



**Minute of Management Committee Meeting
held on Thursday 31 October 2019 at 6.00 p.m.**

PRESENT: Mr T McArthur, Chairperson
Mr C Quigley, Vice Chair
Ms G Hay, Secretary
Ms A Martin, Member
Mrs A Connelly, Member
Ms D McKenzie, Member
Mr G Bernstein, Member
Mr Z Khan, Member
Mr S Simpson, Member
Ms K Russell, Member

IN ATTENDANCE: Mrs F McTaggart, Chief Executive
Mr R Dulin, Head of Finance
Ms F McLauchlan, Head of Housing
Mr T McLeod, Head of Property Services
Mrs M McColl, Performance & Compliance Manager
Ms N Salmon, Corporate Services Assistant

The Chairperson welcomed Alastair McKendrick , TC Young to the meeting.

1.0 Apologies

The Chairperson advised that Mr S Kalonji and Mr G Maguire had submitted apologies for the meeting.

2.0 Quorum

Ten members in attendance, meeting quorate.

3.0 Declarations of Interest, Gifts and Hospitality

There were no declarations of interest, gifts and hospitality.

4.0 Declaration of Receipt and Understanding

Members confirmed receipt and understanding of their papers.

5.0 Minutes for Approval

4.1 The minutes from the meeting held on 25 September 2019 were approved by Member 1 and seconded by Member 10 as a true reflection of the respective meeting.

4.2 Matters Arising

5.5 Jim Stephen House – withdrawal of service from Loretto Care

The Head of Housing advised that two separate consultants had declined for varying reasons to carry out the Options Appraisal on Jim Stephen House and she was now going to carry this out in-house. This would be completed by visiting residents to get their opinions and discuss possible solutions. The Head of Housing went on to say potential possibilities included employing a cook or getting food delivered. In the short term Loretto Care would continue providing the service.

4.3 The minutes from the special meeting held on 24 October 2019 were approved by Member 6 and seconded by Member 1.

4.4 There were no matters arising from the special meeting held on 24 October 2019.

4.5 The minutes from the Staffing Sub-Committee meeting held on 3 September 2019 were presented for information only.

4.6 The minutes from the Staffing Sub-Committee meeting held on 21 September 2019 were presented for information only.

Discussion points:

N/A

Action notes:

HOH to undertake in-house consultation exercise with residents of JSH to discuss the various options, as an alternative to an external options appraisal process.

For redaction:

N/A

5.0 Reports for Decision/Approval

5.1 Item redacted for confidential purposes.

5.2 Monthly Governance Report

The Performance & Compliance Manager (PCM) presented the Director of Finance & Corporate Services monthly Governance report, taking members in detail through the content of the report highlighting the following points:

5.2.1 Notifiable Events

There have been no notifiable events since the last meeting.

5.2.2 Complaints

There are no complaints currently under investigation by the SPSO since the last meeting.

5.2.3 Management Committee Membership – Recruitment

The Chair has tendered his resignation as of 31/10/2019 for personal reasons. The CEO on behalf of the Management Committee accepted his resignation and advised that a new Chairperson will be elected at the next Management Committee meeting on 28/11/2019. The Management Committee welcomed the return of previous member, Karen Russell.

5.2.4 Management Committee Training

Management Committee are due to attend 'Understanding Finance' (GEL) on 13/11/2019 at Govan Housing Association offices.

5.2.5 Management Committee Attendance

The attendance for the Management Committee meeting held on 26th September 2019 was 100%.

5.2.6 Tenant Scrutiny Panel Update

The Community Inclusion Team are assessing alternative methods of engagement as previous meetings had to be cancelled. A meeting has been scheduled week beginning 28/10/2019 to discuss the possibility of introducing an armchair/digital scrutiny panel. The PCM advised that tenant engagement was a common problem throughout members of the Glasgow West of Scotland Forum and we would have volunteered with a Scottish Government Initiative to look at this problem however we missed the deadline. The CEO asked the Management Committee if they had any suggestions regarding engaging with tenants.

5.2.7 Health and Safety Update

The PCM advised members that the Health and Safety manual had been amended to incorporate the updates approved at the last Management Committee meeting. She went on to say that the Association had engaged the services of an external H&S Advisor to undertake aspects of our H&S requirements. The H&S Advisor would create a template for both the Association and Govan HOME Team to use so that both organisations would be able to evidence their compliance obligations in a practical way.

5.2.8 Annual Assurance Statement

The PCM presented the annual assurance statement as detailed in paragraph 11 of the report. She explained to members that they had already seen all the assurance evidence uploaded to their Ipads via the virtual boardroom as part of previous Management Committee minutes and went on to say that new evidence would continuously be uploaded to their Ipads after all minutes had been approved.

The PCM asked members if they had completed their outcome template to which members confirmed they had completed the templates and went on to pass them back to PCM. The CEO then asked members if they were satisfied that the evidence provided the assurance to sign off the annual assurance statement. Members agreed and the Chair signed the statement on behalf of the full Management Committee. The PCM then uploaded the statement to the SHR portal.

5.2.9 Use of Seal

Item redacted for confidentiality purposes.

5.2.10 Other Governance Matters

Dalmuir Park Outcome of Statutory Intervention

The PCM presented the report from the SHR as detailed in paragraph 13.1 of the report.

Thistle Housing Association

The PCM presented the Engagement Plan report from the SHR as detailed in paragraph 13.2 of the report.

Yoker Housing Association

The PCM presented the Engagement Plan report from the SHR as detailed in paragraph 13.3 of the report.

Arklet Housing Association

The PCM presented the Engagement Plan report from the SHR as detailed in paragraph 13.4 of the report.

Hanover Housing Association

The PCM presented the Engagement Plan report from the SHR as detailed in paragraph 13.5 of the report.

Tenant and Resident Safety

The PCM referred to the recent letter issued by SHR focussing on tenant and resident safety for their information.

Governance Timetable

The PCM referred to the updated Governance timetable for information. A general discussion regarding meeting dates ensued following which the CEO advised members that a new meeting timetable would be provided to members. Member 5 advised that she wanted to be included in the Audit sub-committee.

Anonymity of Management Committee Members

The PCM referred to previous discussions regarding issuing members with numbers to provide anonymity when publishing our minutes. Members approved the numbering system.

Discussion points:

Question: (Member 5) stated that her calendar showed scheduled training due to take place on 11 Dec and wanted confirmation that this was still happening.

Reply: The CEO replied that confirmation would be sent out by Corporate Services in due course.

Member 7 in reference to the recruitment of additional scrutiny panel members advised that he would bring this up at the forthcoming EVH Conference and report back. He also commented that tenant engagement was a common thread throughout the Assurance Report.

Member 7 in reference to the Annual Assurance Statement report asked if acronyms could be dropped so that members could easily identify the documents being referenced.

Action notes:

Following consideration and full discussion, members noted and approved the Governance Report.

For redaction:

5.2.9

5.3 Monthly Housing Management Report

The Head of Housing (HOH) presented her monthly Housing Management report, taking members in detail through the content of the report highlighting the following points:

5.3.1 Former Tenant Bad Debts

There have been no former tenant write-offs since the last meeting.

5.3.2 Decree Information

The HOH presented cases 8019 and 8550 explaining the details of both. She requested permission to implement decrees, members discussed the cases and unanimously agreed option 4.3 regarding the implementation of the decree awarded by the Sheriff Court, as recommended.

5.3.3 Leased Properties

The HOH referred to the report detailing the current properties we have leased to various support providers advising members that the total stood at 111. She went on to explain to members that the 7 properties that remained with SERCO should transfer within the next 3 months and she would provide a further update once they had been vacated.

5.3.4 Homelessness Services

The HOH advised that this part of the report would in future provide members with performance information against the Rapid Re-Housing Transition Plan and any involvement we have with Housing First initiative.

5.3.6 Recommendations/Approval

Following detailed discussion, members noted and approved the implementation of decree for the cases noted at section 4.1 of the report.

5.3.7 Compliance

The HOH referred to the compliance template explaining to members that from the next meeting it would provide them with continued assurance that checks are being undertaken of operational processes and data being provided through performance reporting.

5.3.8 Other

The HOH advised members that the SHR had recently published a document on the emphasis of Landlords keeping rents affordable. She went on to say that the Association is coming to the end of our 3 year rent restructure review and advised that we will be undertaking a full review of our rent setting policy within the quarter linked to our budget process.

Discussion points:

N/A

Action notes:

Following consideration and full discussion, members noted and approved the Housing Management Report.

For redaction:

N/A

5.4 Monthly Property Services Report

The Head of Property Services (HOPS) presented his monthly Property Services report, taking members in detail through the content of the report highlighting the following points:

5.4.1 Compliance

The HOPS advised that this part of the report would in future provide members with a template detailing all aspects of tenant and resident safety thus providing the Management Committee with regular assurance that we are meeting our legal duties and regulatory requirements in relation to tenant/resident/building safety.

The HOPS referred to the compliance template explaining to members that from the next meeting it would provide them with continued assurance that checks are being undertaken of operational processes and data being provided through performance reporting.

5.4.2 Other

The HOPS referred to a recent letter issued by the SHR advising that a number of landlords have been unable to demonstrate that they are meeting tenant and resident safety requirements. He went on to say that the compliance template at section 3.1 of the report would allow members to receive full assurance that we are meeting our legal duties and regulatory requirements in relation to tenant/resident/building safety.

5.4.3 Recommendations/Approval

There are no recommendations or approval required.

5.4.4 Compliance

The HOPS referred to the compliance template explaining to members that from the next meeting it would provide them with continued assurance that checks are being undertaken of operational processes and data being provided through performance reporting.

Discussion points:

N/A

Action notes:

Following consideration and full discussion, members noted and approved the Property Services Report.

For redaction:

N/A

5.5 Monthly Policy Review Report

The PCM presented the monthly policy review and updated members on the following policies contained within Appendix 1 and 2 of the report

- Procedure for the Management of Policies
- Notifiable Events Policy

She advised that objective of the Policy Review Procedure is to have clear guidelines for staff involved in the review of policies and procedures and to ensure that there is a format for advising staff of policy change. She went on to say we are using a new policy template that complies with our assurance and risk requirements. The PCM explained to members that the objective of the Notifiable Events Policy is to ensure that we comply with the obligations placed on us by the SHR.

Discussion points:

N/A

Action notes:

Following discussion, members approved both policies presented.

For redaction:

N/A

5.6 Procurement Update Report

The HOPS presented the Procurement update report and asked the Management Committee to note the progress made and actions listed in sections 2 and 4 of the report. He requested that Members consider for approval the following recommendations and progress:

- 5.6.1 Delegated authority for the CEO to accept the most advantageous tender regarding securing professional QS services to oversee all current and future contract works.
- 5.6.2 Delegated authority for the CEO to secure the most advantageous tender from construction contractor to convert the commercial property at 946 Govan Road to residential.
- 5.6.3 Delegated authority for the CEO to approve the appointment of the Govan HOME Team to complete close painting in Govan C. The HOPS explained to members that painting of the closes would result in a common standard across all closes.
- 5.6.4 Redacted for confidentiality purposes.
- 5.6.5 Delegated authority for the CEO to approve the appointment of Govan HOME Team to take on all gutter cleaning and roof repair works.
- 5.6.6 Redacted for confidentiality purposes.
- 5.6.7 Redacted for confidentiality purposes.
- 5.6.8 Stock Condition Survey – The last updated report on 14/10/2019 shows 77% of all stock now surveyed and the full survey report is due by mid November 2019.
- 5.6.9 Serco Contract – The Association now has a measured term contract with Govan HOME Team to carry out all remedial works arising from the recent contract lease agreement from Serco to Mears.

5.6.10 Redacted for confidentiality purposes.

Discussion points:

N/A

Action notes:

Following consideration and full discussion, members approved all recommendations for delegation being given to the CEO and noted and approved the Procurement Update Report.

For redaction:

5.6.4, 5.6.6, 5.6.7, 5.6.10.

5.7 Redacted for confidentiality purposes.

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Discussion points:

Question: Member 4 asked why do GYIP need to go to Belfast?

Reply: The CEO replied that GYIP wanted the young people to experience first hand the effects on sectarianism in communities.

Action notes:

Following consideration and full discussion, members approved the donation of £100 to GYIP.

For redaction:

5.7

6.0 Reports For Discussion

6.1 Financial Management Report to 30 September 2019

The Head of Finance presented the Financial Management Report for the 6 months period to the end of September 2019 and discussed in detail the content of the following appendices:

- Statement of Financial Position (Appendix 1)
- Statement of Comprehensive Income (Appendix 2)
- Office Overheads Breakdown (Appendix 3)
- Key Finance Performance Indicators (Appendix 4)
- Statement of Cash Flow (Appendix 5)

Following in depth discussion, the Management Committee noted the update and current financial position of the Association.

Discussion points:

N/A

Action notes:

Following discussion, members noted the monthly update on the financial management of the business to 30 September 2019.

For redaction:

N/A

7.0 Reports for Information

7.1 Staffing Restructure Update

The CEO provided members with an update regarding the staff restructure and advised that it had concluded that day, 31st October 2019. She went on to say that the new staff structure would be effective from 1st November 2019. All resultant vacancies would be advertised with EVH and S1jobs on 1st November 2019. The CEO advised members that new staff appointed would unlikely be in post before the Christmas break however, the new staff would be invited along to the staff and committee Christmas event on 13th December 2019 so that they could meet and get to know their new colleagues in an informal environment. She then went on to say that the SHR would be notified of the conclusion to the staff restructure, following the Management Committee meeting, in order to close off the notifiable event.

The CEO further advised members that staff had moved desks and were now situated in their new teams. Staff had been provided with a letter to confirm their post in the new structure and had been asked to sign their new job descriptions.

Discussion points:

N/A

Action notes:

Following discussion, members noted the staffing restructure update as at 31 October 2019.

For redaction:

N/A

8.0 Any Other Competent Business

8.1 Glasgow West of Scotland Forum Updates – David Bookbinder, Director

The CEO presented two updates for information from David Bookbinder, Director of Glasgow West of Scotland Forum (GWSF). The first one regarding electrical safety standards and the 5-year electrical safety check requirement, advising members that GWSF would be discussing with SHR what its expectations are of RSL's on electrical safety and where these are or will be set out. GWSF will be reporting back to RSL's following this discussion.

The second update focussed on keeping rents as affordable as possible, the reasons that people are struggling with rent and the current pressures facing RSL's. The HOH advised members that as far as rent levels in the sector are concerned, the Association rent charges currently sit in the middle of the sector and we endeavour to get the balance right between rent charge and affordability.

8.1 Redacted for confidentiality Purposes.

Discussion points:
N/A

Action notes:
N/A

For redaction:
8.1

9.0 Date of Next Meeting

9.1 The date of the next Management Committee meeting is Thursday, 28 November 2019 at 6.00 p.m.

CHAIRPERSON'S SIGNATURE:|

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