

Minutes of Management Committee Meeting – Thursday 30th July 2020
Zoom call with all attendees at 6.00pm

Action

Present: Munir Choudry, Surjit Singh Chowdhary, Margaret McIntyre, Betty Macneill, Iain Dyer, Alison Devlin, Kenneth Ross, Alex Cameron

In attendance: Patrick Mc Grath, Norma Taylor, Allan Forfar, Mandy Wright, Des Phee, Aileen Radford, Steven Cunningham (Alexander Sloan)

MMcI welcomed everyone to the meeting and advised that there was a slight change to the order of papers – Item 11 will now be heard immediately after Item 6.

**Item 1:
Apologies &
Attendance** Apologies received from Ruth McCluskey and Jonah Chireka.
Kenneth Ross advised that he was marked absent at last month's meeting, however was trying to gain access to the meeting. MMcI advised that this should be amended to show 'apology'.

**Item 2:
Conflicts of
Interest** No conflicts of interest noted.

**Item 3:
Minutes &
Confidential
Minutes of
meeting
25.06.2020** **Minutes – 25.06.2020** – no corrections or matters arising. Committee approved these minutes – proposed by Alison Devlin and seconded by Betty Macneill.
Confidential Minutes – 25.06.2020 – correction on Page 7 – change will to may on second paragraph. Committee approved these minutes – proposed by Munir Choudry and seconded by Alex Cameron.

**Item 4:
Matters
Arising
Schedule** PMcG advised that there are a few items still to be actioned, including Membership of the Association, Membership of the Audit Sub-Committee and Tenant Engagement Scrutiny.

PMc G

**Item 5:
Management
Committee
Workplan** This is for information.

**Item 6: Annual
Accounts
2019/2020** Steven Cunningham went over the SHA accounts highlighting the main points.

Statement of Comprehensive Income:-

- Revenue has increased to £14m
- Surplus for the year £284k
- Actuarial gains £1.1m
- Total comprehensive income £1.4m

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Statement of Financial Position at 31.03.2020:-

- Current assets £7.7m
- Overall net assets £43.2m

Cashflow:-

- Cash and cash equivalents at 31.03.2020 £5.1m

There was some discussion around value of assets for insurance purposes and how this differs for the accounts. The accounts use the historical valuation costs. If the Association decides to carry out a valuation, this would have to be carried out regularly and the cost is around £80k each time.

Committee approved the SHA Annual Accounts – proposed by Alison Devlin and seconded by Alex Cameron.

SFARS Annual Accounts:-

Profit and Loss:-

- Gross Profit £496,559
- Profit for financial year £1,046

Statement of Comprehensive Income:-

- Total comprehensive income for the year £1,046

Balance Sheet:-

- Fixed assets increased to £48,877
- Net liability (£6,078) – improved on last year

Letter of support from housing association requires to be signed.

Committee approved the SFARS Annual Accounts – proposed by Munir Choudry and seconded by Alex Cameron.

Steven Cunningham advised that the Financial Statements provide a true and fair view of the Association's affairs and there are no weaknesses within the Management Letter.

**Item 11:
Quarterly
Performance
Report –
Management
Accounts**

Mandy Wright advised that these management accounts have been compared to the budget for the first quarter. There are a lot of variances, particularly around repairs and there is also an increasing trend in arrears.

Within the Business Continuity Budget there has been spend, which is not significant, but relates to staff working from home.

AF advised that staff are trying to keep on top of the arrears but we need to be mindful that people are in financial difficulty. Some tenants are not engaging with staff either.

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Committee were advised that it is the actual arrears noted within the management accounts as this is what is being reported to the Regulator on a monthly basis.

Committee approved the Quarterly Management Accounts – proposed by Betty Macneill and seconded by Alison Devlin.

Item 7: Annual Return on the Charter (ARC)

The Chair thanked all the staff for completing this return under very difficult circumstances.

The Tenant Satisfaction Survey Results relate to six indicators within the ARC and the figures are very positive. AF highlighted the main points within the document.

- Value for Money – showing a 14% improvement on last year.
- Overall satisfaction showing a 10% improvement
- 100% satisfaction on opportunities available to participate

AF advised that Lorna Shaw from Research Resource will attend next month's meeting to give a more detailed presentation.

There are a couple of figures missing from the documents relating to anti-social behaviour. Committee delegated this to AF to complete and submit the document thereafter.

AF

MC noted that there is an improvement on 20 indicators. However 3 indicators have not been improved on and can the Association do better.

AF commented on the 3 indicators as follows:

- *Repairs Satisfaction* – this figure has reduced by 3%. The way data is collected does not give a good response. Now going to look at how best to do this with possible text message issued as soon as a repair is carried out.
- *SHQS* – there is a programme of heating that will hopefully improve this figure. Also the demolition at St. Andrews Drive as well as bring up to standard the private acquisition properties.
- *Satisfaction with your neighbourhood* – the Council have reduced their services over the last five years and this may impact on the figure.

PMcG commented that SHQS is the most important point for committee and this will be reviewed regularly by staff.

Committee approved the Annual Return of the Charter for submission – proposed by Munir Choudry and seconded by Betty Macneill.

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Item 8: Five Year Investment Plan

AF advised that the report outlines the following investment priorities and associated costs in relation to the following:-

- Delays and slippage in Investment, mainly due to Covid-19 and revised arrangements for delivery.
- Proposed projects to bring forward to meet underspend.
- Next year's Investment Programme.
- Five year projected Investment Programme utilising stock condition information.
- Budget and programme catch up repairs identified in the stock condition survey.
- Five year paintwork programme.
- Issues in relation to compliance.

The investment priorities include heating, lifts and kitchens.

There was some discussion around the Air Source Heat Pump planning application which has been refused by the Council. AF advised that representations are being made to GCC but this is not looking positive.

Item 9: Annual Assurance Statement

DP advised that the report is an update from the last report in January. To date 6 actions out of 20 are complete, and the Improvement Plan notes recommendations. Some of the actions required relate to training needs.

It was noted that the Equality and Diversity Policy and Action Plan is due for review, however this has been adversely affected by the current pandemic.

DP noted that some of the timescales have been adjusted however the Annual Assurance Statement has still to be submitted by the end of October 2020.

DP advised that reports will be brought to the next few Management Committee meetings

DP

Item 10: Adoption of Revised Rules of the Association

DP advised that the current SHA Rules are based on the model rules developed by SFHA in 2015. However SFHA, in conjunction with TC Young and the social housing sector, has developed an updated 2020 version to reflect legislative and regulatory changes.

DP commented that the amendments are highlighted in red and these include the business rationale for changes made by the Association at last year's Special General Meeting.

Committee approved the new Model Rules – proposed by Iain Dyer and seconded by Munir Choudry.

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- Item 12: Tenant Safety**
Quarterly Performance Reports – Tenant Safety, Development & Complaints
- AF advised that contractors were carrying out emergencies only until late June. However services are slowly returning to normal.
- During lockdown the Association maintained 100% on gas safety.
- There was a question around the follow up on smoke alarm contracts. AF advised that there has
- Development**
- AF commented that development has been at a standstill for around 3-4 months, however works have started to take place. The main points below were highlighted:-
- 43 Allison Street – works re-commenced 22.06.20. 14 weeks behind programme.*
- 166 Gorbals Street – * - **Minute edited to remove commercially sensitive information in relation to this agenda item.***
- St. Andrews Drive Phase 1 – 3 properties remain and will be continue to be marketed.*
- St. Andrews Drive Phases 2 & 3 – Planning Permission and Building Warrant applications currently with GCC for consideration.*
- * - **Minute edited to remove commercially sensitive information in relation to this agenda item.***
- Complaints**
- DP advised that the number of complaints has reduced and that over the period of lockdown only 9 complaints have been received.
- MC queried the number of complaints in Pollokshields. DP commented that it is a very small group of complaints and no trend is showing.
- Item 13: Queensland Heating System Renewal**
- AF advised that the attached report is very comprehensive. The proposed new heating will have minimal disruption and there are no planning issues. There is a final test to be carried on one more flat then there will be full consultation with residents.
- Committee approved the Quantum Storage heating system – proposed by Iain Dyer and seconded by Betty Macneill.
- Item 14: Director's Report**
- PMcG highlighted the main points within the report.
- AGM – a decision is required on holding a virtual meeting for the AGM. This will probably be the last Thursday in September. PMcG commented that there are two stages. The first would be to advise*

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members now on our proposals and then issue papers nearer the time.

Committee approved this – proposed by Alison Devlin and seconded by Iain Dyer.

Letter from EVH deferring pay award – the proposal from EVH is a wage freeze. This was approved by Committee – proposed by Iain Dyer and seconded by Munir Choudry.

Business Planning/Strategy Day – details noted on how this day can be held. Committee agreed that there would be limitations, but happy for this to go ahead. Patrick will look at organising for September.

KR did not agree with the virtual meeting. Committee approved this – proposed by Iain Dyer and seconded by Alison Devlin.

Glasgow Action for Pensioners – committee agreed to no donation.

Service Delivery – AF advised that City Building have taken over the repair contract, only carrying our emergencies for the next four weeks. Pre start meeting next week to agree the full contract.

Timetra have been helping with some of the repairs and void work. Currently ten properties handed back with a further eight due next week.

Lettings have started with ten lets today and hopefully the same next week. Currently prioritising homeless.

Hugh Scott who have been a contractor with the Association for a number of years have unfortunately ceased trading.

Non-essential offices are now not due to open until 14th September. However information has come in today advising that letting is an essential service. We may look to adapt office hours over the next few weeks.

**** - Minute edited to remove commercially sensitive information in relation to this agenda item.***

**Item 15:
Committee
Review 2020**

Committee discussed the group report issued by Allpark Consultants and noted the recommendations.

There was some discussion around contacting authors of reports and it was agreed that this should be the normal route.

Training will have to be arranged as soon as is practicably possible.

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

**Item 16:
Report on
Staff
Restructure** PMcG advised that this has not moved on. Once the job description for the Customer Service Manager is approved this post will be advertised and the Customer Service Department will follow on.

Items 17 – 32 Nothing to report in any of these items.

**Item 33: Date
of next
meeting** The next meeting will be held on 27th August 2020 at 6.00pm.