to extend.

Committee approved the tender from Kaydee Sayfa Ltd (**Minutes redacted to remove commercially sensitive information**), proposed by MM and seconded by RM.

**Item 12:
Approach to
Annual
Assurance
Self-
Assessment**

DP advised that this report makes a proposal on how SHA will obtain assurance in relation to the Annual Assurance Statement process for 2023. DP highlighted to Committee that there are substantial sources of assurance in the form of Governing Body Reports, internal audits, risk management, external assurance etc. DP highlighted the amount of self-assessment work carried out in relation to the Annual Assurance Statement process since its introduction in 2019, including an independent self-assessment against regulatory standards in August 2021.

DP highlighted that Committee approved a more focussed approach of self-assessment on an annual rolling basis against two or three standards each year, with further assurance against high-risk areas where Committee may want more assurance. Last year Standards 1 and 3 were reviewed. The proposal is to focus self-assessment on Standards 2 and 5 and refresh Standard 3 again, with a rolling self-assessment approach also being taken with regard to Regulatory Requirements.

DP highlighted the proposal within the report for a more collaborative approach with a sub-group of Leadership Team members and a small group of Committee members. Committee would be required to be involved in one or two Assurance sessions over July/August this year.

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

AC and MM agreed to be part of the group. PM advised that if committee agreed to look at a couple of standards each year which will make this process not as resource intensive.

Committee approved the proposals and recommendations set out in the report – proposed by BM and seconded by MM.

**Item 13:
Decree for
Eviction**

Household composition - one male adult. Tenancy commenced 19.03.2012 and has been in arrears since the start. Summary of events noted within the report also noting attempts to make contact.

Committee noted the comments and approved the decree for eviction – proposed by MM and seconded by RM.

**Item 14:
Disposal
Report**

Berryknowes Road (2 properties)

Committee previously approved the Disposal Strategy and this report details two properties to be considered for disposal.

- 100 Berryknowes Road Flat 3/2
- 102 Berryknowes Road Flat 0/2

The Association only owns 6 properties across the three closes.

Committee approved the disposal of both properties – proposed by MM and seconded by AC.

**Item 15:
Chief
Executive's
Report**

McCulloch Street/Lincluden Path Fire – DR is in discussion with the insurers and loss adjusters who are now offering a settlement agreement. GCC have offered funding for the short fall in any settlement.

Snooker Hall (Victoria Road) – this has been ongoing since 2011. The back courts of the surrounding tenements sat on top of the snooker hall, which collapsed. The Council demolished the hall, but the properties have been left with no back court. A public meeting was held this week with Nicola Sturgeon MSP and owners have agreed to the work which will be funded by the Council. SHA owns 16 properties (25%).

GWSF – PM recently spoke at one of their open meetings on Options Appraisals. The Association has now been asked to participate in a café session at their annual conference to talk about our work in tackling food poverty. Pauline Fletcher and her team will lead on this.

Scottish Home Awards – The Association has been put forward for a couple of awards for 107 Niddrie Road and Allison St/Niddrie Road development.

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

SHA is also shortlisted for Housing Association of the Year along with Link and Sanctuary. PM feels what SHA has achieved over the last few years is worthy of note but is surprised with the nomination for HA of the Year.

After some discussion it was agreed that the Association should not take a table, which would be very costly, but take 4 or 5 seats. PM will also speak to contractors who may have seats available. PM will invite Patrick McGrath to attend as well as AC and MM.

Reactive Repairs Procurement – the Association will be tendering for this contract which will include 6 contractors (3 in Pollokshields and 3 in Cardonald), 4 void contractors and 1 out of hours contractor. SHA will host a 'Meet the Buyer' event on 7th June and the proposal is to 'go live' on 1st September 2023. A contractor's workshop will also be arranged (online) on 12th June.

MRI / Orchard – meeting in the office on 6th June. Independent review starting 24th July.

MMR / CCG Leases – ***Minutes redacted to remove commercially sensitive information***

SFARS Review – the leadership team will be looking at this as well as other non-core areas of the business e.g. Saffron, Care & Repair and Community Initiatives.

KPI Trend Analysis – performance pre COVID is worse than 5 years ago.

Committee noted the report and approved taking up to 4 seats at the Scottish Homes Awards – proposed by AC and seconded by MM.

**Item 16:
Governance
Matters** Nothing for noting.

**Item 17:
Relationship
with other
bodies** *EVH* – PM advised that SHA had received funding through EVH's Cost of Living Fund.

**Item 18:
SHR
information** DP advised that he received a call from the Regulation Team asking for general information and an update on Notifiable Events. DP updated them on:

- MHA – now closed down.
- Lincluden Path (fire) – gave an update.

**Minutes of Management Committee meeting – Thursday 25th May 2023
In Southside House at 6.00pm**

- Invergyle Drive (fire) – gave an update but SHR looking for the fire report.
- Disposal Strategy – happy with what has been proposed.
- 150 Berryknowes Ave, Net Zero Fund – update given.

DP

They also advised that it is SHA old rules showing on their web. These will be updated. DP will prepare a full update to next month's meeting.

**Item 19:
Any other
competent
business**

PM previously e-mailed all committee members regarding the date for the June meeting. After some discussion, rather than change the date, it was agreed to leave as Thursday 29th June. PM will not be in attendance.

**Item 20:
Date of next
meeting**

The next meeting will take place on **Thursday 29th June 2023 at 6.00pm.**