



## **Minute of Virtual Management Committee Meeting held on Thursday 29 October at 6pm**

**PRESENT:**

- Mr T McArthur, Chair
- Mr G Maguire, Member
- Ms A Martin, Member
- Mr C Quigley, Member
- Mrs A Connelly, Member
- Mr S Kalonji, Member
- Mr Z Khan, Member
- Ms K Russell, Member
- Ms G Hay, Member
- Mr S McLauchlan, Co-optee

**IN ATTENDANCE:**

- Ms F McTaggart, Chief Executive
- Ms C Quinn, Director of Corporate Services - Secretary
- Ms N Salmon, Corporate Services Officer

The Chair welcomed Mr S McLauchlan to the meeting and Members unanimously agreed to Co-opt him on to the Committee. The CEO advised that Mr S McLauchlan had previously met with her and the former Chair and has gone through the introduction process. Mr S McLauchlan then proceeded to give a brief history of himself to Members.

### **1.0 Apologies**

1.1 The Chair advised that apologies had been received from Ms D MacKenzie. Redacted for confidentiality purposes  
1.2 Redacted for confidentiality purposes

### **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 declared that she is also a Director of the HOME Team Board and CEO of the Group. Mr G Maguire declared that he is Chair of the Pearce Institute and also a Board Member of Govan Help.

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 Election of Office Bearers and Sub-Committee Members**

- 4.1 The Chair requested nominations for the role of Vice Chair. The Chair nominated Mr G Maguire and Mr C Quigley seconded the nomination. Following discussion this appointment was unanimously agreed by Members.
- 4.2 The Chair advised that the Accounts presented at the August 2020 Committee meeting needed consolidating. The CEO informed Members that there were no changes to the Accounts; they just required approval and electronic signatures submitted from the Chair, Vice Chair and Secretary. Members unanimously approved the Accounts.
- 4.3 The CEO requested that Members confirm their choices for membership of the four sub committees, namely the Operations Sub Committee, Development Sub-Committee, Audit Sub-Committee and Staffing Sub-Committee. The CEO advised that there should be at least 4 Members per Sub-Committee to ensure quorum if any Members were absent.
- 4.4 Following discussion the membership of the sub-committees was agreed as follows:-

##### Operations Sub-Committee

- Mr C Quigley
- Mr S McLauchlan
- Ms D MacKenzie
- Ms A Martin
- Mr Z Khan
- Mr T McArthur

Mr T McArthur nominated Mr C Quigley to be Chair of the Operations Sub-Committee and Ms A Martin seconded the nomination.

##### Development Sub-Committee

- Ms A Connelly
- Ms K Russell
- Mr Z Khan
- Mr C Quigley
- Mr S Kalonji
- Ms D MacKenzie
- Ms A Martin

Mr C Quigley nominated Ms A Connelly to be Chair of the Development Sub-Committee and Ms K Russell seconded the nomination.

##### Audit Sub-Committee

- Ms A Connelly
- Mr C Quigley
- Ms A Martin

- Mr S McLachlan
- Mr T McArthur
- Ms D MacKenzie

Ms A Martin nominated Ms A Connelly to be Chair of the Audit Sub-Committee and Mr T McArthur seconded the nomination.

#### Staffing Sub-Committee

- Mr T McArthur
- Mr G Maguire
- Ms K Russell
- Mr C Quigley
- Ms A Martin
- Ms A Connelly
- Mr S Kalonji

Mr C Quigley nominated Mr T McArthur to be Chair of the Staffing Sub-Committee and Mr G Maguire seconded the nomination.

- 4.5 The Director of Corporate Services advised that the Operations Sub-Committee Remit has been reviewed and required approval. The only changes to the Remit are that position titles of staff have been updated. The Committee unanimously approved the Operations Sub-Committee Remit.

## 5. C-Gap Representative

- 5.1 The CEO informed Committee that Central Govan Action Plan (CGAP) meetings are held quarterly and they deal with the Townscape Heritage Initiative. CGAP have asked for a Member of the Management Committee to take part in the meetings to represent the community. The CEO asked if any Member wanted to attend the meetings and Ms A Connelly volunteered.

#### Discussion points:

#### Action notes:

Mr S McLauchlan Co-opted on to Committee. Mr S Simpson removed from Committee. Mr G Maguire elected Vice Chair of Committee. Annual Accounts approved. Members appointed to 4 Sub-Committees as noted in section 4. Operations Sub-Committee Remit approved. Ms A Connelly volunteered to attend CGAP meetings.

#### For redaction: N/A

## 6.0 Minutes for Approval and Information

- 6.1 The Record of Management Committee Approval for adoption of new Rules held on 8 September 2020 was unanimously approved by all Members.

- 6.2 There were no matters arising.
- 6.3 The Minutes of the Special Management Committee Meeting held on 24 September 2020 were unanimously approved by all Members.
- 6.4 There were no matters arising.
- 6.5 The Minutes of the Management Committee Meeting held on 24 September 2020 were unanimously approved by all Members.
- 6.6 There were no matters arising.

**Discussion points:**

**Action notes:**

**For redaction: N/A**

## **7.0 Reports for Decision/Approval**

### **7.1 CEO Update Report**

- 7.1.1 The CEO provided Committee with an update regarding the Water Row development project Redacted for confidentiality purposes

*At this point, Ms G Hay joined the meeting* Redacted for confidentiality purposes

- 7.1.2 Redacted for confidentiality purposes
- 7.1.3 The CEO advised that the Association has received funding for a Volunteer & Training Coordinator through the Thriving Places initiative and the post will provide support to the whole Thriving Places thematic group.

- 7.1.4 Redacted for confidentiality purposes

- 7.1.5 The CEO informed Members that the shop unit at 1020 Govan Road has been lying empty since January 2020 and the Community Inclusion team has proposed using this unit as a training centre for the Training & Volunteer Coordinator. In depth discussion followed, and the Committee agreed that there already was several community spaces in the Govan area and therefore at this time did not want to approve using 1020 Govan Road as a training centre. However, Members did approve the recruitment of the Volunteer & Training Coordinator.

- 7.1.6 The CEO advised that the Government has introduced a new training scheme initiative called Kickstart which is designed to provide job placements for 16 to 24 year olds on Universal Credit and went on to describe what the scheme involved.

- 7.1.7 The CEO stated that the Volunteer & Training Coordinator will work with both the Association and the HOME Team to support all trainees and ensure that they received suitable accredited training that will help them in securing work

once their placements with the Govan Housing Association Group has ended. Following discussion, Members unanimously approved the Govan Housing Association Group register for the scheme.

7.1.8 The CEO advised that the Association is working with Govan Help to establish a Food Share food pantry and explained the background to food pantries.

7.1.9 Redacted for confidentiality purposes

7.1.10 The CEO advised that The Emergency Funding Group (TEFG) was coming to an end as the Redacted for confidentiality purposes funding received from the Government in support of the COVID-19 crisis has now been spent. The CEO provided Members with an update from the recent TEFG meeting.

7.1.11 The CEO informed Committee that Recovery Funding is now available to further support organisations to deliver services to communities following the pandemic and described the way in which the funding differs from the initial emergency funding. The Association has made a bid for this funding to provide digital support to several organisations.

7.1.12 The CEO proposed giving every tenant and owner a £20 Asda voucher for Christmas

Redacted for confidentiality purposes

7.1.13 The CEO drew Members attention to section 10 of the report which provides details regarding the mural that Thenu Housing Association has recently commissioned. The CEO recapped that the Association was proposing commissioning our own mural for our 50<sup>th</sup> anniversary next year. The CEO advised where the mural would be sited and confirmed that the Association has already consulted with residents and they have no objection. Following discussion, Members authorised the CEO to begin discussions with the artist.

7.1.14 The CEO informed Members that Halo Arts are presenting a digital panto from the Pearce Institute and are looking for funding to support the schools programme. The CEO advised that both Elderpark and Linthouse Housing Association's have agreed to jointly fund the programme therefore Govan Housing Association's contribution will be Redacted for confidentiality purposes Members unanimously agreed the proposal and spend.

7.1.15 The CEO advised that the Housing & Community Engagement Manager post was advertised last year however, no suitable candidate was appointed. The CEO went on to say that the job description and person specification has been reviewed and explained the changes noting that the Association will re-advertise the post. Members unanimously agreed the changes to the job description and person specification.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved the CEO Update Report and also approved all recommendations at section 2 of the report with the exception of using 1020 Govan Road as a Training Centre.

## 7.2 Monthly Governance Report

The Director of Corporate Services presented the monthly Governance report, taking Members in detail through the content of the report and highlighting the following points:

### 7.2.1 Notifiable Events

The Director of Corporate Services advised that the Regulator has closed off all live notifiable events with the exception of the one relating to the monthly COVID-19 return which all RSL's have to provide.

### 7.2.2 Complaints

There have been no complaints reported to the SPSO.

### 7.2.3 Management Committee Membership – Recruitment

The Director of Corporate Services noted that Mr S McLauchlan has been Co-opted on to the Committee and Miss G Hay has returned Redacted for confidentiality purposes

### 7.2.4 Management Committee Training

Management Committee training has been placed on hold until after the COVID-19 crisis.

### 7.2.5 Management Committee Attendance

The attendance for the Management Committee meeting held on 24 September 2020 was 66.7% against a target of 80%.

### 7.2.6 Tenant Services Improvement Group – Update

The first meeting of the Tenant Services Improvement Group took place on 24 September 2020 and feedback from the meeting is noted at section 9 of the report.

### 7.2.7 Health and Safety Update

The Association is continuing using the services of David Purdon CMIOSH, Health & Safety Consultant, Ross International Safety Company who is working his way through various manuals and risk assessments that we have asked him to review.

### 7.2.8 Annual Assurance Statement

A special Management Committee meeting will shortly be scheduled to go through the full Assurance Report and Statement prior to the submission date of the Assurance Report, which has been extended until November this year.

### 7.2.9 Use of Seal

There has been no use of the Association's seal

### 7.2.10 Shareholder Application

There has been one new shareholder application Redacted for confidentiality purposes

### 7.2.11 Other Governance Matters

The Director of Corporate Services drew Members attention to section 14 of the report and went through the other governance matters. Of particular note is the Pensions Trust has reviewed and validated the Association's Financial Assessment and confirmed low risk status.

#### **Discussion points:**

N/A

#### **Action notes:**

Following discussion, Members noted and approved the Monthly Governance Report and shareholder application.

#### **For redaction:**

7.2.3 / 7.2.10

### 7.3 Code of Conduct – Key Points

7.3.1 The Director of Corporate Services reminded Committee that the Code of Conduct is based on 7 key principles and explained each one in detail.

7.3.2 The Director of Corporate Services noted that the recent Rules change now states that any Member being investigated has to take a leave of absence whilst the investigation is being undertaken. A Member asked why any Member under investigation could not receive Committee papers and felt that it was unfair; virtually reflecting they were guilty before the investigation concluded. The Director of Corporate Services replied that it was a cleaner approach and was consistent with other organisations out with the sector then a detailed discussion regarding the rationale and merits followed.

#### **Discussion points:**

As at 7.3.2

#### **Action notes:**

Following discussion, Members noted and approved the Code of Conduct Key Points verbal update

#### **For redaction: N/A**

### 7.4 Management Committee Reports - Survey

7.4.1 The Director of Corporate Services recapped that the Members have recently been sent a survey about Committee information to ensure that they felt they were receiving the correct level of information.

- 7.4.2 The Director of Corporate Services presented the results of the survey noting that 7 Members had responded and overall the response to the 27 questions was very positive. The Director of Corporate Services then went through the main issues identified from the survey.
- 7.4.3 The Director of Corporate Services reflected that most of the negative responses came from one Member and she will speak to that Member separately to go through any concerns. However, stressed that there was nothing extremely negative to report, on the whole most Members were satisfied with Committee reports and the level of information received.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved Management Committee Reports Survey presentation. The Director of Corporate Services to speak to particular Member who responded negatively to address any concerns.

**For redaction: N/A**

7.5 Monthly Housing Management Report

- 7.5.1 The CEO drew Members attention to section 5 and appendices 1 and 2 of the report concerning Homelessness Services and in particular homeless lets.
- 7.5.2 The CEO informed Members that initially the Scottish Government had asked RSL's to sign up to 90% of available properties to be let to homeless people. However, the Glasgow West of Scotland Forum stated that this was unreasonable and the CEO explained the reasons why RSL's did not want to be held to this target. The Association is proposing to continue with the 25% target as per the Allocations Policy and lettings strategy and noted that the Association meets this target year on year although conceded that it has become more difficult due to a reluctance of people wanting to live in central Govan.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved the report and agreed the proposal to continue with the target of 25% for homeless lets.

**For redaction: N/A**

7.6 Property Services Report



- 7.6.1 The CEO presented the monthly Property Services report and explained that it contains details regarding the performance of the HOME Team and where some of the planned maintenance programmes are falling behind schedule.
- 7.6.2 The CEO advised that in relation to the Golspie Street AOV replacement, the quotes received to carry out the work was a total of Redacted for confidentiality purposes which is considerably higher than initially anticipated and therefore, due to the high costs involved the Association has instructed repair only of the AOV's. The CEO informed Members that just prior to that night's Management Committee meeting she has received guidance from the Scottish Government regarding cladding and this may result in additional works and impact the AOV's.
- 7.6.3 The CEO informed Members that the Roofing & Guttering contract was behind schedule mainly due to lockdown and a training issue for HOME Team roofing staff who require Anchor training. The CEO advised that the training has been arranged and by the end of the financial year the contract will be complete.
- 7.6.4 The CEO stated that the Smoke & Heat Detector contract was progressing well and should be completed on time with the exception of any no accesses. The Scottish Government is looking at the legislation concerning this contract with a view to moving it back 12 months. However, the HOME Team will continue to work to the original timescale.
- 7.6.5 The CEO advised that the kitchen, bathroom and window replacement contracts were behind schedule and staff morale was a factor due to concerns and ongoing measures in place regarding COVID-19. Issues regarding tenants self isolating had also impacted the schedule. However, as of this week kitchen and bathroom installation targets have increased to 5 and 5 per week, the window replacement programme was ahead of target for the week and the close painting has caught up with the schedule.
- 7.6.6 The CEO reflected that by the end of the financial year, the HOME Team will still be behind schedule for many of the contracts and Management Committee as the parent organisation should continue to monitor performance. The Chair asked for the HOME Team Management Accounts to be presented to Committee on a monthly basis to allow the Committee to keep an eye on the financial situation.
- 7.6.7 The CEO informed Members that the Association has no control over the number of Stage 3 adaptations received and therefore the full budget may not be used this year due to a drop in requests, this will result in a loss of income for the HOME Team.
- 7.6.8 The CEO noted that there would likely be less acquisitions than forecast for the year and will result in underspend of the budget and loss of income for the HOME Team.
- 7.6.9 The CEO drew Members attention to the table at section 7.12 of the report noting that the HOME Team's income Redacted for confidentiality purposes. The HOME Team was still projected to be in profit at year end and will be able to pay back the Redacted for confidentiality purposes refurbishment loan.

7.6.10 The CEO advised that the void and reactive repair contracts were also underspent due to a fall in repairs being notified by tenants and a drop in void properties, as people have not been moving due to the global pandemic, Redacted for confidentiality purposes The CEO noted that it was anticipated that the repairs contract will meet budget predictions as there are usually more repairs reported during the winter months.

7.6.11 Redacted for confidentiality purposes.

7.6.13 Redacted for confidentiality purposes.

**Discussion points:**

**Action notes:**  
Following discussion, Members noted and approved the Property Services Report and approved all recommendations at section 2 of the report. GHT Management Reports to be presented to MC on a monthly basis. CEO to provide an update regarding the Estate and Landscaping contracts at next MC meeting.

**For redaction: 7.6.2 / 7.6.9 – 7.6.13**

## 7.7 Monthly Policy Report

7.7.1 The Director of Corporates Services informed Members that there are two new policies for approval, the first being the Use of Electronic Signatures Policy and went on to explain the background and reason why the policy was necessary. The Director of Corporate Services emphasised that the policy is covered by legislation and signatures cannot be used without the person's permission.

7.7.2 The Director of Corporate Services advised that the second new policy is the Remote Working Policy which is an EVH model policy that has been adapted to meet the requirements of Govan Housing Association and drew Members attention to Appendix 1 which is a full health and safety checklist for staff to use when working remotely.

7.7.3 The Director of Corporate stated that the final policy for approval is the Group Risk Management Policy which has been reviewed in line with sector best practice, no amendments were required.

**Discussion points:**  
N/A

**Action notes:**  
Following discussion, Members noted and approved the Monthly Policy Report and policies at Appendix 1-3 of the report.

**For redaction:**  
N/A

## 7.8 Factoring Report

- 7.8.1 The CEO advised the Factoring Report provides Committee with an update regarding factoring arrears.
- 7.8.2 Redacted for confidentiality purposes
- 7.8.3 The CEO informed Members that the Association has taken up the new factoring opportunities in line with the Ibrox and Cessnock strategy.

**Discussion points:**

**Question:** A member noted that the arrears figures were quite substantial and asked if the Association expected them to increase.

**Response:** The CEO replied that she did think the arrears will increase. However the Factoring Team were concentrating on arrears and signposting owners to the Financial Inclusion Team for support.

**Action notes:**

Following discussion, Members noted and approved the Factoring Report and write off of former owner's bad debts as detailed in sections 5.3 and 5.4 of the report

**For redaction: 7.8.2**

## 8.0 Reports for Discussion/Information

### 8.1 Financial Management Report for the 6 months to September 2020

8.1.2 The CEO advised that the Head on Finance/IT had provided Members with a comprehensive Financial Management Report for the 6 month period to the end of September 2020 along with the 5 following detailed appendixes:-

- 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)

8.1.3 The CEO informed Members that there are no concerns regarding the financial position of the Association. The only issue of note is whether the HOME Team can meet their contractual obligations as failing to do so results in the Association underpaying the HOME Team. The CEO stressed that any underspend is not a budget saving and explained the link between the Associations Management Accounts and the HOME Team Management Accounts.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Financial Management Report for the 6 months to September 2020

**For redaction: N/A**

## 8.2 Insurance Renewal Report

- 8.2.1 The CEO advised that it had been reported in previous Committee meetings that the proposed extension to the insurance contract would be approximately 4 Redacted for confidentiality purposes. 8.2.2 The CEO informed Members that the proposed extension was necessary due to the current COVID-19 pandemic.

### Discussion points:

### Action notes:

Following discussion, Members noted and approved the Insurance Renewal Report and noted the rise in the renewal cost.

### For redaction: 8.2.1

## 8.3 Ibrox Cessnock Strategy Report

- 8.3.1 The CEO informed Members that the report provided an update on the Ibrox Cessnock Strategy in relation to acquisitions and noted that the Association has acquired 171 properties since the introduction of the acquisition strategy.
- 8.3.2 The CEO explained the background to the acquisition strategy and remarked that it included 100% HAG funding to purchase properties and 50% for repair and maintenance of properties. Approximately 60% of properties are transferred with sitting tenants which results in no void loss for the Association
- 8.3.3 The CEO advised that once properties have been transferred, the Association repair as necessary to bring them up to SHQS standards. Rent is reduced from private levels to RSL levels and feedback from tenants is extremely positive.
- 8.3.4 The CEO reflected that there were also a large number of private rented sector properties in the area and the Financial Inclusion Team is working with these tenants to maximise their income.
- 8.3.5 The CEO stated that the Community Inclusion Team will increase their presence in the area and expand the services they provide to include the Ibrox Cessnock area.

### Discussion points:

**Question:** A Member asked why owners sold their properties.

**Response:** The CEO noted that a lot of the properties are sub let and the private landlords were looking to sell on the properties as they had not been maintained and were in a bad state of repair. In addition, some owners had lost their job and could not afford to keep their properties so sell them in order to be able to claim housing benefit and clear their debts. Where this is the case, owners are being supported by the Financial Inclusion Team.

**Action notes:**

Following discussion, Members noted the Ibrox Cessnock Strategy Report

**For redaction: N/A**

**8.4 Digital Inclusion Summary**

- 8.4.1 The CEO advised Members that the Association took the lead on digital inclusion from the grant money received by The Emergency Funding Group and the Digital Inclusion Summary provides Committee with information relating to what equipment was purchased and what support was provided to the local community.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Digital Inclusion Summary

**For redaction: N/A**

**9.0 Any Other Competent Business**

- 9.1 Redacted for confidentiality purposes Redacted for confidentiality purposes  
9.3 The CEO advised that the Salvation Army has been in touch to say they are going to provide a hot Christmas Dinner between 11am and 2pm from Govan Cross on Christmas Day. Various local organisations have been approached to support the day and the CEO stated that she will personally be going to help them along with a handful of staff to marshal the van. The CEO noted that staff will be giving up their own time to support the Salvation Army and described what the other local organisations will be providing on the day.

**Discussion points:**

**Action notes:**

**For redaction: 9.1 / 9.2**

**10.0 Date of Next Meeting**

- 10.1 The date of the next Management Committee meeting is Thursday 26 November 2020 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

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