



**Minutes of Management Committee Meeting
held on Thursday 26 January 2023 at 6pm**

PRESENT:

Mr G Maguire, Chair
Mr C Quigley, Vice Chair
Mr Z Khan, Member
Ms K Russell, Member
Mr S McLachlan, Member
Ms A Fraser, Member
Ms A Williamson, Member
Ms A Connelly, Member
Ms F Cochran, Co-optee
Ms S Dingwall, Co-optee

IN ATTENDANCE:

Ms F McTaggart, CEO
Ms C Quinn, Director of Corporate Services/Deputy CEO
- Secretary
Ms KA Wallace, Director of Customer Services
Ms N Salmon, Corporate Services/HR Team Leader

1.0 Apologies

1.1 The Chair advised that Mr J Murray has submitted his apologies.

2.0 Declarations of Interest, Gifts and Hospitality

2.1 Mr C Quigley declared that he is a Director of the Home Team Board. The CEO advised that she resigned from the Home Team Board on 23 January 2023.

2.2 There were no declarations of gifts and hospitality.

3.0 Declaration of Receipt and Understanding

3.1 Members confirmed receipt and understanding of their papers.

4.0 Minutes for Approval and Information

4.1 Draft Minutes of Management Committee Meeting 24 November 2022

4.1.1 The minutes of the Management Committee meeting held on 24 November 2022 were approved by Ms A Fraser and seconded by Ms F Cochran as a true reflection of the meeting.

4.21 Matters Arising

4.2.1 There were no matters arising.

4.3 Draft Minutes of Special Management Committee Meeting 8 December 2022

4.4.1 The minutes of the Special Management Committee meeting held on 8 December 2022 were approved by Ms S Dingwall and seconded by Mr Z Khan as a true reflection of the meeting.

4.4 Matters Arising

4.4.1 There were no matters arising

Discussion points:

Action notes:

For redaction:

5.0 Reports for Decision/Approval

5.1 Water Row Phase 1 - Update Report

5.1.1 The CEO presented the Water Row Phase 1 Update Report including the KPI's Oct-Dec 2022 at Appendix 1 and the Risk Register at Appendix 2.

5.1.2 The CEO highlighted the following areas in the report:

- a) Redacted for confidentiality purposes;
- b) Inflation update as described in section 5 of the report;
- c) Redacted for confidentiality purposes;
- d) Risk register as detailed in appendix 2 of the report;

- e) The handover is now anticipated to be October/November 2023 as the Association cannot take back safely until the 2 closes have finished as there would be health and safety implications of people living on a building site.

Discussion points:

1. Private loan and its conditions

Action notes:

Following discussion Members noted and approved the Water Row Phase 1 - Update Report

For redaction:

5.1.2.a, 5.1.2.c

5.2 Table of Discussion with Regulator 9 September 2022

5.2.1 The CEO presented the Table of Discussion with Regulator 9 September 2022 document and explained that it provided an update on tasks and actions.

5.2.2 Redacted for confidentiality purposes.

5.2.3 The CEO went on to discuss each task and action as well as their update as noted in the document.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Table of Discussion with Regulator September 2023 Update

For redaction:

5.2.2

5.3 Factoring Costs

5.3.1 The Director of Customer Services presented the Factoring Costs report including the following appendices:

- Appendix 1 – Factoring Cost Exercise and Service Report GHA
- Appendix 2 - Factoring Costings

5.3.2 Redacted for confidentiality purposes

5.3.3 The Director of Customer Services explained that an external consultant had reviewed the costs of the service late last year. There is an option for service to be included within the Mid Market rent company to ensure that it is not subsidised and is efficient and effective.

5.3.4 The Director of Customer Services advised that a benchmarking exercise had taken place as detailed in section 6 of the report and noted that the organisations involved have stated that they are going to review their own factoring costs therefore the table demonstrates their starting positions which are likely to increase.

5.3.5 The Director of Customer Services advised next steps if Committee approved the increase namely:

- a) Consult with owners using similar methods as those used during rent consultations with tenants i.e.
 - 1) send letters to owners next week;
 - 2) owner forum meetings to discuss increase;
- b) Review policies and processes alongside the written statement of services to ensure the Association is compliant with newer Factoring conditions as well as modelling commercial enterprises

Discussion points:

- 1. Constitution and funding of Owners Forums
- 2. Scrutiny panel for Owners
- 3. Frequency of management fee and previous cost freeze
- 4. Annual increase consultations moving forward

Action notes:

Following discussion Members noted and approved the Factoring Costs report and recommendations.

For redaction:

5.3.2

5.4 Governance Report

5.4.1 The Director of Corporate Services/Deputy CEO presented the monthly Governance report in depth and highlighted the following areas in the report:

- a) Notifiable events as described in section 4 of the report noting that there are two live Notifiable Events as previously mentioned during agenda item 5.2;
- b) Complaints as mentioned in section 5 of the report noting that there are no new live complaints with SPSO;
- c) Training as detailed in section 7 of the report, noting that the table of governing body training will be updated each month for monitoring purposes. The Governance training scheduled for 18 January 2023 had to be postponed due to last minute cancellations. A new date will be advised in due course and the training will now take place in person.

A quarterly events calendar has been uploaded on to document library of the VBR.

The CEO asked Members to inform Corporate Services if they did not require the training as they have carried out the same or similar training within their own jobs. This information will be included in their records and Members need not attend the training again;

- d) Committee attendance as detailed in section 8 of the report, noting that attendance is improving;
- e) Health and Safety update as indicated in section 9 of the report; noting that the Working Group met on 10 November 2022 and no serious or significant issues were identified. The next meeting is scheduled for 6 April 2023;
- f) Freedom of Information (FOI) and Subject Access Requests (SAR) as detailed in section 10 noting that there are no new requests. The Scottish Information Commissioner's Office (SIC) has made a ruling regarding a previous FOI received from a tenant and our Data Protection Officer has responded to the tenant on our behalf as demonstrated at Appendix 1 of the report;
- g) Annual Assurance Statement (AAS) as described in section 11 of the report noting that a working group to review the AAS evidence has been formed. The group met on 12 January 2023 and the next meeting is scheduled for 13 April 2023;
- h) Use of the seal as mentioned in section 12 of the report noting that the seal has not been used since the last meeting;
- i) Shareholder applications as detailed in section 13 noting that there has been no new shareholder applications;
- j) Other governance matters as indicated in section 14 of the report noting that:
 - 1) The EVH pay rise has been adopted;
 - 2) Approval sought to appoint specialist business/governance consultants required to assist the Association in meeting its regulatory/legal obligations in various aspects of the business as described in section 14.2. Following discussion, Committee unanimously agreed;
 - 3) Approval sought to increase Professional Consultants 2022/23 budget as detailed in section 14.3. Following discussion Committee unanimously agreed;
 - 4) The Scottish Tenants Organisation (STO) intention to engage in a national rent strike starting in April 2023 as detailed in section 14.4 to 14.6 of the report;

- 5) The Scottish Government update regarding the Cost of Living (Tenant Protection) Scotland Act 2022 noting that the rent freeze does not apply to RSL's as mentioned in section 14.7 to 14.8 of the report;
- k) Management Committee Business Planning as detailed in section 15 of the report;
- l) Tenant Service Improvement Group (TSIG) as mentioned in section 16 of the report. The TSIG had their first meeting on 30 November 2022. The TSIG have agreed their initial focus will be on estate management, communication and allocations policy. The TSIG will meet again next week to carry forward these areas and will report their findings to Committee.

Discussion points:

Action notes:

Following discussion Members noted and approved the Monthly Governance Report.

For redaction:

5.5 Policy Report

5.5.1 The Director of Corporate Services/Deputy CEO presented the Policy report and noted the following:

- a) Amendments to existing Asbestos policy and Gas Safety policy;
- b) No changes required to existing Notifiable Events policy;
- c) New policies created following the adoption of the Landlord Safety Manual. Policies include:
 - 1) Legionella Policy;
 - 2) Fire Safety Policy;
 - 3) Lift Safety Policy;
 - 4) Electrical Safety Policy.

Discussion points:

- 1. Procedures regarding mould in properties.
- 2. Gap analysis of Policy Register.

Action notes:

Following discussion, Committee approved the Policy report and recommendations at section 2 of the report.

For redaction:

5.6 Customer Service Report

5.6.1 The Director of Customer Services presented the Monthly Customer Services report in depth and highlighted the following areas of the report:

- a) Cyclical compliance as detailed in section 4 of the report noting it is anticipated that the biannual inspections of Dry Risers will be completed by the end of January 2023 and the annual servicing of Auto Doors has been carried out;
- b) SHR compliance update regarding EICR's as described in section 5 of the report noting that all remaining properties have been lettered and explaining next steps to complete the programme. The Association is going to carry out an audit to ensure that all properties have a valid EICR certificate and any identified remedial work is carried out;
- c) Property Services Tenant Satisfaction Surveys as mentioned in section 6 of the report noting that there has been a poor response and explaining the reasons for this; Property Services are now doing the surveys monthly for works carried out that month;
- d) Former tenant bad debt write offs as detailed in section 7 of the report noting that 9 out of the 10 tenants on the list are former Glasgow City Council (GCC) section 5 referrals highlighting that the support offered is not correct. The Association is reviewing processes and engagement indicators for section 5 referrals and will discuss with the case work team at GCC;
- e) Decrees for eviction as described in section 8 and Appendices 3 to 5 of the report explaining the background to each case;
- f) Redacted for confidentiality purposes.

Discussion points:

1. Duration of ECIR inspections;
2. Locks on close doors at Elphinstone;
3. Support for homeless people;

Action notes:

1. Following discussion, Members noted the Customer Service Report and approved the former tenant bad debts write offs at section 7 and decrees detailed in Appendices 3-5 of the report.

For redaction:

5.6.1.f

5.7 Annual Review of Rents and Factoring Management Fee 2023-2024

5.7.1 The Director of Customer Services presented the Annual Review of Rents and Factoring Management Fee 2023-2024 report in depth and highlighted the following areas of the report:

- a) Redacted for confidentiality purposes;
- b) Increases in factoring, commercial and partnership leases will be reported separately to Committee moving forward as detailed in sections 1.9 and 1.12 of the report;
- c) Consultation as described in section 3 of the report explaining the different methods that the Association used to consult with tenants and the responses received - 361 in total.

Discussion points:

1. Profit elements of the Factoring service and the transfer of the service to the new subsidiary;
2. Digital responses;
3. Support for tenants not on Universal Credit.

Action notes:

Following discussion, Committee noted the Annual Review of Rents and Factoring Management Fee 2023-2024 report and approved the recommendations at section 2 of the report.

For redaction:

5.7.1.a

6.0 Reports for Discussion/Information

6.1 HR Update 1st April to 31st December 2022

6.1.1 The Director of Corporate Services/Deputy CEO presented the HR Update 1st April to 31st December 2022 report in depth and highlighted the following areas in the report:

- a) Recruitment as mentioned in section 4.1 of the report noting that there has been a fall in UK vacancies in the period September to November 2022. The Association is currently recruiting for 2 posts - Customer Services Officer and Trainee Finance & Corporate Services Admin;
- b) Redacted for confidentiality purposes;
- c) Redacted for confidentiality purposes;
- d) Redacted for confidentiality purposes;

- e) Leavers as included in section 4.18 of the report noting 7 employees had left during the period for the reasons indicated in the report;

Discussion points:

1. Alice Connelly asked to become a Member of the Staffing Subcommittee;
2. Reasons why employees on long term sick left the Association;

Action notes:

1. The Management Committee noted and approved the HR Update 1st April to 31st December 2022 report.

For redaction:

6.1.1.b, 6.1.1.c, 6.1.1.d

6.2 Financial Management Report for the 9 months to December 2022

6.2.1 The Director of Corporate Services/Deputy CEO presented the Financial Management Report of the 9 months to December 2022 for information including the following Appendices:

- **Appendix 1:** Statement of Financial Position.
- **Appendix 2:** Statement of Comprehensive Income.
- **Appendix 3:** Office Overhead Breakdown.
- **Appendix 4:** Key Finance Performance Indicators.
- **Appendix 5:** Statement of Cash Flow

6.2.2 The Director of Corporate Services/Deputy CEO highlighted the following areas in the report:

- a) The key notes as described in full in section 4 of the report;
- b) The key variances from the Statement of Comprehensive Income as detailed in section 4.1 of the report;
- c) The balance sheet as mentioned in section 4.2 of the report noting and increase in the Association's assets;
Redacted for confidentiality purposes.

Discussion points:

1. Election of Vice Chair following the AGM;
2. Management of Sub Contracts by Govan Home Team.

Action notes:

1. The Management Committee noted and approved the Financial Management Report for the 9 months to December 2022 report.

For redaction:

6.2.2.d

7.0 Any Other Competent Business

7.1 Redacted for confidentiality purposes.

7.2 Redacted for confidentiality purposes

7.3 Management of Complaints

7.3.1 The Director of Corporate Services/Deputy CEO referred to the key performance indicators document that was passed to Members at the start of the meeting and advised that the Association measures the percentage of Stage 1 and 2 complaints responded to within the SPSO guidelines.

7.3.2 The Director of Corporate Services/Deputy CEO advised that the figures for Stage 1 compliance has reduced significantly following the introduction of HomeMaster.

7.3.3 The process will be reviewed so that Corporate Services can centrally monitor complaints and be more proactive to ensure they are concluded in time.

7.4 The Director of Customer Services advised that key performance indicators will be monitored monthly. Although there is a large number of performance indicators in red, they are moving in the right direction.

7.5 The Director of Customer Services discussed where the improvements have been made and action taken or being taken to improve performance.

7.6 The CEO advised that the key performance indicators document will be uploaded to the VBR.

Discussion points:

1. Window replacement programme;
2. Rewiring of properties in Govan C.

Action notes:

Following discussion, Committee approved the special leave request and noted the key performance indicators document.

For redaction:

7.1, 7.2

8. Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 23 February 2023 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

A handwritten signature in black ink, appearing to read 'B. P. L. J. e', is centered on the page. Below the signature is a horizontal dotted line.