

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

Action

Present: Alex Cameron, Jonah Chireka, Munir Choudry, Alison Devlin, Iain Dyer, Betty Macneill, Ruth McCluskey, Margaret McIntyre, Lisa Peebles, Kenneth Ross, Bob Turnbull.

In Attendance: Allan Forfar, Donna Reilly, Paul Noble, Norma Taylor, Patrick McGrath, Des Phee, Mandy Wright, Suzanne Lavelle, Aileen Radford.

**Item 1:
Apologies** Apologies received from Surjit Singh Chowdhary.

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

**Item 3:
Minutes of
meeting 26.09.19** **Corrections:**
Names omitted from Cardonald Committee – Alison Devlin and Elaine McGrath.

Matters Arising: No matters arising for noting.

Minutes approved by Committee – proposed by Alison Devlin and seconded by Alex Cameron.

**Item 4:
Matters Arising
Schedule &
Work Plan** **Matters Arising Schedule**
All items are for noting.

Revised Work Plan

Items omitted from November e.g. Rent Consultation Report, Treasury Management, Lettings Plan. Also some others to be added in over the next few months – Business Improvement and Welfare Rights Action Plan.

DP

**Item 5:
Welfare Reform
Strategy & Risk
Assessment**

Suzanne Lavelle gave an update on Universal Credit and how the Association is communicating with tenants.

A positive development is that the DWP is committed to a new way of paying direct to landlords and eventually payments will be received daily which will be better to manage in the future.

“Managed Migration” starts in July 2020 and a pilot has already started in Harrogate. The challenge going forward will be supporting people during this and managing the volume and complexity of cases.

Suzanne also commented on £10k received from Cash for Kids which will be distributed to households with children over the next few weeks.

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

Committee raised some questions and Suzanne gave more information on the Treaty Rights and EU Nationals and the proactive work that the team are undertaking.

Committee approved the Strategy Action Plan and Risk Assessment – proposed by Betty Macneill and seconded by Munir Choudry.

Item 6: *Minute edited to remove commercially sensitive information in relation to this agenda item.*
Disposal of Land at St. Andrews Drive

Item 7: Patrick updated on this project advising that there has been a cost overrun and contingency monies have been used. The report requests additional funds to complete the Halfway Community Park alongside costs to implement further works at the site. Some of the additional costs have occurred as the project has progressed and include:

- Inclusion of 2 disabled bays to the rear of 180/200 block with connecting footpath and handrail (£37,667)
- Footpath and railing (£3,969)
- Lighting at rear of car park (£14,068)
- Rear wall and railings (£67,000)
- Range of small scale improvements (£5,000)
- Rear door buzzer system (£16,632)

Minute edited to remove confidential information in relation to this agenda item.

Patrick advised that it is rare to have an overspend however environmental projects can be riskier and committee should note there may be a risk for the project at Queensland.

There was some discussion around the disabled parking around the building and also why SHA is paying to resurface the road. Patrick advised that the road was transferred to SHA at the time of second stage transfer.

Committee approved the funding of all that is listed above except for the railings (£67k) *Minute edited to remove confidential information in relation to this agenda item.*

This was proposed by Lisa Peebles and seconded by Munir Choudry.

Item 8: This report follows up on the presentation on the ARC and looks at areas to address and trends going in the wrong direction.
Business Performance Improvement Plan

There was discussion around the decline in membership and Patrick advised that staff are looking at ways of increasing this, but everyone should be offered membership at tenancy sign up stage.

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

Committee approved this improvement plan – proposed by Betty Macneill and seconded by Jonah Chireka.

**Item 9:
Mid-Year Review
on Budget**

Paul Noble advised that a number of adjustments have been made at the half year point.

The surplus is down – mainly due to treatment of Halfway Park expenditure as revenue and not capital and this has partially been offset with lower repairs in relation to EESSH compliance.

The Air Source Heat Pump (ASHP) Programme was originally budgeted for completion this year, however this will now roll into the next financial year.

Committee noted all the amendments within the report and approved the budget – proposed by Iain Dyer and seconded by Lisa Peebles.

**Item 10:
Quarterly
Performance
Reports**

Management Accounts

- Deficit of £15k – entirely due to Halfway Park (capital to revenue)
- Surplus of £649k if Halfway Park is taken out.
- May have covenant compliance challenges which are being tracked and monitored. Conversations with the banks have taken place and Mandy advised on the outcome of these.
- May look at utilising the Handelsbanken facility to clear off the RBS loan.

Committee sought reassurance on the issue of covenant compliance and Mandy assured Committee on the year end position.

The management accounts were approved by Committee – proposed by Betty Macneill and seconded by Munir Choudry.

ARC Performance

- No repairs/maintenance figures – these will be brought in November
- Rent arrears – reduction in September of £52½k
- Eviction – less evictions this year which is positive as this is always a last resort.
- Abandonments – reduced
- Average time to re-let – slight improvement in first 6 months. Allan has spoken to the Regulator as SHA had a void that police had the keys for 169 days. These days will now not be included in the ARC figures. The Regulator has also confirmed that the time taken for families to clear a property after a death has now not to be included “within reason”. As a result the re-let figure is now nearer 13 days.
- % of offers refused – reduced
- Standard of home when moving in – showing a small improvement.

AF

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

- Stage 2 complaints – this needs improvement

Tenant Safety

- Report gives reassurance that staff are on top of safety issues.
- Call outs for lifts are much higher at Moss Heights Avenue (40 out of 70)
- Lift renewal at Moss Heights may be brought forward
- 100% gas compliance – improvement on previous year
- Electrical checks on a 5 year cycle (planned in after year 4).

Projects

- St. Andrews Phase 1 – complete and shared equity now being allocated.
- Gorbals Street – nearing completion. Official opening 29th November.
- 43 Allison Street – planning approval received and due on site 4th November.
- St. Andrews Phase 2/3 – recent public meeting poorly attended (6 residents)
- Met with GCC recently an additional monies available for purchasing properties in Pollokshields area.
- Discussion around communication with local residents regarding 43 Allison Street. Donna is in discussion with the contractors regarding this.

DR

Complaints

- 50 complaints this quarter
- Looking at trends – 8 complaints for Halfway Park
- Internal audit highlighted recommendations for internal processes and Des Phee will take these forward

DP

**Item 11:
Regulatory
update on
Associations
Development
Plans**

Donna Reilly advised that in the SHR's engagement plan issued in April this year, Associations must give an update on any changes within the last six months.

Donna advised that changes are very minor and relate to removing Scotland Street and Titwood Road from the programme list.

Committee noted the report.

**Item 12:
Mini Multi Air
Source Heat
Pump Upgrade**

Allan Forfar advised that the pilot has now reached conclusion. This pilot scheme has helped iron out issues and problems. Initial difficulties showed it was not feasible to use the drying areas and the programme reverted back to using the balconies instead. There has been some resistance on this as some tenants do not want to lose balcony space.

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

30 properties are now complete and the contractors are performing at a much higher level. Staff reassured Committee that despite the initial problems, the feedback from tenants who had upgraded was very positive.

There was some discussion around gathering data during the winter months and Allan advised that there are loggers in some flats and the Association will ask for copies of winter bills. Tenants are also being given advice on usage of the system and ensuring they are on the right energy tariff.

AF

There is a risk to the Warm Homes Fund award of £1m if we do not progress the programme, however the Association gives quarterly reports on progress.

Committee approved the following recommendations:

- Contract extended to remaining 11 mini multi blocks
- Appointment of Turner Property Services as the principle contractor for the remaining blocks
- Retain services of existing design team
- Progress with statutory permissions for remaining mini multi blocks as soon as possible
- Agree interim programme to financial year end
- Agree revised financial commitments, subject to SHA's overall budget setting and approval process

Proposed by Lisa Peebles and seconded by Jonah Chireka

**Item 13:
Review of
Disposals of
Properties to
SFARS for MMR**

Patrick commented that leasing units to SFARS for Mid-Market Rent at Hartlaw and Chirnside last year had been approved by Committee as an experiment in response to serious problems on the estate. However this has been very successful and has benefitted the estate as a whole.

Committee approved to continue with the current arrangement until the end of March 2020 but will look to modify the ratio of leases to SFARS to mitigate the pressures on the capacity for MMR. Proposed by Iain Dyer and seconded by Munir Choudry.

**Item 14:
Freedom of
Information**

Implementation Report

Des Phee advised that this report aims to provide assurance to Committee that SHA is compliant and meeting its legislative responsibilities ahead of implementation of the Freedom of Information (Scotland) 2002 Act (FOISA) to housing associations and co-operatives on 11 November 2019. Des outlined to Committee that the coverage of FOISA would extend to most of the activities of the Association including the housing management aspects of the Saffron Project. The status under FOISA of the Glasgow Care & Repair Service managed by the Association on behalf of Glasgow City

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

Council is less clear cut, however Des advised that it is likely that this service would also be subject to the provisions of the Act. The services provided by SFARS however are not subject to the reach of FOISA, Des advised Committee that this has been confirmed to the Association by the Scottish Information Commissioner (SIC).

Des outlined to Committee the Association's three key obligations in relation to FOISA in terms of the duty to publish, the duty to respond to request and the duty to advise and assist anyone wishing to access information.

Des also outlined the steps put in place or about to be implemented to meet our duties. This includes developing a Guide to Information, FOISA Policy, internal staff process, writing to contractors and partners in relation to FOISA, developing in-house resources particularly with respect to meeting our requirement to report quarterly to the SIC on requests.

Model Publication Scheme

Des outlined to Committee that as part of complying with FOISA, the Association must make a strategic decision to adopt the SIC's Model Publication Scheme. The Association's Guide to Information has been developed to comply with the requirements of the Scheme
Committee approved the adoption of the SIC Model Publication Scheme and will complete a notification form to be sent confirming adoption of the Scheme. This was proposed by Iain Dyer and seconded by Betty Macneill.

FOI Environmental Regulation Policy

Committee approved the adoption of the Policy – proposed by Iain Dyer and seconded by Betty Macneill.

**Item 15:
Group Policy on
Payments &
Benefits**

Patrick advised that this is a standard SFHA model policy which was adopted last year, however now has minor changes. Section 8.1 refers to right to buy and this will be removed. Policy approved by Committee – proposed by Iain Dyer and seconded by Munir Choudry.

PMc G

**Item 16:
Tender CCTV
Access Control
etc**

Allan advised that Video Watchman came out best in quality and price. Committee approved the appointment of VWS Ltd at a cost of £72,103.26 (excl VAT). Proposed by Betty Macneill and seconded by Jonah Chireka.

**Item 17:
Directors Report**

Report is for noting, however Patrick highlighted details of the recent staffing issues discussed at the Staffing Committee. Patrick gave assurance that members of the Staffing Sub-Committee had discussed all the issues in detail before agreeing to any recommendations.

With regards to the serious incident at Queensland, it was noted that SHA may have to invest in additional CCTV.

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

Staff are working with police regarding the recent fire at MHA.

Item 18: Membership names to be removed
Correspondence The attached list was approved for removal – these are being removed
Application for as per rule 44.
Membership

Letter from Scottish Government
Letter noted by Committee.

Item 19: No items to note.
**Proposed use of
the seal**

Item 20: No items to note
Use of the seal

Item 21: Committee noted the attached Staffing Sub-Committee minutes from
Minutes of Sub- July and October 2019.
**Committee
meetings**

Item 22: **SHARE** – notice of annual conference for 2020 was noted.
Relationship
with other **Cardonald Area Partnership** – Margaret McIntyre gave an update of
bodies what was discussed at the recent meeting:

- Consultation with Greenspace Scotland to identify sites
- Road investment strategy – 75% unacceptable within the area
- Police noted hot spots in the area – drinking etc.
- Fire service targeting those selling fireworks

Item 23: No items for noting.
**Consents,
Disposals &
Acquisitions**

Item 24: **Correspondence:** Letter from SHR (tenant safety, cyber security,
SHR Brexit) was noted.

Notifiable Events: Management Committee were advised of
Notifiable Events Reference Nos: 1003396 and 1003410.

Item 25: Lisa Peebles asked if the agenda style could be revisited and also be
Any other careful with the use of acronyms.
**competent
business**

Item 26: The next meeting will be held on Thursday 28th November at 6.00pm

**Minutes of Management Committee meeting – Thursday 31st October 2019
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

**Date of next
meeting**