



## **Minute of Management Committee Meeting held on Thursday 30 July 2020 at 6pm**

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

**IN ATTENDANCE:** Ms F McTaggart, Chief Executive  
Ms C Quinn, Director of Corporate Services - Secretary  
Mr R Dulin, Head of Finance  
Ms M McColl, Assurance & Compliance Manager  
Ms N Salmon, Corporate Services Officer

### **1.0 Apologies**

- 1.1 The Chair advised that apologies had been received from Mr Z Khan. Redacted for confidentiality purposes Ms A Connelly experienced technical difficulties and joined the meeting during agenda item 5.8.
- 1.2 The Chair asked Members to confirm that they were all in a secure space to which all Members agreed.

### **2.0 Declarations of Interest, Gifts and Hospitality**

- 2.1 Mr C Quigley declared that he was a Director of the HOME Team Board. The CEO declared that she was also a Director of the HOME Team Board and CEO of the Group. She would report on matters related to the HOME Team however would not vote on any decisions.
- 2.2 There were no declarations of gifts and hospitality.

### **3.0 Declaration of Receipt and Understanding**

Members confirmed receipt and understanding of their papers.

### **4.0 Minutes for Approval**

Date of Management Committee –30 July 2020 – for approval

- 4.1 Minutes of the Management Committee Meeting 27 February 2020
  - 4.1.1 The minutes of the Management Committee meeting held on 27 February 2020 were approved by Mr T McArthur and seconded by Mr W Pritchard as a true reflection of the meeting.
- 4.2 Minutes of the Special Management Committee Meeting 8 May 2020
  - 4.2.1 The minutes of the Special Management Committee meeting held on 8 May 2020 were approved by Mr C Quigley and seconded by Mr W Pritchard as a true reflection of the meeting.
- 4.3 Minutes of the Management Committee Meeting 28 May 2020
  - 4.3.1 The minutes of the Management Committee meeting held on 28 May 2020 were approved by Ms C Quigley and seconded by Ms A Martin as a true reflection of the meeting.
- 4.4 Matters Arising
  - 4.4.1 There were no matters arising.
- 4.5 Draft Minutes of the HOME Team Board Meeting 28 May 2020
  - 4.5.1 The Chair advised that the Draft Minutes of the HOME Team Board meeting held on 28 May 2020 have been presented for information only.

**Discussion points:**  
N/A

**Action notes:**  
None

**For redaction: N/A**

## 5.0 Reports for Decision/Approval

- 5.1 COVID-19 Risk Assessment Advisory Note and Risk Register
  - 5.1.1 The CEO presented the COVID-19 Risk Assessment Advisory Note and Risk Register and explained to Members that the report was now outdated due to the rescheduled meeting taking place a month after the report was written and the COVID-19 situation being extremely fluid.
  - 5.1.2 The CEO proposed that this would be the last report dedicated to COVID-19 as the risk has been reduced. The Association was working in line with the “new normal” guidelines and in accordance with health and safety measures introduced in light of the COVID-19 pandemic. The CEO suggested that she present a CEO update report moving forward and Members agreed with this proposal.

- 5.1.3 The CEO took Members in detail through the report and noted that the Chair of the HOME Team Board has asked the CEO to draft a letter of thanks to HOME Team staff who has volunteered during the lockdown.
- 5.1.4 In relation to income, the CEO verbally updated Members with the figures up to the end of June 2020 and advised that arrears from lockdown up to the end of June have increased by Redacted for confidentiality purposes which is considerable less than anticipated. The CEO praised the work undertaken by the Financial Inclusion Team in ensuring that tenants received all the benefits they are entitled to.
- 5.1.5 In regards to voids, the Association has let 6 temporary furnished flats to Glasgow City Council and completed 9 main stream lets. There are currently 40 voids returned from the HOME Team for let and the CEO advised that socially distanced letting was taking place using the HUB as the Association's offices were not yet open to the public.
- 5.1.6 The CEO advised that from 1 August 2020, there will be no staff left on furlough. The staff has been split into 2 opposite groups spending part of their time between working in the office and part of their time working at home, alternating with the other group. This was necessary in case any member of staff contracted COVID-19 and the track and trace resulted in one whole team self isolating then the Association can still deliver a front line services using the alternate team.
- 5.1.7 Redacted for confidentiality purposes 5.1.8 The CEO closed the report by advising Members it was business as usual for the Association unless there is a second wave of COVID-19.

**Discussion points:**

**Question:** In relation to voids, Member 2 asked what was the approximate timescale to let the properties.

**Response:** The CEO replied that letting properties was taking longer due to social distancing requirements regarding processes. The CEO noted that there has been the same number of voids as previous years despite the lockdown. The CEO advised the Management Committee will in future receive quarterly performance reports.

**Question:** In relation to voids, Member 11 asked to what standard were voids being returned for let.

**Response:** The CEO advised that if any void property was included in the planned maintenance programme, this work was being carried out prior to the voids being returned to the Association for let. However, if a void property was not included in the planned maintenance programme then it would depend on the condition of the property as to whether kitchens and bathrooms would be replaced. The CEO informed Members that the whole investment programme will be tabled at the Special Management Committee on 13 August 2020.

**Action notes:**

Following discussion, Members noted the content of the report.

**For redaction: 5.1.7****5.2 Outsourcing of the Data Protection Officer Role**

- 5.2.1 The Assurance & Compliance Manager advised that the purpose of the report was to ask for Management Committee approval to outsource the Data Protection Officer role.
- 5.2.2 The Assurance & Compliance Manager informed Members that the Association has just completed an internal audit of GDPR (general data protection regulations) with BDO and this has highlighted that in several areas the Association will need additional resources to meet regulation requirements.
- 5.2.3 The Assurance & Compliance Manager advised that the report explained the rationale relating to the need to outsource the role and the content and layout of the report has been written in such a way as to answer most questions that Committee would likely have concerning the role.

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted the content of the report and approved the outsourcing of the Data Protection Officer role.

**For redaction:****5.3 Insurance Renewal Report**

- 5.3.1 The Assurance & Compliance Manager advised that the Association was due to renew the insurance tender having exhausted previously agreed extension periods.
- 5.3.2 The Assurance & Compliance Manager informed Members that the current insurance broker has advised that the market is unstable to go to tender and the Association would not receive enough completed tender returns to demonstrate value for money.
- 5.3.3 The Assurance & Compliance Manager advised that the report was seeking permission to extend the current contract with Zurich Municipal for a further 12 months.

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted the content of the report and approved the 12 months extension to the current insurance contract.

**For redaction:**

#### 5.4 Monthly Governance Report

5.4.1 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.

#### 5.4.2 Notifiable Events

The Director of Corporate Services advised that there are several live notifiable events that the Association currently has under review by the Regulator and promptly respond to all information requests from them.

#### 5.4.3 Complaints

There are no complaints currently under investigation by the SPSO.

#### 5.4.4 Management Committee Membership – Recruitment

Recruitment of additional Members has been placed on hold until after the COVID-19 crisis. Stephen McLauchlan, who has met with the Chair and the CEO, was due to attend a meeting with the possibility of being co-opted. Stephen will now attend a meeting in the future once face to face meetings resume.

#### 5.4.5 Management Committee Training

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

#### 5.4.6 Management Committee Appraisals

The annual Committee appraisals, which result in a training needs analysis has previously been outsourced. Due to lockdown restrictions, options using in-house resources were discussed and Members agreed that the Chair and Vice Chair will carry out the annual appraisals. The Director of Corporate Services advised that Corporate Services will liaise with the Chair to arrange the appraisals and send out forms for completion.

#### 5.4.7 Management Committee Attendance

The attendance for the Management Committee meeting held on 28 May 2020 was 46.2% against a target of 80%.

#### 5.4.8 Tenant Services Improvement Group – Update

The meetings of this group have been placed on hold until after the COVID-19 crisis.

#### 5.4.9 Health and Safety Update

The Association is continuing using the services of David Purdon CMIOSH, Health & Safety Consultant, Ross International Safety Company to ensure our ongoing legal compliance.

#### 5.4.10 Annual Assurance Statement

Evidence to support our Assurance Statement assessment is continuing to be gathered and Members will be provided with additional information prior to the end of October 2020's Committee's meeting.

#### 5.4.11 Use of Seal

The seal has not been used since the last meeting.

#### 5.4.12 Shareholder Application

There have been no new shareholder applications since the last meeting.

#### 5.4.13 Other Governance Matters

##### Govan HOME Team Board membership – retrospective approval

Redacted for confidentiality purposes

##### OSCAR – Scottish Charity Regulator

OSCAR has published its business plan and the link and highlights of the plan are contained within the report.

##### Business Planning Day

The business planning event will now take place on Thursday 13 August 2020 and will go through the investment programme.

##### **Discussion points:**

N/A

##### **Action notes:**

Following discussion, Members noted the content of the report and agreed a) annual appraisals to be completed by the Chair and Vice Chair.

Redacted for confidentiality purposes **For redaction: 5.4.13**

#### 5.5 Monthly Policy Report

5.5.1 The Assurance & Compliance Manager informed Members that there were no new policies for approval.

- 5.5.2 The Assurance & Compliance Manager advised that the Allocations policy has been amended due to recommendations from the internal audit of allocations and went through the changes in detail as noted in the report.

**Discussion points:**

**Question:** Member 12 asked if the Association carry out credit checks on any new applicant.

**Response:** The Assurance & Compliance Manager advised that the Association does not have the legal authority under Social Housing legislation to carry out credit checks.

**Action notes:**

Following discussion, Members noted the content of the report and approved amendments to the Allocations Policy.

**For redaction: N/A**

## 5.6 Monthly Housing Management Report

- 5.6.1 The CEO advised that the Association was looking for approval to write off former tenants bad debts and credits as detailed in section 3.4 to 3.7 of the report and highlighted the figures relating to each write off area.

- 5.6.2 The CEO explained that the Association has done everything possible to find former tenants that have left with a credit and when all avenues have been exhausted the Association is left with no option other than to write off the credit from our accounts.

**Discussion points: N/A**

**Action notes:**

Following discussion, Members noted the content of the report and approved the former tenant bad debt and credit write offs.

**For redaction: N/A**

## 5.7 Property Services Report

- 5.7.1 The CEO presented the monthly Property Services report and noted that tenant and resident safety report was included at Appendix 1. This information is required in support of the Assurance Statement.

- 5.7.2 The CEO advised that the report includes contract agreement information, including value for money comparisons and start dates for HOME Team contracts that were delayed as part of the COVID-19 lockdown.

- 5.7.3 The CEO informed Members that all contracts detailed in the report for the HOME Team are minor works contracts and have been signed by both the Chair of the Management Committee and the Chair of Govan HOME Team Board.

**Discussion points:** N/A

**Action notes:**

Following discussion, Members noted and approved the content of the report.

**For redaction:** N/A

5.8 Govan HA Budgets 2020-21

5.8.1 The Head of Finance & IT advised that the budgets have been formed from the 5 year projections that were presented to Committee in April and May 2020 and have been reviewed in light of the COVID-19 situation and impact.

5.8.2 The Head of Finance & IT explained that most of the information in the budget is similar to that already reported during the 5 years projections. However, due to the extension of the lockdown period, several contracts were delayed and this has been a key area of the budget that has been affected along with arrears.

5.8.3 The Head of Finance & IT drew Members attention to section 4.4 of the report and highlighted in detail the factors that have impacted arrears.

5.8.4 The Head of Finance & IT then turned Members attention to section 4.5 of the report and noted that section 4.5.1 to 4.5.12 provides details of the current situation relating to each HOME Team contract.

5.8.5 The Head of Finance & IT informed Members that the table at 4.5.13 provided information relating to the projected income for the HOME Team over the next 5 years and advised that the HOME Team budget was being monitored on a monthly basis due to the COVID-19 situation. It was anticipated that in the next couple of months the HOME Team will return to the level of income that was previously projected and Members will be kept informed through the monthly management accounts.

5.8.6 The Head of Finance & IT advised that overheads have not been greatly affected and took Members through section 5.7 of the report which breaks down the overhead budget in depth.

5.8.7 The Head of Finance & IT noted that salary costs will be less than expected due to furlough payments.

5.8.8 The Head of Finance & IT stated that an additional change to the budget has been identified in the time between the creation of the budget report and today's Management Committee meeting. The Head of Finance & IT advised



that an additional Redacted for confidentiality purposes was required in the planned maintenance budget for 2020/21 to allow stair lighting in 18 closes to be improved so that they meet the standards required for Glasgow City Council to take over running them.

**Discussion points:**

**Question:** Member 1 asked for clarification around £1k from the Government for staff that have been kept on after furlough.

**Response:** The Head of Finance & IT replied that it was being introduced in January 2021 and both the Association and Govan HOME Team will be claiming payment. The CEO advised this will result in additional income of approximately Redacted for confidentiality purposes for the Association.

**Action notes:**

Following discussion, Members noted the content of the report and approved the Govan HA budget 2020/21 and the additional Redacted for confidentiality purposes required for stair lighting in 18 closes.

**For redaction: 5.8.8**

## 5.9 HOME Team 5 Year Budgets

5.9.1 The Head of Finance & IT informed Members that much of the information was similar to what has been presented to Committee in previous reports.

5.9.2 The Head of Finance & IT drew Members attention to section 4.3.13 of the report explaining that it represented HOME Team income over 5 years and also the year that additional contracts such as gas servicing were due to commence. The Head of Finance & IT then went through each contract in depth.

5.9.3 The Head of Finance & IT noted that the HOME Team was projected to have a good level of profit over the 5 year period.

5.9.4 The Head of Finance & IT confirmed that the HOME Team are on track to Redacted for confidentiality purposes

5.9.5 The Head of Finance & IT noted that salary costs will be less than expected due to furlough payments from the Government and suspension of recruitment as detailed in section 4.5 of the report.

5.9.6 In relation to overhead costs, the Head of Finance & IT informed Members that the figures are not changing significantly from the previous year. However, the implementation of the Big Change remote working system will impact costs along with several other areas as detailed in section 4.6 of the report.

5.9.7 In regards to direct maintenance costs, the Head of Finance & IT advised that the costs were expected to reduce mainly due to a reduction in material costs as detailed in section 4.7 of the report.

5.9.8 Redacted for confidentiality purposes

Date of Management Committee –30 July 2020 – for approval

5.9.9 The Head of Finance & IT stated that during the time between the creation of the budget report and today's Management Committee meeting, a final quote has been received for the smoke detectors cost. The costs for the materials has increased by Redacted for confidentiality purposes However, the contractor being used remains the most cost effective.

**Discussion points:**

**Question:** Redacted for confidentiality purposes

**Action notes:**

Following discussion, Members noted the content of the report and approved the HOME Team 5 year budgets and the addition Redacted for confidentiality purposes in material costs to support the smoke detectors contract.

**For redaction: 5.9.4 / 5.9.8 / 5.9.9 / discussion points**

5.10 Annual Loan Portfolio Return

5.10.1 The Head of Finance & IT advised that the information contained in the report has already been reported to Committee in May 2020 as part of the Treasury Management report and went on to say that on an annual basis the Association is required to submit the loan portfolio return to the Regulator.

5.10.2 The annual loan portfolio is used by the Regulator as a tool to ensure that the Association is a financially viable organisation.

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted and approved the content of the report and approved the submission of the return to the Regulator

**For redaction: N/A**

5.11 Redacted for confidentiality purposes

5.11.1 Redacted for confidentiality purposes.

5.11.2 Redacted for confidentiality purposes

5.11.3 Redacted for confidentiality purposes

5.11.4 Redacted for confidentiality purposes

5.11.5 Redacted for confidentiality purposes

**Discussion points:**

N/A

**Action notes:**

Following detailed discussion, Members noted and approved the content of the report and the continuing use of T C Young.

**For redaction: 5.11.1 - 5.11.5**

## 6.0 Reports for Discussion/Information

### 6.1 Redacted for confidentiality purposes

**Discussion points:**

N/A

**Action notes:**

Following detailed discussion, Members noted the content of the report and agreed that it was a genuine mistake.

**For redaction: 6**

### 6.2 Annual Disposal of Assets 2019-20

6.2.1 The Head of Finance & IT advised that the purpose of the report was to inform the Committee of all Assets that have been disposed of during the 2019-20 financial year in accordance with financial regulations and operating procedures.

6.2.2 The Head of Finance & IT drew Members attention to section 4 of the report which details the Assets that were disposed of during financial year 2019/20.

**Discussion points:**

N/A

**Action notes:**

Following detailed discussion, Members noted the content of the report .

**For redaction: N/A**

## 7.0 Any Other Competent Business

### 7.1 Big Change Parent Company Guarantee

7.1.1 The CEO advised that the HOME Team has been given approval by the HOME Team Board to introduce a remote working system that will provide a more efficient and effective way to fulfil their contracts, as noted in section 4 of the report.

7.1.2 Redacted for confidentiality purposes

7.1.3 The CEO noted that the cost of the system to the HOME Team was Redacted for confidentiality purposes

**Discussion points:**

N/A

**Action notes:**

Following detailed discussion, Members noted and approved the content of the report. Member 1 declared an interest and did not take part in the vote to approve the parent guarantee request.

**For redaction: 7.1.2 / 7.1.3**

*At this point in the meeting the Director of Corporate Services noted that it was nearing 8pm and sought Members permission to amend the standing orders and extend the meeting past the allocated 2 hours if required. Members unanimously agreed.*

**7.2 AGM 2020 Options**

- 7.2.1 The Director of Corporate Services presented options regarding holding the AGM in the current COVID-19 climate.
- 7.2.2 The Director of Corporate Services advised that the Corporate Insolvency and Governance Act was approved on 25 June 2020 and allows for the provision of a virtual AGM by 30 September 2020. The Act overrides anything that the Association's rules state.
- 7.2.3 The Director of Corporate Services advised that no physical attendance was necessary.
- 7.2.4 The Director of Corporate Services stated that the Association can also offer postal and proxy voting and went through the options recommended by the SFHA.
- 7.2.5 The Director of Corporate Services informed Members that the SFHA has advised that RSL's ask for postal votes in advance. Shareholders can ask some questions in advance of the AGM and they will be answered at the AGM or shortly after it. The SFHA has provided all the necessary template letters for RSL's to hold virtual AGM's.
- 7.2.6 The Director of Corporate Services summarised that Members can choose to hold a virtual AGM inviting all Shareholders. Only those presenting at the AGM i.e. Chair, External Auditor and any other deemed necessary would be allowed to speak, all other participants would only be allowed to vote.
- 7.2.7 The Director of Corporate Services advised that the other option – promoted by SFHA – involves the quorum being present, in the Association's case this would be Management Committee and then asking all other Shareholders to vote by post. The Director of Corporate Services emphasised that the legislation stipulates this year's AGM must take place virtually.
- 7.2.8 The Director of Corporate Services stated that the AGM will take place on or shortly after 17 September 2020 and information will be sent to Shareholders next week detailing arrangements for the AGM.

**Discussion points:**

Members discussed the options presented for this year's AGM.

**Action notes:**  
Following detailed discussion, Members unanimously voted to adopt the option promoted by SFHA as detailed in section 7.2.7.

**For redaction: N/A**

7.3 Code of Conduct Allocation

7.3.1

**Discussion points:**  
N/A

**Action notes:**  
Following discussion, Members noted the report and approved the allocation.

**For redaction: 7.3.1 / 7.3.2**

7.4 Redacted for confidentiality purposes

7.7 The CEO advised Members that August 2020 will be a busy month for Management Committee meetings and proposed holding them – socially distancing – in the HOME Team conference room. The Committee unanimously agreed.

**8.0 Date of Next Meeting**

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

CHAIRPERSON'S SIGNATURE:|



.....