



**Minute of Management Committee Meeting
held on Thursday 9th April 2020 at 3:00pm**

PRESENT: Mr C Quigley, Chair
Mr G Maguire, Vice Chair
Ms A Martin, Member
Mrs A Connelly, Member
Mr G Bernstein, Member
Mr S Kalonji, Member
Mr Z Khan, Member
Mr T McArthur, Co-optee
Mr W Pritchard, Co-optee

IN ATTENDANCE: Ms F McTaggart, Chief Executive
Ms C Quinn, Director of Corporate Services
Mr T Macleod, Head of Property Services

The Chair opened the meeting by expressing his sincere thanks to the staff for going above and beyond to ensure that key services are delivered and tenants are supported. The Chair recognised that these are difficult times that bring out the best and sometimes the worst in people. The Chair stated that the approach adopted by the organisation makes him proud to be part of the Govan group.

1.0 Apologies

The Chair advised that Miss G Hay, Mr S Simpson and Ms D McKenzie had submitted apologies for the meeting. Ms K Russell, Co-optee was not at the meeting. It transpired after the meeting that Ms Russell had IT problems connecting to 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.

At this point in the meeting approval was sought to bring agenda item number 5.6 forward to allow the Head of Property Services to join in the discussion. However, due to IT problems, the Head of Property Services was unable to joint in at this point. The Chair then decided to carry on with the Agenda as normal.

4.0 Minutes for Approval

4.1

Redacted for confidentiality purposes.

Matters Arising

Rathlin Street Roof – Litigation

Redacted for confidentiality purposes.

Wider Role Strategic Review Report

4.6 This is currently on hold due to COVID 19. Alternative methods of engaging in this review are being considered – such as Skype, Zoom, etc. The Management Committee will be updated when this review commences.

Rent Increase

4.7 The CEO confirmed that tenants have been advised that the rent increase has been postponed until July 2020, as previously approved by the Chair and Vice Chair.

Jim Stephen House

4.8 Changes to service delivery are on hold at the moment due to COVID 19. The Living Well service has not commenced. There is a reduced Loretto service but an on-site cook is in place to provide meals. A cleaning service is also in place. The Association can provide extra food during the crisis if required.

Cladding Golspie Street

4.9 Redacted for confidentiality purposes.

Management Committee Training

4.10 The CEO stated that SHARE is looking to provide training via electronic means (Zoom, etc.). Members will be advised of on-line training from SHARE once it is available.

Redacted for confidentiality purposes.

Discussion points: N/A

Action notes:

Wider Role Strategic review – Committee to be updated on progress.
Minutes of previous meeting require amendments and will be approved at next meeting.

For redaction: 4.1 / 4.2 / 4.3 / 4.4 / 4.5 / 4.9 / 4.11

5.0 Reports for Decision/Approval

5.1 COVID 19 - Update

- 5.1.1 The CEO gave a detailed update on the approach taken by the Group with regards to managing the COVID 19 crisis and business continuity. The CEO stated that the situation was changing daily and close monitoring was being undertaken by the Executive Management Team on Government advice and advice from other sources such as EVH, NHS, Regulator, solicitors, etc.
- 5.1.2 The CEO advised that on average there are four to five members of staff in the office who are volunteering to delivery food parcels to tenants. This activity has been fully risk assessed and staff have been rigorously advised of the safety requirements.
- 5.1.3 Member No.7 asked what safety equipment had been issued to staff. The CEO confirmed - gloves, masks, individual hand sanitisers and instructions to stay two meters away from others.
- 5.1.4 Member No.7 asked if the organisation had enough masks. The CEO confirmed we had enough at the moment but an order had been placed for more.
- 5.1.5 Member No. 4 asked if staff that are assisting in the delivery of food have had adequate safety advice. The CEO reconfirmed that the relevant staff had been made fully aware of the risks and the associated controls, including the Government's requirement for social distancing. The CEO further confirmed that staff are being rotated where possible to minimise the amount of time they are outside and potentially coming into contact with others.
- 5.1.6 The CEO gave Members details of the staff who had been furloughed, to date. Details were also given of the Home Team staff that were still working, including the plumber who can complete CP12 gas checks, per our legal requirement.

- 5.1.7 The CEO stated that this crisis situation was being reviewed weekly to ensure that the correct staff are furloughed and to identify any other staff that might be considered for this initiative – to enable ongoing business continuity.
- 5.1.8 Member No.11 inquired about the status of our contract with Frews, given that they had stated that they were not continuing to deliver a gas safety check service.
- 5.1.9 The CEO stated that Frews provide gas safety services to 55 RSLs – therefore a significant number of RSLs are in the same position as us. Sector representatives are taking this matter up with Frews on behalf of member RSLs.
- 5.1.10 Member No.7 stated that we should not expect a contractor to go into our tenants homes, when our organisation and the Home Team have closed our offices. Member No.7 stated that it would appear we are holding one company (contractor) to one standard and ourselves to another.
- 5.1.11 The CEO stated that we are still carrying out a frontline service and we have a legal requirement to carry out gas safety checks - we are definitely not using different standards, we are closely following Government guidelines.
- 5.1.12 It came to light during the meeting that Frews had now agreed to undertake gas safety checks and to issue CP12s, at the 12 month date since the last safety check. The Head of Property Services had received communication from Frews confirming this.
- 5.1.13 The CEO confirmed that EMT and staff meetings are still taking place using electronic means of communication.
- 5.1.14 The CEO advised that the Association had been contacted by Scottish Housing News to make a statement on the food provision and other services we are providing. The CEO stated that the organisation had declined to comment as we did not want to be seen to be dictating to other RSLs what they should be doing. Each RSL has to decide what course of action is best for them.
- 5.1.15 Member No 7. advised that the SFHA has picked up on the Association's food delivery and published an article.
- 5.1.16 The CEO stated that a 'COVID19 Newsletter' would shortly be sent to tenants. This newsletter will detail all the current services on offer, as well as key contact number and details of support organisations.
- 5.1.17 Member No. 7 asked how the Association's services have changed.
- 5.1.18 The CEO stated that there is a strong emphasis on supporting tenants and ensuring they are safe. Staff are still talking to tenants about paying rent, but

with a focus on ensuring tenants are receiving all benefits due. This has resulted in an extra workload for the Financial Inclusion Team.

5.1.19 The CEO went on to advise that staff are continuing to help the Salvation Army and GYIP with food delivery. GYIP are delivering up to 100 meals per day to young people. The Salvation Army's soup vans are delivery soup, filled rolls and baked potatoes to residents. The food is being prepared by the Hilton Hotel, for the Salvation Army to distribute. The Association has donated £1,000 to the Salvation Army to pay for the food – the Association is looking at other financial sources to pay for the food such as grants, etc.

5.1.20 Member No. 5 asked if the food was only for the Association's tenants.

5.1.21 The CEO confirmed that it was for all residents, not just Association tenants. GP practices and schools are referring residents.

5.1.22 The CEO stated that the Association is closely monitoring our financial health. We are monitoring rental income, costs and loan covenants. The Committee receives monthly accounts so are kept well informed of the Association's financial status.

5.1.23 Member No. 7 stated that a potential risk could be that tenants know they are not going to get evicted during this crisis and may choose not to pay their rent – either because they have other costs pressures or wish to spend their money elsewhere.

5.1.24 The CEO restated that rent payment is being closely monitored. If tenants who normally pay stop payment, they are being contacted to confirm the reason why and given advice regarding benefits they may be due.

5.1.25
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5.1.26
Redacted for confidentiality purposes.

5.1.37 The CEO restated the request for permission to pay the Home Team's invoice for this month, with the agreement to revisit the situation next month. Approval was given for this month's payment to the Govan HOME Team to be made.

5.1.38 The CEO also asked for permission to furlough Association staff when it is deemed necessary. The CEO advised that staff who are working from home are being closely monitored – Daily Work Logs must be completed by each member of staff, with line management oversight and approval. However operationally a time may be reached when certain staff have fulfilled all the tasks they can complete at home and will required to be furloughed. Approval was given.

Discussion points:

Question: Member No.7 asked what safety equipment had been issued to staff.

Response: The CEO confirmed - gloves, masks, individual hand sanitisers and instructions to stay two meters away from others

Question: Member No.7 asked if the organisation had enough masks.

Response: The CEO confirmed we had enough at the moment but an order had been placed for more.

Question: Member No. 4 asked if staff that are assisting in the delivery of food have had adequate safety advice.

Response: The CEO reconfirmed that the relevant staff had been made fully aware of the risks and the associated controls, including the Government's requirement for social distancing.

Question: Member No.11 inquired about the status of our contract with Frews, given that they had stated that they were not continuing to deliver a gas safety check service.

Response: The CEO stated that Frews provide gas safety services to 55 RSLs – therefore a significant number of RSLs are in the same position as us.

Question: Member No. 7 asked how the Association's services have change

Response: The CEO stated that there is a strong emphasis on supporting tenants and ensuring they are safe. Staff are still talking to tenants about paying rent, but with a focus on ensuring tenants are receiving all benefits due. This has resulted in an extra workload for the Financial Inclusion Team.

Question: Member No. 5 asked if the food was only for the Association's tenants

Response: The CEO confirmed that it was for all residents, not just Association tenants. GP practices and schools are referring residents.

QuestionRedacted for confidentiality purposes.

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For redaction:

5.1.25 – 36 Redacted for confidentiality purposes

5.2 Update on Rathlin Street Roof – legal update
Redacted for confidentiality purposes

Discussion points:

Question:

Redacted for confidentiality purposes

Action notes:

Redacted for confidentiality purposes

For redaction:

5.2.1 – 5.2.5 Redacted for confidentiality purposes

5.3 Five Year Budgets

- 5.3.1 The CEO stated that this was the third time this budget had been presented. The Planned Maintenance costs had been set following review of the results of the stock condition survey. There was nothing new to report.

Discussion points: N/A

Action notes: N/A

For redaction: N/A

5.4 Monthly Policy Review

- 5.4.1 The Director of Corporate Services presented two policies for approval – the ‘Factoring Policy’ and the ‘Group Incident Management & Business Continuity Policy’.
- 5.4.2 The Director of Corporate Services advised members that these were not new policies – they were existing policies that had been reviewed and updated where appropriate.
- 5.4.3 The Director of Corporate Services sought approval for the revised two policies. Approval was given.

Discussion points: N/A

Action notes: The Director of Corporate Services sought approval for the revised two policies. Approval was given.

For redaction: N/A

5.5 Housing Services Report

- 5.5.1 The CEO spoke about the contents of the report and in particular sought permission to write off the former tenant arrears listed in the report. Permission was given.
- 5.5.2 The CEO advised that staff are focussing on those accounts in credit to seek to reduce these.

Discussion points: N/A

Action notes: Write off former tenant arrears listed in the report permission was approved

For redaction: N/A

5.6 Property Services Report

5.6.1 The CEO stated that the report was self explanatory. The Attachment was the monthly resident safety report. There were no issues or matters to be highlighted (over and above those being experienced by COVID 19).

5.6.2 Member No. 4 asked if the CEO knew the status of the Water Row projected. The CEO stated that the development would be on hold for the moment.

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5.6.3 Member No. 4 asked if there will be grants made available to help RSLs mitigate against the impact of a decrease in rental income. The CEO advised that sector representatives (SFHA, etc.) are lobbying the Government on behalf of RSLs to see what financial help could be given.

5.6.4 Member No. 11 asked if grants would be available for the Govan HOME Team. The Director of Corporate Services explained that available grants have been fully researched and the Home Team's turnover excludes them from being eligible. Grants are being applied for help towards the food provision, but there are no grants to support the HOME Team's income. The CEO reiterated that the financial health of both the Association and the HOME Team is reviewed daily.

Discussion points:

Question:

Redacted for confidentiality purposes.

Question: Member No. 4 asked if there will be grants made available to help RSLs mitigate against the impact of a decrease in rental income.

Response: The CEO advised that sector representatives (SFHA, etc.) are lobbying the Government on behalf of RSLs to see what financial help could be given.

Question: Member No. 11 asked if grants would be available for the Govan HOME Team.

Response: The Director of Corporate Services explained that available grants have been fully researched and the Home Team's turnover excludes them from being eligible. Grants are being applied for to help towards the food provision, but there are no grants to support the HOME Team's income. The

CEO reiterated that the financial health of both the Association and the HOME Team is reviewed daily.

Action notes: N/A

For redaction: N/A

6.0 Reports for Discussion / Information

6.1 Monthly Governance Report

6.1.1 The Director of Corporate Services presented the monthly governance report. The Director of Corporate Services stated that the new potential Committee member who was due to attend this meeting would be invited when face to face meetings resumed.

6.1.2 The Director of Corporate Services stated that Committee training has been suspended due to COVID 19. Members were advised that SHARE is proposing to deliver on-line training. Members would be advised as soon as the detail of the SHARE training was available.

6.1.3 The Director of Corporate Services made reference to the Regulator's report on the outcome of the Regulator's assessment of the sectors' approach to the Annual Assurance Statement. The lessons learnt were brought to members' attention and they were advised that this report has been considered by staff to ensure we are following sector best practice.

6.1.4 Members were advised that the Regulator had issued a COVID 19 letter. In this letter the Regulator states that the dates for the annual returns (ARC, 5-year budgets) have been delayed to allow RSLs more time to pull them together, given the current crisis.

6.1.5 The Director of Corporate Services brought the members' attention to the Regulator's 'Strategic Asset Management Recommended Practice Review' and advised members that once the current crisis is over, the Association will review its approach against the Regulator's recommended practice.

Discussion points: N/A

Action notes: N/A

For redaction: N/A

6.2 Procurement Update Report

- 6.2.1 The Director of Corporate Services presented the Procurement Update Report. This report was self explanatory and required no further verbal update.

Discussion points: N/A

Action notes: N/A

For redaction: N/A

6.3 Financial Management Report to February 2020

- 6.3.1 The CEO advised that the report does not highlight any issues or concerns. The CEO stated that by next month the Association should have a clearer picture of the impact of COVID 19. No issues or concerns were raised by Members.

Discussion points: N/A

Action notes: N/A

For redaction: N/A

7.0 Any other competent business

7.1

Redacted for confidentiality purposes

- 7.2 The CEO took the opportunity to thank the Committee for their ongoing support during this difficult time.

- 7.3 The Chair thanked the CEO on behalf of the Committee.

For redaction: 7.1 Redacted for confidentiality purposes

8.0 Date of next meeting

8.1 The Chair confirmed that the next Management Committee meeting is scheduled to be held on Thursday 30th April 2020 at 6 pm.

A handwritten signature in cursive script that reads "Colin Bringley".

CHAIRPERSON'S SIGNATURE:.....

