



**Minute of Management Committee Meeting
held on Thursday 30 January 2020 6.00pm**

PRESENT: Mr C Quigley, Chair
Mr G Maguire, Vice Chair
Ms A Martin, Member
Mrs A Connelly, Member
Ms D McKenzie, Member
Mr G Bernstein, Member
Mr S Kalonji, Member
Mr W Pritchard, Co-optee
Ms K Russell, Co-optee

IN ATTENDANCE: Ms F McTaggart, Chief Executive
Ms C Quinn, Director of Corporate Services
Mr R Dulin, Head of Finance
Ms F McLauchlan, Head of Housing &
Community Engagement
Ms N Salmon, Corporate Services Officer

At the start of the meeting
Mr Gary Maguire was unanimously voted as Vice Chair of the Management Committee.

1.0 Apologies

The Chair advised that Miss G Hay, Mr Z Khan and Mr S Simpson had submitted apologies for the meeting.

2.0 Declarations of Interest, Gifts and Hospitality

There were no declarations of interest, gifts and hospitality.

3.0 Declaration of Receipt and Understanding

Members confirmed receipt and understanding of their papers.

4.0 Minutes for Approval

4.1 The minutes from the meeting held on 28 November 2019 were approved by Member 6 and seconded by Member 1 as a true reflection of the respective meeting.

4.2 Matters Arising

There were no matters arising from the previous minute.

4.3 The minutes from the Audit Sub-Committee meeting held on 28 November 2019 were presented for information only.

Discussion points:

N/A

Action notes:

N/A

For redaction: N/A

5.0 Reports for Decision/Approval

*At this point the CEO requested that Agenda Item 5.5 be moved on the agenda as the Head of Housing & Community Engagement had to leave the meeting early due to a prior engagement.
This motion was agreed by Members.*

5.5 Monthly Housing Management Report

The Head of Housing & Community Engagement presented her monthly Housing Management report, taking members in detail through the content of the report highlighting the following points:

5.5.1 Former Tenant Write Offs

Information redacted for confidentiality purposes.

5.5.2 Decree Information

Information redacted for confidentiality purposes.

5.5.3 Homelessness Services

The Head of Housing & Community Engagement reported that the first meeting of the Govan LLC (Local Lettings Community) has taken place in December 2019. During the meeting, the Govan LLC agreed to form working groups to address 4 main areas requiring review, namely:

- Operational Issues

- Temporary Accommodation
- Prevention/Tenancy Sustainment
- Review and Development

The working groups will tackle how the services can be improved and will report back to the full Monitoring Group. The Head of Housing & Community Engagement has joined the Operational Issues and Prevention/Tenancy Sustainment groups. The first meetings due to take place at the end of January 2020 have been cancelled.

A further update will be provided next month.

5.5.4 Compliance

The Head of Housing & Community Engagement advised quarterly assurance checks for housing management and community engagement will commence in February 2020 and will be reported to members.

5.5.5 Other

The Head of Housing & Community Engagement reported that the Jim Stephen House consultation with tenants and their families will commence at the end of January 2020. A further update will be provided next month.

Discussion points:

Information redacted for confidentiality purposes.

Action notes: Information redacted for confidentiality purposes.

For redaction: N/A

At this point the Head of Housing & Community Engagement left the meeting.

5.1 CEO Priorities 2020

The CEO began by saying that the Association's priorities for 2020 were virtually the same as the previous year. She then proceeded to provide an update of the following priority areas that were agreed for 2019:

5.1.1 Water Row

Of particular note was nothing had progressed in terms of moving to the next phase of the development process of Water Row. The Development Sub-Committee continue to review design development.

Planned maintenance of windows, kitchens and bathrooms was continuing and productivity has increased to 4 kitchens and 4 bathrooms per week.

5.1.2 Group Structure

A Property Management Company will require creating if Water Row progresses to the build stage.

The HOME Team are being awarded more contracts. Satisfaction surveys from tenants have been good.

5.1.3 Lyceum

Information redacted for confidentiality purposes.

5.1.4 Langland's Road

No longer being developed by the Association due to Water Row commitments and the proposed house type not being suitable for our housing demands.

5.1.5 Ibrox Strategy

Information redacted for confidentiality purposes..

5.1.6 Stock Condition Survey

There were no surprises from the survey. Replacing kitchens, bathrooms and windows has been highlighted along with installation of heat detectors to comply with new legislation. All works have been programmed for this year.

5.1.7 Planned Maintenance Program

Information redacted for confidentiality purposes.

Following the stock condition survey results, a 30 year maintenance program will be developed and presented to Management Committee.

5.1.8 HOME Team Growth

Contracts are progressing well in all areas of housing maintenance with the exception of specialist work which continued to be outsourced to external contractors.

The contract to carry out surveys and minor repair of roofs and cleaning of guttering is due to commence in April 2020.

5.1.9 Treasury Management

All loans are currently being reviewed to ensure best value for money.

5.1.10 Regulatory Standards of Governance & Financial Management

Agenda Item: 4.1

The Annual Assurance Statement has been submitted to the Scottish Housing Regulator.

Evidence in support of the Assurance Statement is continuing to be provided to the Management Committee and the Audit Sub-Committee is monitoring progress.

5.1.11 Business Plan Group

Service delivery plans are currently being developed. A planning session with Management Committee will be held in May 2020 to agree updates to the Business Plan.

5.1.12 Development of Management Committee

Govan/Elderpark/ Linthouse (GEL) training sessions will continue to be held throughout the year. There are currently 5 sessions scheduled between February and June 2020, information regarding dates and topics are available via Members IPads.

Information redacted for confidentiality purposes.

5.1.13 Development of our Management Team

The Chair will conduct an appraisal of the Chief Executive.

5.1.14 Operational

QLX Housing Management system is not working well and there continues to be problems with flexibility after system updates. The same problems are experienced by many Housing Associations and solutions have not been forthcoming by Aareon.

There are better systems on the market that would be more suitable to our needs. A review of options will be reported to Management Committee.

5.1.15 Priorities for 2020

Priorities for 2020 remain the same as those from 2019.

The CEO asked if the Committee wanted a team building session and this was met by agreement. It was decided that the Business Development day in May 2020 will involve Business Planning in the morning and Committee team building in the afternoon. The CEO advised she will let Members know the date selected in May 2020 as soon as possible.

A Community Inclusion strategy will be developed highlighting our Community Links.

Discussion points:

Question: Information redacted for confidentiality purposes..

Agenda Item: 4.1

Question: Member 12 asked when the window replacement contract will commence.

Reply: The CEO replied Monday 3rd February 2020.

Question: Member 7 asked if there was any feedback from the Scottish Housing Regulator regarding our Annual Assurance Statement submission.

Reply: The CEO replied that the Scottish Housing Regulator has carried out a validation check of Linthouse Housing Association however we have not received any feedback.

Member 7, in relation to the problems the Association is experiencing regarding QLX, recommended contacting CIVTEC to address the issues. The Director of Corporate Services agreed to investigate further.

Action notes: There are no recommendations or approvals required within this presentation.

At this point the CEO requested that Agenda Item 5.3 Annual Review of Rent & Factoring Management Fee 2020-21 Report be combined with Agenda Item 5.2 Draft 30 Year Budget Projections 2020-21.

Members agreed this motion.

5.3 Annual Review of Rents and Factoring Management Fee 2020-21

The CEO presented the Annual Review of Rents and Factoring Management Fee 2020-21 report taking Members in detail through the content of the report and highlighting the following points:

5.3.1

Information redacted for confidentiality purposes.

Discussion points:

Question: Member 7 asked if the Association is obligated to let tenants know why the need for rent increases.

Reply: The CEO replied that tenants would be informed by letter why we're increasing rents and what it will mean for them, i.e. new bathroom, new kitchen etc. The rent increase will amount to an average of approximately £10 per month per property. The tenants on Universal Credit will need to let Housing Benefit know their rent has been increased.

Action notes: Following discussion, Members agreed to the basis of the rent consultation exercise and to apply the preferred increased option providing 4 weeks notice of any increase.

For redaction: 5.3.1

5.2 Draft 30 Year Budget Projections 2020-21

The CEO and the Head of Finance & IT presented the Draft 30 Year Budget Projections 2020-21, taking Members in detail through the content of the report highlighting the following points:

5.2.1 Budget Process

Our budget philosophy assumes worse case scenario and assumes expenditure increase based on Octobers CPI plus 0.5% (2%). We look at organisational objectives, bank covenants and the stock condition survey.

5.2.2 Income

Information redacted for confidentiality purposes.

5.2.3 Expenditure

Information redacted for confidentiality purposes.

- Window Replacement Programme – contract start date has been delayed until February 2020, Govan HOME Team will install a total number of 847 windows. Information redacted for confidentiality purposes.
- Planned Maintenance will include an increase in bathroom and kitchen installations to 184 per year and will also include replacement central heating and replacement windows Information redacted for confidentiality purposes.
- Acquisitions – Information redacted for confidentiality purposes.

Information redacted for confidentiality purposes.

5.2.4 The CEO advised Members the final budget would be presented to the Audit Sub-Committee for recommendation to approve in March 2020.

Discussion points:

Question: Member 4 asked if Brexit will affect the budget.

Reply: The CEO replied the implications of Brexit are unknown at this point. The Head of Finance & IT advised the Bank of England are reducing interest rates which are of benefit to the Association as we will be able to secure favourable fixed term loans.

Question: Information redacted for confidentiality purposes.

Member 4 commented the colour the outside doors have been painted do not match the brickwork. The CEO replied she will view the doors to check the aesthetic outcome of the new colour.

Action notes: There are no recommendations or approval required.

For redaction: 5.2.2 / 5.2.3

5.4 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:

5.4.1 Notifiable Events

There have been no notifiable events since the last meeting.

5.4.2 Complaints

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

5.4.3 Management Committee Membership – Recruitment

There are currently 10 elected members out of maximum of 15 places.

Two members of the Management Committee have requested a Leave of Absence:

Information redacted for confidentiality purposes.

5.4.4 Management Committee Training

Management Committee are due to attend Risk Management (GEL) on 19 February 2020 at Govan Housing Association offices from 6.00pm to 8.00 pm. The session will look at the theory behind risk management.

A further workshop on risk identification has been arranged for 5 March 2020 from 12.30pm to 4.30pm and this will focus on reviewing the Risk Register to ensure its accuracy and relevance.

5.4.5 Management Committee Attendance

The attendance for the Management Committee meeting held on 28th November 2019 was 66.7% against a target of 80%.

5.4.6 Tenant Service Improvement Update

The Tenant Service Improvement Group met on 17 January 2020. Two members attended along with our Community Engagement Team and our Assurance & Compliance Manager. Feedback from the meeting was positive and it was agreed that the next meeting would focus on topics to be scrutinised in detail.

Agenda Item: 4.1

Those members who failed to attend the meeting will be contacted to confirm the reasons for their non-attendance.

5.4.7 Health and Safety Update

There were no updates or matters of concern to report.

5.4.8 Annual Assurance Statement

The Annual Assurance Statement was submitted on time, no feedback has been received from the Regulator.

5.4.9 Use of Seal

The seal has not been used since the last meeting.

5.4.10 Shareholder Application

Members approved the following new Shareholder:

Information redacted for confidentiality purposes.

5.4.11 Other Governance Matters

Scottish Housing Regulator's recent Letter to RSLs regarding Fraud

The Director of Corporate Services presented the report from the SHR as detailed in paragraph 14.1 of the report.

Scottish Housing Regulator's Statement with regards to Equality

The Director of Corporate Services presented the report from the SHR as detailed in paragraph 14.4 of the report. She drew Members attention to Sections 9 and 10 of the Regulator's Equality Statement at Appendix 1 of the report and advised that we will have to gather data on all 9 protected characteristics and demonstrate how we use the information to shape our decisions.

Discussion points:

Question: In regards to scrutiny, Member 7 asked what type of things other Housing Associations are doing to address this.

Reply: The Director of Corporate Services replied that Tollcross Housing Association was quite successful in tenant scrutiny however they have allocated a large budget for this purpose.

The Director of Corporate Services advised that we're carrying out tenant satisfaction surveys this year. The CEO commented that tenants seemed to engage more if they are not happy with the service provided.

Member 7 suggested using the Rent Increase consultation to encourage membership of the Tenant Service Improvement Group. The CEO responded that we will look in to this.

Action notes: Members approved new Shareholder.

For redaction: 5.4.3 / 5.4.10

5.6 Monthly Property Services Report

The CEO presented the Property Services report, taking members in detail through the content of the report highlighting the following points:

5.6.1 Tenant and Resident Safety

The CEO advised that the new template for reporting on all aspects of tenant and resident safety has been updated to include January 2020 and was attached as Appendix 1 to the report. The template provides the Committee with the assurance that we are compliant with tenant/resident safety.

5.6.2 Compliance

The CEO notified Members that Property Services will provide the Operations Sub Committee with a compliance template designed to provide details of performance against departmental targets and some ARC indicators on a quarterly basis.

Discussion points: N/A

Action notes: There are no recommendations or approval required.

For redaction:

5.7 Monthly Policy Review Report

The Director of Corporate Services presented the monthly policy review report and updated members on the following policies contained within Appendix 1 to 5 of the report:

- Decant Policy
- Rent Setting Policy
- Decoration and Allowance Policy
- Unacceptable Behaviour Policy

- Serious Complaint Against the CEO Policy

The Director of Corporate Services explained the policies with amendments for approval included the Complaints Policy which has a small amendment to how stage 2 complaints are managed as detailed in the report and the Consent of Disposal Policy which has changes to the front cover as also detailed in the report.

The Director of Corporate Services advised the Decant Policy has been updated to include information in regards to adhering to Equality legislation whilst adhering to the policy. The Rent Setting Policy has been reviewed to incorporate the new policy layout and current consultation requirements.

The Decoration and Allowance Policy has been changed to include the new template and references to new legislation, aims and objectives. However, there is no change to any suggested payment rates for compensation or decorative allowances.

The Director of Corporate Services explained that 2 new policies were being introduced. The Unacceptable Behaviour Policy compliments our Complaints Handling Policy and states how we will deal with unacceptable behaviour when handling complaints. The Managing a Serious Complaint against the Chief Executive outlines how we will manage the complaint

Discussion points: N/A

Action notes:

Following discussion, Members approved all amended and new policies presented.

For redaction: N/A

5.8 Update of Standing Orders

The Director of Corporate Services presented the Update of Standing Orders Report explaining to Members that since the last review in August 2019 there has been a change in Chair and a staffing review. The Standing Orders list of Authorised Signatories required amending to reflect these changes.

Discussion points: N/A

Action notes:

Following discussion, Members approved the Update of Standing Orders.

For redaction: N/A

5.9 Appointment of Pension Advisor

Information redacted for confidentiality purposes.

Discussion points:

Staff was asked to leave the meeting to allow Management Committee to confidentially discuss the proposal.

Action notes:

Following robust discussion, Members approved the appointment of Chiene & Tait.

For redaction: 5.9

At this point the Chair noted the time was approaching 8pm and asked Members if they wished to continue with the other items on the agenda or reconvene at another time. Members unanimously voted to continue the meeting.

6.0 Reports for Discussion

6.1 Financial Management Report to 31 December 2019

The Head of Finance & IT presented the Financial Management Report for the 9 months period to the end of December 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)

Of particular note is the Statement of Comprehensive Income shows that while the Association budgeted for

Information redacted for confidentiality purposes.

Discussion points:

Question: Information redacted for confidentiality purposes.

Reply: Information redacted for confidentiality purposes..

Action notes:

Following discussion, members noted the monthly update on the financial management of the business to 31 December 2019.

For redaction:

7.0 Any Other Competent Business

7.1 Group Risk Register

The Director of Corporate Services presented the Group Risk Register and asked Members to familiarise themselves with the contents of the Register before the Risk Identification workshop on 5 March 2020.

7.2 CGAP – Representation

The CEO advised that CGAP wanted to create a working group to focus on the Lyceum and asked Members to let her know if any wished to participate in the Working Group.

7.3 Govan Weavers Society – Annual Burns Supper

The CEO informed Members that the Govan Weavers Society were holding their annual Burns Supper on Friday 21 February 2020 in the Pearce Institute and asked Members if they wished to attend. No Member volunteered.

Discussion points:

Action notes:
Members asked to advise the CEO if they wish to participate in CGAP Working Group.

For redaction: N/A

8.0 Date of Next Meeting

8.1 The date of the next Management Committee meeting is Thursday 27 February 2020 at 6.00pm.

CHAIRPERSON'S SIGNATURE:|

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