

**Minutes of Management Committee meeting – Thursday 31st October 2024  
In Southside House at 6.00pm**

**Action**

- Present:** Alex Cameron (AC), Alison Devlin (AD), Surjit Chowdhary (SC), Iain Dyer (ID), Betty Macneill (BM), Ruth McCluskey (RM), Shirley Robison (SR), Liz Ely (LE), Lisa Peebles (LP), Jenna Monteith (JM), Pamela McLevy (PM)
- In attendance:** Paul McVey (PMcV), Laura Brennan (LB), Steven Good (SG), Donna Reilly (DR), Des Phee (DP), Aileen Radford (AR), Pauline Fletcher (PF).
- Item 1:  
Apologies** Apologies received from Munir Choudry
- Item 2:  
Conflict of Interest** No conflicts of interest for noting.
- Item 3:  
Minutes of meeting  
26.09.2024** No corrections for noting.  
Committee approved the minutes  
**Proposed: BM    Seconded: RM.**
- Item 4:  
Matters  
Arising /  
Outstanding** *150 Berryknowes Avenue* – separate meeting with Committee being held next week to discuss this in more detail.  
*Evictions Approved* – One eviction was carried out on 1<sup>st</sup> October 2024 and the second eviction was given time to pay arrears – payment was made in full and put the account 1 month in credit.  
*Wall at 553 Shields Road* – the insurance company has agreed to pay and the work on the wall will be carried out before Christmas and the fence in the New Year.  
***\*Minutes redacted to remove confidential information\****
- Item 5:  
Consent  
Agenda** *Minutes of SL Board – 16.10.2024*  
SR asked how big an issue the owners’ floats are. LB advised that some have been refunded however some are quite old and the money will be set aside for future claims. This will also be the case with cyclical monies.  
Committee noted the minutes.

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*Minutes of Operations Committee – 16.10.2024*

SR asked if any of the dampness complaints were serious. DP advised that in the main, they relate to regular water ingress.

### *Projects Update*

- Lifts at Moss Heights Avenue – first install will be March 2025.
- Painterwork – contract going well.
- Kitchen Replacement – starts November
- Moss Heights meters – complete

DR went through the development projects with committee.

LP asked why the Moss Heights meters were pay as you go and not credit meters? PMcV commented that this is a district heating system and it is a charge as you use meter. The Association has visibility over tariffs, and these can be adjusted to claw back heating arrears. The Association has the ability to adjust tariffs and this will ensure that the Association is covering costs.

LP asked if an evaluation of the system will be carried out. DR advised that there is an internal system which shows each home and the usage which would allow intervention by our Welfare Rights/Housing teams if required. AD commented that the app doesn't seem to work, and DR will look into this.

### **Item 6: Parent / Subsidiary Reports**

#### *Lease Agreement and Intra Group Agreement*

PMcV commented that both the Lease Agreement and Intra Group Agreement have been discussed at the Southside Lettings Board and approved. There is, however, a caveat on the lease agreement.

Adding and taking out properties is not a straightforward process as the lease is agreed for a schedule of properties, however we are in a situation that not all MMR properties are included (as they have been used as decants) for example. In order to rent out a property as MMR or take a property out of the schedule, there has to be agreement from both parent and subsidiary. The solicitor has advised that a couple of members can be approved to agree this for future by way of a delegated authority. Committee agreed that this should be the Chair or Vice Chair of the Association and same for the subsidiary.

A minute of variation will be agreed. Once this is operational, following in-between decisions being taken as outlined above, these will be reported retrospectively back to both Parent and Subsidiary at their next meeting.

Joint Agreement Deed for dispute resolution is now superseded by the new Intra Group Agreement.

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The Lease Agreement was approved by committee.

**Proposed: AD    Seconded: BM.**

SR commented on the Intra Group Agreement and a reference to social rent and implication of a separate Business Plan. Are there issues in the governance that require to be looked over within this Agreement? PM commented that prior to signing the Intra Group Agreement off, the text will be amended to ensure it refers to a financial plan and not corporate plan.

This was agreed in principle.

**Item 7:  
Chief  
Executive's  
Report**

PMcV went through the report and highlighted the main points.

*GWSF and SHR* – PMcV advised that there is ongoing consultation on charter indicators and a few changes are being proposed. SHA are submitting a response.

*HR / Staffing* – PMcV updated on the recent JNC Appeal Hearing which took place earlier this month. The appeal was not upheld. SR thanked PF for all her work on this case.

PMcV also advised of a new Unite representative for the Association.

PMcV is intending to start work on a new Communications Strategy and will form a focus group / working group to take this forward.

*Meeting on 7<sup>th</sup> November* – PMcV advised that there is a lot of work involved in looking at the options and the effect on the Business Plan relating to Berryknowes Avenue. Decisions will be difficult but require to be made for the future of this block.

*Rubixx Update* – a meeting is arranged for tomorrow to finalise the contract with solicitors.

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

*Rent Consultation Proposals* – PMcV detailed a timeline for the rent consultation and the normal February date is too late to send out notifications to tenants. Now proposing that a rent consultation figure is agreed in November and consultation will start in January. Prior to the February F&CS meeting the intention is to hold a special meeting to discuss feedback from the consultation. This will allow time to issue notifications. Committee agreed with the proposals.

*Annual Report on Charter Indicators* – this was approved by committee.

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**Proposed: AD    Seconded: SR.**

This must be published by 31.10.2024 and will therefore go live after tonight's meeting.

**Item 8:  
EDI Strategy  
– Post  
Consultation  
Report**

DP advised that our Equality, Diversity and Inclusion Strategy 2024 was presented to the Management Committee back in June who granted approval to the Strategy. DP indicated that the next steps set out at that meeting was that a period of consultation would be undertaken both internally with SHA employees and externally with tenants, partners and the wider public.

DP drew Management Committee's attention to Section 3 of the report details the consultation that has been carried out with regard to the Strategy:

- Six staff sessions were held throughout August which involved most SHA staff, outlining the Strategy and that generated some discussion and feedback.
- Following this a consultation survey for staff was developed and issued through the SHA Hub intranet page running through September and into October.
- A wider public consultation was publicised via the Southsider newsletter, the SHA website and the Association's Facebook page.
- Seven local community organisations that the Association works with regularly were also consulted.

DP intimated that in terms of feedback and outcomes, this is set out at Section 4 of the report. Feedback from the staff sessions highlighted that initial identification of language needs and interpretation and translation requirements is a regular issue for frontline staff.

DP highlighted some of the other themes which came through and which are set out at Section 4.5 of the report. These include:

- Inclusive and Diverse Communications – ensuring that our corporate comms, website and publications reflect the diversity of our communities
- Cultural Awareness
- Use of technology in relation to EDI, and
- Disability access and egress about fire evacuation plans for disabled tenants and other residents

DP advised that most of these themes are captured within existing actions within the EDI Action Plan, however the Association will look to incorporate an action which addresses disability access and egress and fire evacuation plans, and the EDI working group along with our IT Systems Project manager will look to explore technology-based solutions to EDI issues on an on-going basis.

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No real material changes to the Strategy from when Committee approved it back in June.

**Item 9:  
Policies for  
review**

**Planned & Cyclical Maintenance Policy**

SG advised that this policy is the Association's guiding principles in the provision of its planned and cyclical maintenance services. The policy sets out clearly the service that will be provided, an explanation of the provisions of that service, how it will be monitored and where delegated responsibility and authority lies for service delivery.

SG advised that a Stock Condition Survey will be carried out in the New Year.

SR noted that the stock condition survey will be using external help instead of in-house. PMcV commented that we have conducted an internal desktop review of what we have but we do not have the systems or resources currently to allow us to carry out our own stock condition survey.

The survey we are procuring at the moment is a more focussed survey looking at components and delivery timetables to help highlight our priorities and form our plan for investment.

LP asked if inspections can be aligned e.g. electricity, gas etc. It would help if a tenant only had to give access once instead of multiple times. Unfortunately, this can involve different specialisms so not easy co-ordinating that.

PMcV commented that our own maintenance officers are now clerking works carried out which has not been the case previously. Our planned investment will be driven by our budget and affordability as well as capacity for delivery – it is therefore vital that we prioritise the works. This will be noted within our Strategy and not the Policy.

Results from the Stock Condition Survey will be available in February and that will help form the Strategy.

Committee approved the Policy.

**Proposed: MC    Seconded: RM.**

**Revised Group Policy on Entitlements, Payments & Benefits**

DP noted that this is a review of the Group EPB Policy in line with its natural review cycle. This is based on the SFHA Model EPB Policy which was last revised in June 2021 and introduced some changes to thresholds etc. and to bring the EPB in line with the revised Model Rules.

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Changes are set out at page 3 of the report which mainly updates internal changes to job titles and changes to the subsidiary, cross references our Donations Policy in relation to donations to charities.

Appendix 2 sets out suppliers and contractors, however management Committee should note that this is a full list of all suppliers which have been historically used from the SHA finance system which we have issued in error when we should have issued our approved list of contractors which is a more concentrated list of contractors and suppliers. This will be remedied shortly.

Committee approved the Policy.

**Proposed: AD    Seconded: RM.**

**Rechargeable Repairs Policy**

SG advised that the Association does not have a specific policy in place and it is appropriate that there is a statement on how these repairs are dealt with, how charges are applied and when. The Association will encourage responsibility to tenants and give staff clear guidelines. There is also reference around house insurance and staff will try and encourage this. The Association does have the ability to tap into low-cost insurance schemes.

LP commented that it might be useful to put case studies in the newsletter which may help people understand better. SG noted that it is common for people not to be insured, and this could demonstrate the positives of housing insurance.

PMcV gave committee information on an existing case with high rechargeable repairs, and this may be used as a study and show photographs as examples.

There was some discussion around rent arrears and writing off rechargeable repairs in certain scenarios but having flexibility to make a common-sense decision.

Committee approved the policy.

**Proposed: LP    Seconded: MC.**

**Item 10:  
Code of  
Conduct  
Update**

DP noted that a revised Code of Conduct was approved by Management Committee at the September meeting in line with its three-year review cycle with a proviso that a revised model Code of Conduct was due for imminent publication by SFHA.

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DP advised Committee that this had now been published earlier in October, however as per the tracked changes in the Code of Conduct there are no real material changes to the Code of Conduct, with most of the changes relating to the accompanying guidance and the Protocol for Investigating a Breach of the Code of Conduct. DP advised that although very little material changes, members should sign up to the revised Code of Conduct.

It was agreed that a new Code of Conduct would be issued to all committee members for signing.

The Code of Conduct was approved by committee.

**Proposed: JM Seconded: MC.**

### Item 11: Development Update

DR went through the current and pipeline projects noted within the report. Committee were asked to note that Projects 1-4 are contractually committed with projects listed 5 – 8 being pipeline/aspirational.

*640 Pollokshaws Road* – DR has a meeting with GCC on Tuesday to try and agree a way forward which would hopefully allow a restart of the works on site. Committee noted that the delays on site will impact on the timing of rental income which has been reprofiled in the Business Plan to take account of delays. The issue is with Geo-Technical and the developer will bear the cost as it is a design and build project

*144 McCulloch Street* – The 5 flats in McCulloch Street have been handed over and the 9 flats in Lincluden Path will be handed over next week.

*Works to Acquisition Flats* – waiting on costs from CCG.

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

*Private Acquisitions 24/25* – the Association were advised by GCC in April 2024 that there were no grant monies to acquire further properties during 2024/25. A further update was issued by GCC in September 2024 advising associations that £11m was being made available to allow acquisitions to proceed. The criteria for funding has changed slightly with 75% of valuation (not 100% as previously) and 50% for works being carried out. In addition to the change in funding levels GCC requested that properties proposed for acquisition should require minimum works. The Association has no properties under consideration at present but would advise committee if this changed.

### Item 12:

PF advised that this report gives details of the proposed former tenant arrears and credit write offs that are deemed irrecoverable.

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**Former  
Tenant Write  
Offs**

Currently 152 former tenant arrears totalling £169,095.01. Six abandoned properties with high rent arrears so far this financial year.

108 cases being pursued through internal arrears procedure to ensure that the appropriate due diligence of recovery is undertaken.

4 cases being pursued through an external debt recovery agency.

The balance of £61,136.86 (41 cases) is to be written off.

There was discussion on the timeline of the cases involved and it was noted that there is no arrears information going back a number of years, however this will be tidied up for future. PM agreed to carry out an analysis of the write offs for the next Operations Sub -Committee meeting.

The write offs were approved by Committee.

**Proposed: SC    Seconded: RM.**

***DP asked to suspend Standing Orders – approved by Committee.***

**Item 13:  
Governance  
Matters etc**

The follow was approved for use of the seal:

Seal No. 1294 – Application for Membership No. 690

Seal No. 1295 – Application for Membership No. 691

Seal No. 1296 – Application for Membership No. 692

Seal No. 1297 – Application for Membership No. 693

Seal No. 1298 – Application for Membership No. 694

**Item 14:  
Relationship  
with other  
bodies**

No items for noting.

**Item 15:  
SHR  
Guidance  
Notes etc.**

No items for noting.

**Item 16:  
Any other  
competent  
business**

No further items for discussion.

**Item 17:  
Date of next  
meeting**

The next meeting will take place on Thursday 28<sup>th</sup> November 2024 at 6.00pm