

**Minutes of Management Committee meeting – Thursday 29<sup>th</sup> October 2020**  
**Zoom with all attendees at 6.00pm**

**Action**

**Present:** Margaret McIntyre, Jonah Chireka, Betty Macneill, Ruth McCluskey, Alison Devlin, Munir Choudry, Surjit Singh Chowdhary.

**In attendance:** Patrick Mc Grath, Norma Taylor, Mandy Wright, Allan Forfar, Donna Reilly, Des Phee, Paul Noble, Aileen Radford.

**Item 1:  
Apologies &  
Attendance** No apologies received.

**Item 2:  
Conflicts of  
Interest** Conflicts of interest were noted from Jonah Chireka, Margaret McIntyre, Betty Macneill and Alison Devlin on Item 8 Rent Increase Report.

**Item 3:  
Minutes of  
meeting  
24.09.2020** **Corrections** – none for noting.  
**Matters Arising** – none for noting.  
Minutes approved – proposed by Munir Choudry and seconded by Ruth McCluskey.

**Item 4:  
Confidential  
Minutes of  
mee4ting  
24.09.2020** **Corrections** – none for noting.  
**Matters Arising** – none for noting.  
Minutes approved – proposed by Ruth McCluskey and seconded by Betty Macneill.

**Item 5: Matters  
Arising  
Schedule** **107 Niddrie Road** – DR still in discussions with Glasgow City Council.  
**Berryknowes Avenue Cladding** – quote received for a consultant, however this came in quite high. A further quote being sought and information will be brought back to committee next month. **DR**

**Item 6:  
Committee  
Work Plan  
2020/21** Nothing to report.

**Item 7:  
Management/  
Administration  
Value for  
Money Review** MW advised that Arneil Johnston have carried out the work on this and the report today is a progress report to keep committee updated. The report notes the key findings and the next step is to develop an Action Plan. This Plan will look at the elements of core activity that drive up the unit costs and assess if we can sustain these. More detail will be brought to Committee over the next few months. **MW**

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MC noted that the report is very comprehensive however our concern is that SHA's costs are higher than the Scottish average and when will we draw a conclusion on this? MW advised that a group will be identified to help analyse the information and a report will be available early in the New Year, possibly February time.

**Item 8: Rent Increase Proposal**

AF gave a quick summary of the report looking at the factors to be considered by the Committee e.g.

- Business Plan assumptions, including financial viability and sustainability
- Economic and inflationary pressures
- Value for money
- Service delivery and refurbishment costs
- Tenant satisfaction
- Covid-19 pandemic

There is a more urgent need to invest in our stock and challenging times with regards increasing rent arrears.

The proposal for the rent increase is CPI (September) 0.5% plus 0.5%, which is our current Business Plan assumption. The increase would be 1% for 2021/22. This is an average increase of 92p per week which brings in £100k extra income, per annum.

AF highlighted the affordability test where all but one of the categories pass. This is an improvement on previous years.

Committee felt that 1% was fair and justifiable. Committee happy to approve this increase – proposed by Jonah Chireka and seconded by Munir Choudry.

AF will now start a process of tenant consultation and will report back to Committee in January.

**AF**

**Item 9: Six month review of Internal Management Plan**

PM advised that this is for noting as the quarterly performance reports cover the same information. The Committee noted that the Association has generally done well to stick to priorities over the last six months.

**Item 11: Quarterly Perf. Report – ARC**

AF advised that the performance has generally been good. Committee queried the complaints and if anyone has been dealing with these. AF advised that staff were on furlough for some time however they have been up and running since September. A meeting will take place week commencing 2/11/20 to look at complaints procedures to target improvement in performance

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MC asked about Indicator No.8 and why have the emergency reactive repairs been high for the last 6 months.

AF commented that for the first 3-4 months all the Association was carrying out was emergency repairs, however he will carry out further analysis and report back to committee.

**AF**

MC also queried Indicator No.30 and asked why the average time for re-letting properties is high. AF advised that there were no re-lets for a few months and therefore there was a large backlog to catch up with and contractors had to re-mobilise which took some time. In addition, if someone refuses a property the guidance is that we must wait a further three days before viewing again. This can add to the time. Covid-19 restrictions also limit the number of operatives who can work in a void at the one time and the new contractor's initial performance was poor but is now improving.

JC asked about the mechanisms in place for dealing with abandonments. AF commented that unfortunately there is never a forwarding address and therefore nowhere to recharge too. Properties can also be left in a poor state which then takes time to fix.

AF advised that the gas has been challenging as tenants are reluctant to let contractors into their homes, however the Association has maintained 100% compliance.

**Item 12:**  
**Quarterly Perf.**  
**Report –**  
**Tenant Safety**  
**/ Development**

**Tenant Safety**

Committee noted the details within the report. AF advised that there is an extension in place for the smoke alarm contracts. This will allow the Association to complete the contract well before the new deadline.

AF also advised that there has been a failing in the roof tanks at Queensland Court. These will be replaced in November

**Development**

Committee noted the report. \* - ***Minute edited to remove commercially sensitive information in relation to this agenda item.***

**Item 10:**  
**Quarterly Perf.**  
**Report –**  
**Management**  
**Accounts &**  
**Mid Year**  
**Budget**  
**Review**

**Quarterly Management Accounts**

PN went over the report and highlighted various issues.

- Major repairs spend is behind budget. This relates to the installation of common fire doors as well smoke/heat detectors.
- The reactive repairs are also behind budget as contractors were only completing emergency repairs during lockdown.
- Food Point Service is fully funded with £130k to the end of October.

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PN also advised that in order to maintain a minimum cash balance of £5m at the end of the financial year a drawdown of £5.8m will be required from Handelsbanken loan fund.

Committee approved the quarterly management accounts – proposed by Alison Devlin and seconded by Surjit Singh Chowdhary.

**Mid Year Budget Review**

PN advised that this is in line with the accounts. There is additional funding awarded for the Food Point and also heating.

Committee approved the Budget review – proposed by Betty Macneill and seconded by Munir Choudry.

**Item 13:**  
**Quarterly Perf.**  
**Report -**  
**Complaints**

DP advised that this report covers the period of lockdown from July to September where a full repairs service was not being provided. The complaints have risen from 9 to 33 in the last quarter. It is hoped that the numbers will be more consistent moving forward. DP advised that there are no trends showing in these complaints.

Committee queried 4.6 Equalities complaint. DP explained that a report has been taken to the Senior Management Team to discuss how better complaints can be handled. DP and AF will be meeting to discuss this further.

MC asked about the standards of service complaints. DP commented that there is no trend on this and the Association fell short on expected standards. This covers a lot of functions. DP will bring an example of a service complaint.

**DP**

JC asked how we managed a complaint against a contractor. DP commented that liaison meetings would be held with the contractor to address any issues.

PM commented on complaints not captured in the report relating to factoring repairs and in particular roofing. There has been a problem with the roofing contractor and SFARS are in the process of getting quotes from other roofing contractors.

**PMc G**

**Item 14:**  
**Annual**  
**Assurance**  
**Statement**  
**2020 update**

**Regulatory Standards Review 7**

DP advised that this Standard looks at organisational change however a lot of this does not apply to SHA. There are 10 points in this Standard. 8 are in place and effective and 2 not applicable.

**Review of Compliance with Regulatory Requirements - Annual Assurance Statement 2020**

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DP advised that this the self-assessment process was similar to last year and findings in terms of compliance remained substantively the same. There are 15 points in place and effective, 7 in place but could be improved and 2 not applicable.

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

DP highlighted section 4 of the report which focuses on aspects of the Regulatory Requirements where full compliance may have been adversely impacted due to the COVID-19 pandemic. The Regulatory Requirement AN3 highlights where Covid has had an impact upon service delivery with regard to allocations as letting of properties via housing lists was stopped during the period of lockdown. Delivery of the Association's repairs and maintenance service was also reduced to emergency repairs only during this period including suspension of repairs under Right to Repair.

DP advised that there was also significant and adverse impact on complaints volumes during the lockdown period.

**Annual Assurance Statement 2020**

DP asked Committee to look at both the templates within the report. The first template has more narrative to cover COVID impact. The second template captures AN3 impact of COVID – allocations and repairs and maintenance.

Committee were asked to take a view on which statement works better for them. It was agreed to go with the second template which will be submitted in November.

This was proposed by Betty Macneill and seconded by Alison Devlin.

**Item 15:  
Director's  
Report**

PM advised Committee that Paul Noble, Finance Manager will be leaving the Association to take up a post with the NHS. The Association is currently advertising for a new Finance Manager.

*Letter from Scottish Government on housing allocations to homeless households* – PM advised that the Housing Minister has written to all associations. AF has highlighted representations from GCC at previous meetings and Committee felt that the Association was responding well to homeless issues.

JC asked what the financial impact would be to the Association. PM commented that AF has responded to the Council recognising the issue in the City and asked for financial help. The Association has also offered houses which have been refused, especially in high rise blocks. Committee asked that a response be drafted to send back to the Housing Minister.

**PMc G**

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*Customer Service Manager* – PM advised that an appointment has been made and the person previously worked at SSE and has a skill set we don't currently have.

Currently an advert out for a Repairs Service Manager.

*Employer's advice in relation to pay negotiations* – EVH are asking for guidance from Associations. PM advised that all staff have a conflict of interest in this and that it has been discussed at the SMT. EVH are in the last year of a three year deal, but as the inflation rate has dropped too low this last year of the deal has collapsed. This means that only a one year agreement would be put in place.

Committee discussed this in depth and agreed that a pay freeze was a reasonable outcome but that any pay increase should be linked to inflation but not above and should only be for one year.

**PMc G**

*Correspondence from Pollokshields Trust* – PM commented that this correspondence has been sent to elected members and there was no consultation with SHA. The Association has been liaising with elected members and GCC about Albert Drive and will continue to do so. DR met with GCC officers today and at no time during discussions did the Council mention The Trust.

*Briefing on Warm Homes and a Safe Environment* – Ken Gibb, who has written this briefing paper, is involved with 107 Niddrie Road. He was looking for a case study to look at the impact on housing associations in a local community. He is happy to present his research to the Committee on his findings. PM will arrange this for a future date.

**PMc G**

*Nomination Form from \** - ***Minute edited to remove third party personal data in relation to this agenda item.***

MMcI advised committee that she has had a meeting with \* - ***Minute edited to remove third party personal data in relation to this agenda item.*** is keen to come along as an observer to the November and January committee meetings with a view to joining. Committee agreed to this.

**Item 16:  
Amendment to  
Standing  
Orders**

Committee agreed to the temporary creation of Honorary Vice President role for a period of one year for Iain Dyer and to link this to the 50<sup>th</sup> Anniversary Events. The Standing Orders have been amended to show this. Committee approved the amendment – proposed by Munir Choudry and seconded by Ruth McCluskey.

**Items 17 – 24**

Nothing to report.

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**Item 25: Date of next meeting**      The next meeting will be held, via zoom, on Thursday 26<sup>th</sup> November 2020 at 6.00pm.