

**Minutes of Management Committee meeting – Thursday 30th January 2020
In Southside House, 135 Fifty Pitches Road, Glasgow at 6.00pm**

Action

Present: Munir Choudry, Margaret McIntyre, Kenneth Ross, Betty Macneill, Alex Cameron, Jonah Chireka, Alison Devlin, Surjit Singh Chowdhary, Bob Turnbull.

In attendance: Donna Reilly, Norma Taylor, Patrick Mc Grath, Fiona Connolly, Des Phee, Allan Forfar, Aileen Radford.

Margaret thanked staff and Southside H.A. for the Christmas night out and special thanks to Heather for organising all the transport.

Committee agreed to formally note Lisa Peeble's time on the Management Committee and a letter of thanks will be sent from the Chairperson.

Item 1: Apologies Apologies received from Ruth McCluskey and Iain Dyer.

Item 2: Conflicts of Interest Conflicts of interest were noted by:

- Munir Choudry – Item 6
- Betty Macneill – Item 16

Item 3: Minutes of meeting 28.11.19 **Corrections** – no corrections for noting.

Matters Arising – Donna Reilly gave an update on Item 8 Marywood Square. Lisa Peebles asked at the last meeting for more information, however further advised she was happy with the costings. Donna advised that the property is now on the market. 12 viewings so far with 1 verbal offer which is lower than expected. The property will continue to be marketed.

Minutes were approved by Committee – proposed by Alison Devlin and seconded by Kenneth Ross.

Item 4: Matters Arising Schedule *Business Plan Strategy Day* – Patrick advised that this has been arranged for Thursday 9th April.

HSCP Partnership C&R review – Norma advised that she attended a meeting with HSCP and GCC and they have confirmed funding for the following year. The C&R Review will hopefully be complete by September 2020.

Item 5: Committee Workplan Patrick advised of items not listed:-

- Report on Former Tenant Write Offs – March
- Report on Heating charges Write Offs – February
- Stock Condition Survey results – February
- Staff management and admin costs – March

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Item 6: Strategy & Development Munir Choudry left the meeting while this item was discussed.

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Funding Plan Donna Reilly advised committee that GCC require an updated plan at the six month stage and Committee noted that there have been no major changes since the submission in June 2019.
Additional projects added:

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

Deleted from June submission:

- DSS building Corkerhill Gardens

Committee approved the Plan – proposed by Betty Macneill and seconded by Surjit Singh Chowdhary

Munir Choudry re-joined the meeting.

**Item 7:
Rechargeable
Repair Policy &
Write-Off**

Allan Forfar advised that the Association will be looking at annual write-offs moving forward in March to align with the Former Tenant arrears write-offs.

AF

Allan commented on the challenges facing tenants who are struggling with multiple debts including rent payments and sometimes heating charges.

Committee noted the breakdown of write-offs within the report and noted the high costs for lock changes and replacement doors. Staff will look at more immediate billing and more innovative ways of dealing with these issues. Hopefully see some improvement with regular updates and new policy and procedures in place.

The total cost of write-offs is £73,415.66.

Committee noted the changes in the policy which are more detailed than the previous one and this was approved - proposed by Munir Choudry and seconded by Alison Devlin.

Committee approved the write-offs – proposed by Alison Devlin and seconded by Alex Cameron.

It was agreed that the quarterly Management Accounts should include an update on Rechargeable Repairs.

**Item 8:
Management
Accounts to
31.12.19**

Fiona Connolly highlighted the main points within the accounts.

- End of December 2019 the deficit is £92k. Variance due to the technical accounting treatment of investment in

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Halfway Park. Kenneth Ross complained that the Management Committee were being misinformed. Patrick disagreed and explained that at the start of the budget setting Halfway Park was treated as capital, however the auditors had advised that this had to be treated as Revenue expenditure. This issue has been previously discussed and noted. Most recently at the six month review of the Budget in October 2019. This was the Association's first large environmental project. Patrick accepted that it was a mistake to classify it as capital, but it is major works including new roads etc. The bulk of the project is grant funded with approximately £700k of the Association's money (originally £500k).

- Reactive repairs – challenges with merger between Mitie and Mears. A number of repairs completed not yet invoiced and some void works relating to previous year.

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

- Projected cash balances at end March 2020 are estimated to be £4.3m.

Committee were asked to provide feedback in relation to the content and format of the reporting pack. There was some suggestion that there was too much detail and that greater emphasis on high level messages would be better. There was criticism of the language used and Committee asked that 'behind' and 'ahead' should be replaced with 'overspend' and 'underspend'.

Committee approved the accounts – proposed by Betty Macneill and seconded by Alex Cameron.

Item 9: Quarterly Performance Report – ARC

Allan Forfar provided some background on the highs and lows of performance historically prior to transfer and thereafter. Performance issues within teams has been challenging in the last two years and the I.T. system is poor and does not assist performance, however a new system is being implemented this year which will help in the future. At the moment there is a lot of manual worked involved. Staff are working to improve performance throughout all areas.

Allan highlighted some of the key indicators:

- Re-let performance – improvement on last years ARC
- % rent lost due to empty properties – again improved on previous year
- % rent arrears – challenging as the Association's rents are higher. Computer system is also particularly

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challenging in pursuing arrears.

- % tenancy offers refused – significant changes and improvements

Allan felt that a lot of figures are moving in the right direction. Allan also highlighted that the non-compliance with EESSH relates to the outstanding heating issues.

The reactive repairs contract is also due for renewal in March, however now looking to renew in line with the new system in October 2020.

**Item 10:
Quarterly
Performance
Report – Tenant
Safety**

Committee noted the content of the report.

**Item 11:
Quarterly
Performance
Report – Projects**

Committee noted the content of the report.

**Item 12:
Quarterly
Performance
Report –
Complaints**

Des Phee advised Committee that the report looks at complaints over the last quarter and highlighted some of the main issues.

More than half the complaints received have gone straight to stage 2, however they may not be complex and should have been dealt with at stage 1. Des will look at this in more detail.

DP

Trends within the emergency out of hours repairs show that the dissatisfaction is with the contractor MPS.

Two complaints in SFARS have been taken to the first tier tribunal which is due on 4th March 2020.

58% of complaints have been upheld or partially upheld.

Improvement on complaints from Pollokshields area and Des will note the number of properties in each area moving forward.

DP

**Item 13: Annual
Assurance
Statement
Improvement
Plan**

Des Phee went over the areas for improvement and these will now be brought each quarter, with the next one in May 2020.

DP

Point 3.3 – training will continue throughout the year and a session on Whistleblowing will be added to the training plan.

AR

Point TS3 – review of complaint handling process to be carried out.

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Committee raised a query around investigating whistleblowing. It was noted that this is all set out in the policy and will depend on who is whistleblowing and what about.

Patrick highlighted a couple of areas where there are risks from poor progress –

- Membership – Patrick will follow this up.
- Tenant Engagement / Scrutiny – Allan will move on this as quickly as possible.
- Involving Tenants in how we report – Allan will follow this up.

**PMc G
AF
AF**

Item 14: Policy on Mgt Committee & Succession Planning

Patrick advised that this policy describes how the Association will promote membership, manage turnover and review performance of the Management Committee. Committee noted the tracked changes and approved the policy.

Proposed by Jonah Chireka and seconded by Munir Choudry.

Item 15: ARC – Bottom Quartile Performance

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

Item 16: Directors Report

Patrick went through the report and highlighted some of the points:

Point 3 – High Pressure Laminate Cladding – Donna Reilly working with consultants and a report will be brought to the March meeting.

Point 5 – Fire at Melville St – an elderly lady was taken to hospital and unfortunately suddenly died. This is not being treated as a fatal accident, although the Regulator was notified of the fire.

Point 7 – Audit Services – Both the internal and external audit services are due to go out to tender this year. As the Association has launched the implementation of a new I.T. system it would not be helpful to go through this tender at the present time. Committee agreed to extend both services for a further year. Proposed by Munir Choudry and seconded by Alex Cameron.

*Point 9 – Change to allocation policy in MMR Policy -
Confidential Minute*

Patrick advised that the policy will be taken to the SFARS board for approval with amendments discussed. **(Noted in Confidential Minute)**

DR

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Point 10 – Minute edited to remove confidential information in relation to this agenda item.

Point 11 – SFARS 5 year extension to Shared Ownership Lease – Betty Macneill left the meeting. Patrick advised that there has previously been a debate on this and Committee agreed to extend the lease and let them run their course. When Shared Ownership properties are given up they will be put into MMR as previously agreed. This was approved – Proposed by Surjit Singh Chowdhary and seconded by Alex Cameron.

Point 12 – Skills Development Scotland – funding has been received from the Skills for Growth programme to give support to look at the staff structure.

Point 14 – Air Source Heat Pumps – Patrick has given a statement to the Evening Times. Planning application has been submitted and the council has written to residents advising this, residents not happy. Teething problems initially in Cardonald but now going much better.

Point 15 – St. Andrews Drive Gurdwara Proposal - Minute edited to remove confidential in relation to this agenda item.

PMc G

Patrick also commented on three disputes: **(Details within Confidential Minute)**

**Item 17:
Committee
training plan**

Aileen advised that the training plan consists of standard committee requirements and also information taken from recent appraisals. A training session on whistleblowing will be added and Norma will check if there are any requirements through the Health & Safety Policy.

NT

Committee approved the training plan – proposed by Betty Macneill and seconded by Jonah Chireka.

**Item 18:
Application for
Membership**

Committee approved application number 369 – proposed by Jonah Chireka and seconded by Alex Cameron.

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

Committee approved the item noted.

**Item 20: Use of
the seal**

Committee noted the following items for use of the seal:

- Membership certificate nos 647,648, 649 and 650.

**Item 21: Minutes
of SFARS**

Minutes were noted by Committee.

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30.10.19

- Item 22: Minutes of Pollokshields meeting 20.01.20** Minutes noted by Committee
- Item 23: Minutes of Cardonald meeting 21.01.20** Minutes noted by Committee
- Item 24: CIH** Nothing to report.
- Item 25: EVH** December bulletin attached for information.
- Item 26: EVH** Governing Body Leadership Programme training information.
- Item 27: EVH** Annual affiliation fees £5065 approved – proposed by Alex Cameron and seconded by Jonah Chireka.
- Item 28: SHARE** Nothing to report.
- Item 29: GWSF** Regulation Update for January 2020 attached for information
- Item 30: SFHA** Nothing to report.
- Item 31: Cardonald Area Partnership** Margaret McIntyre updated on the recent meeting:
- Council putting community officer in every area.
 - Parking tickets being issued in Paisley Road West
 - Fly tipping on the increase
 - Bins not being emptied
 - Police noted increase in noise calls and first time anti social behaviour
 - Cllr Kavanagh asked that bulk uplift be stored away from buildings (after fire at Moss Heights)
- Item 32: GCC** Nothing to report.
- Item 33: Consents, Disposals etc.** Committee approved the disposal of property at [REDACTED] Hartlaw Crescent, [REDACTED] from SHA to SFARS for the purpose of allocating for MMR.
Proposed by Surjit Singh Chowdhary and seconded by Alison Devlin.
- Item 34: SHR** Advice for landlords on fraud protection attached for information
- Item 35: SHR guidance notes** Nothing for noting.

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Item 36: SHR Des Phee advised of a notifiable event – adverse news article.
Notifiable event The Regulator has advised that there is no further action.

Item 37: Any **Review of Registers**
other competent Aileen Radford advised that the Association’s registers are
business required to be signed off by the Chairperson. These registers
are:

- Gifts & Hospitality
- Previous Schedule 7 – Note of benefit granted etc.
- Conflicts of Interest
- Register of Frauds
- Use of the Seal

All were signed off by Margaret McIntyre.

Item 38: Date of **The next meeting will take place on Thursday 27th February**
next meeting **2020 at 6.00pm**