



**Minutes of Management Committee Meeting held
on Thursday 23 February 2023 at 6pm**

PRESENT:

Mr G Maguire, Chair
Mr C Quigley, Vice Chair
Mr Z Khan, 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
Ms L Edwards, Development Consultant

1.0 Apologies

1.1 The Chair advised that Ms K Russell has submitted her 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.

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 Minutes of Audit Sub-Committee Meeting 21 February 2022

4.1.1 The minutes of the Audit Sub-Committee meeting held on 21 February 2022 were presented for information only.

4.2 Minutes of Audit Sub-Committee Meeting 17 November 2022

4.2.2 The minutes of the Audit Sub-Committee meeting held on 17 November 2022 were presented for information only.

4.3 Draft Minutes of Special Management Committee Meeting 19 January 2023

4.3.1 The minutes of the Special Management Committee meeting held on 19 January 2023 were approved by Mr S McLachlan 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.

4.5 Draft Minutes of Management Committee Meeting 26 January 2023

4.5.1 The minutes of the Management Committee meeting held on 26 January 2023 were approved by Mr Z Khan and seconded by Mr C Quigley as a true reflection of the meeting.

4.6 Matters Arising

4.6.1 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 Development Consultant presented the Water Row Phase 1 Update Report including the Risk Register at Appendix 1.

5.1.2 The Development Consultant highlighted the following areas in the report:

- a) Redacted for confidential purposes;
- b) An active marketing campaign is underway for the commercial units as described in section 8.3 of the report;
- c) Community benefits as mentioned in section 10 of the report noting that the Association is working in partnership to promote the CCG apprenticeship intake for 2023;
- d) Redacted for confidential purposes;
- e) Redacted for confidential purposes;
- f) No new risks have been identified in the last month;

5.1.3 The Development Consultant presented options for tiles for close floors, kitchens and bathrooms as well as flooring for kitchens and bathrooms.

5.1.4 The Development Consultant advised that in relation to the tiles for close floors both options appear the same white tiles therefore she will request that CCG provide additional options.

5.1.5 The Development Consultant asked Members to review the options after the meeting and provide feedback to the CEO.

Discussion points:

Action notes:

For redaction:
5.1.2a, 5.1.2d, 5.1.2e

At this point the Development Consultant left the meeting.

5.2 CEO Workplan 2023

5.2.1 The CEO presented the CEO Workplan and explained that it provided an update on tasks agreed by the Chair prior to her retirement.

5.2.2 The CEO went on to discuss each task in detail as well as the update as noted in the document.

5.2.3 The CEO advised that papers relating to several tasks are on the agenda for today's meeting.

5.2.4 Redacted for confidential purposes.

Discussion points:

1. Terms and interest rates of the Water Row loan

Action notes:

Following discussion, Members noted and approved the CEO Workplan 2023 Update and noted the extension

For redaction:

5.2.4

5.3 Procurement Report

5.3.1 The Director of Corporate Services/Deputy CEO presented the Procurement report and advised that it provides an update of the various procurements that are ongoing.

5.3.2 The Director of Corporate Services/Deputy CEO highlighted the following areas in section 4 of the report:

- a) Window replacement supply and fit contract noting that only one tender has been received for the timber windows and this is extremely high.

The CEO is in discussion with Glasgow City Council (GCC) to establish if the Association will be granted permission to fit UPVC windows to properties within the conservation area. The UPVC will blend in with the timber windows however are a fraction of the cost.

The CEO advised that if GCC insist on the Association using timber windows then replacing existing windows is unaffordable. However, should this happen the Association will lobby Elected Members for support. Committee unanimously agreed that the CEO should continue discussions with GCC to gain approval to install UPVC windows;

- b) Increase in fees for Azets, External Auditors noting that this will be covered in full at agenda item 5.4;
- c) Redacted for confidential purposes;

d) Redacted for confidential purposes.

Discussion points:

1. Costs of timber and UPVC windows;
2. Reduction in maintenance requirements if UPVC windows are installed;
3. Conservation areas in relation to the window replacement contract;
4. Contractor for kitchen and bathroom replacements;
5. Feedback from tenant member relating to the electrical rewiring contract.

Action notes:

Following discussion Members noted and approved the Procurement report and recommendations at section 2 of the report as well as the extension to the CAS cleaning contract.

For redaction:

5.3.2c, 5.3.2d

5.4 Governance Report

5.4.1 The Director or Corporate Services advised that the quarterly Committee events timetable has been updated and will be passed to Members at the end of the meeting. The Director or Corporate Services stated that March is a particularly busy month.

5.4.2 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 the SHR has closed off the Notifiable Event relating to the Scottish Information Commissioner ruling.
- b) Complaints as mentioned in section 5 of the report noting that there are no new live complaints with SPSO;
- c) Redacted for confidentiality purposes;
- d) 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;
- e) Committee attendance as detailed in section 8 of the report, noting that attendance is improving;

- f) Health and Safety update as indicated in section 9 of the report; noting that the next meeting of the Working Group met is scheduled for 6 April 2023;
- g) Redacted for confidentiality purposes;
- h) Annual Assurance Statement (AAS) as described in section 11 of the report noting that the next meeting of the working group to review the AAS evidence is scheduled for 13 April 2023;
- i) Use of the seal as mentioned in section 12 of the report noting that the seal has not been used since the last meeting;
- j) Redacted for confidentiality purposes ;
- k) Other governance matters including those indicated in section 14 of the report noting:
 - 1) EVH consultation on 2 changes to the EVH Terms and Conditions of Employment as described in Appendix 1 of the report noting that any feedback from Committee should be emailed to Corporate Services by 8 March 2023;
 - 2) Scottish Information Commissioners letter of response to the FOI request closing the FOI request from a tenant as discussed at para 5.4.2.g;
 - 3) A slight increase in fees for Azets, the Association's External Auditor due to the introduction of HomeMaster;
 - 4) The creation of a sub-group of to review and score the options presented by Arneil Johnston regarding the options appraisal following the CEO's decision to retire. The final option will be presented for approval at the Committee meeting on 30 March 2023;
 - 5) The intragroup agreement and service level agreement between the Association and the Govan HOME Team authorising the Chair to sign both documents;
 - 6) The annual Health and Safety at Work Policy statement and authorising the Chair and CEO to sign the document.
- l) Tenant Service Improvement Group (TSIG) as mentioned in section 16 of the report. The TSIG will be meeting in March 2023 and have agreed their initial focus will be around communication in particularly regarding repairs.

Discussion points:

1. Membership makeup of TSIG.

Action notes:

Following discussion Members noted and approved the Monthly Governance Report and approved the following:

1. recommendations at section 2 of the report;
2. Committee acknowledged that a 'Lessons Learnt' session has taken place at the end of January 2023 between the Association's external Data Protection Officer and relevant staff with regards to the handling of the FOI request and the Scottish Information Commissioners ruling;
3. the creation of a sub-group of to review and score the options presented by Arneil Johnston regarding the options appraisal;
4. The Chair to sign the intragroup agreement and service level agreement between the Association and the Govan HOME Team;
5. The Chair and the CEO to sign the H&S at Work policy.

For redaction:

5.4.2c, 5.4.2g, 5.4.2.j

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 policies including:
 - 1) Customer Unacceptable Behaviour Policy;
 - 2) Consent to Dispose Policy;
 - 3) Shared Parental Leave Policy;
 - 4) Stress Management Policy;
 - 5) Alcohol & Substance Abuse Policy; 6) Estate Management Policy;
 - 7) Rent Management Policy.

- b) New EVH model policies including:
 - 1) Personal Relationships at Work Policy;
 - 2) Settlement Agreements Policy; 3) Reserved Forces Policy; 4) Salary Sacrifice Policy.

Discussion points:

1. Wording included in section 4.3 - The Keeping and Control of Pets within the Estate Management Policy;
2. Tenants behaviour towards Contracts;
3. Other sacrifices i.e. childcare vouchers and cycle to work scheme that should be included in the Salary Sacrifice Policy;
4. Sharing of maternity leave between parents.

Action notes:

Following discussion, Committee approved the Policy report including changes highlighted during the meeting as well as the recommendations at section 2 of the report.

For redaction:

5.6 Customer Services Decree Report for Tenancy

5.6.1 The Director of Customer Services presented the Customer Services Decree Report for Tenancy in depth and highlighted the following areas of the report:

- a) The length and type of tenant engagement prior to the decree for eviction including the tenant's failure to comply with agreed payment plans;
- b) Tenant's intermittent payments to their rent balance.

Discussion points:

1. Total cost of arrears for the case.

Action notes:

Following discussion, Committee approved the Customer Services Decree Report for Tenancy report including the recommendations at section 2 of the report.

For redaction:

5.7 Customer Service Report

5.7.1 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 4.1.2 of the report noting that the biannual inspections of Dry Risers was completed on 20 February 2023;
- b) SHR compliance update regarding EICR's as described in section 4.2 of the report noting that 82 properties remain outstanding and explaining next steps including remedial repairs;
- c) CAS Cleaning Contract as mentioned in section 6 of the report noting that an extension to the current contract with CAS is required as mentioned at paragraph 5.3.2.d above.

- d) Glasgow West of Scotland Forum benchmarking exercise regarding RSL's rent increases for 2023/24 as detailed in Appendix 2 of the report noting that average increase is circa 5.2%.

Discussion points:

1. Abeyance options for cyclical compliance;
2. Rent increases of other RSL's.

Action notes:

1. Following discussion, Members noted the Customer Service Report and approved the CAS Cleaning contract extension at section 5 of the report.

For redaction:

5.8 Govan Housing Association Draft 30 years Budgets 2023/24

5.8.1 The Director of Corporate Services/Deputy CEO presented the Govan Housing Association Draft 30 years Budgets 2023/24 Report including the following Appendices:

- Appendix 1: Statement of Financial Position;
- Appendix 2: Statement of Comprehensive Income; □ Appendix 3: Office Overhead Breakdown;
- Appendix 5: Statement of Cash Flow.

5.8.2 The Director of Corporate Services/Deputy CEO advised that the report is the first draft of the budget; a second draft will be presented in March 2023 for approval.

5.8.3 The Director of Corporate Services/Deputy CEO advised that the report represents the draft 30 projections from 2023/24 onwards.

5.8.4 The Director of Corporate Services/Deputy CEO stated that the budget includes a number of provisions and adopts a worst case scenario approach i.e. incorporates the most costly projection option.

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

- a) The key items within the budget as described in full in section 2.3 of the report noting:
 1. The Window Replacement contract is due to recommence in May 2023
 2. Water Row has been included in the projections;

3. The Home Team is now able to sub contract elements of their work as agreed by the Executive Management Team therefore, they are now the Association's only contractor out with specialist works.
- b) The key budget information as explained in full in section 4 of the report including:
1. The Govan Home Team at section 4.1 of the report;
 2. The inflation rate at section 4.2.1 of the report noting the Association is adopting a 5% increase in expenditure;
 3. The salary increase at section 4.2.2 of the report;
 4. The annual rent increase of 5% at section 4.2.3 of the report;
 5. Universal credit and rent arrears at section 4.3 of the report noting that the arrears figure is for budget purposes only and the KPI figure will be less;
 6. Development schemes at section 4.4 of the report;
 7. Defined benefits pension assets/liabilities at section 4.5 of the report;
 8. Planned/cyclical maintenance programme at section 4.6 of the report noting that the 5 year programme is based on the stock condition survey data from 2020;
 9. Capital expenditure at section 4.6 of the report;
 10. Revenue expenditure at section 4.6 of the report;
 11. Cyclical maintenance contracts at section 4.6 of the report;
 12. Overheads at section 4.7 of the report;
 13. Water Row at section 4.8 of the report noting that the projections incorporate option 6 for the new subsidiary which was identified as the preferred option by Committee during the Special Meeting on 16 February 2023;
- c) The key risks as described in full at section 8 of the report;
- d) Statement of financial position as illustrated in Appendix 1 of the report noting that throughout the 30 years projections the Association remains in a strong financial position.

Discussion points:

1. Agreement regarding what the Home Team are authorised to sub contract;
2. Potential tenants of commercial leases at Water Row;
3. Mould/rising damp in a property at Golspie Street;
4. Rent charges for residential leases;
5. Bulk uplift following GCC's decision to charge for garden waste in brown refuse bins.

Action notes:

Following discussion, Committee noted the Govan Housing Association Draft 30 years Budgets 2023/24 report and approved the recommendations at section 2 of the report.

For redaction:

5.9 Draft Home Team 5 Year Budgets

5.9.1 The Director of Corporate Services/Deputy CEO presented the Draft Home Team 5 Year Budgets Report including the following Appendices:

- Appendix 1: Statement of Financial Position;
- Appendix 2: Statement of Comprehensive Income;
- Appendix 3: Direct Maintenance Costs;
- Appendix 4: Office Overhead Breakdown;
- Appendix 5: Statement of Cash Flow;
- Appendix 6: Statement of Monthly Cash Flow (year 1).

5.9.2 The Director of Corporate Services/Deputy CEO advised that the report has been presented to the Home Team Board on 20 February 2023 and they are satisfied with the report.

5.9.3 The Director of Corporate Services/Deputy CEO advised that a second draft will be presented for approval in March 2023.

5.9.4 The Director of Corporate Services/Deputy CEO noted that the same provision regarding the adoption of a worst case scenario approach has also been used.

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

- a) The key budget information as detailed in section 4 of the report noting that the same stock condition survey used by the Association is also being use by the Home Team;
- b) Inflation rate as described in full in section 4.4.1 of the report noting that a review will be carried out in September 2023;
- c) Salary increase at section 4.4.2 noting that the same increase as the Association;
- d) Home Team contracts and income as detailed in full at section 4.5 of the report noting that this may change as a result of the stock condition survey scheduled for 2024;
- e) Home Team salary costs as included in section 4.7 of the report;
- f) Home Team overheads as described in section 4.8 of the report;

- g) Direct maintenance costs as detailed in section 4.9 of the report noting that in relation to materials, stock available in the Home Team will be utilised in the first instance and procurement action will only take place when necessary;
- h) Corporation Tax as mentioned in section 4.10 of the report noting that a credit balance has been accrued due to previous losses which will be used in 2023/24 and 2024/25.

5.9.6 Redacted for confidentiality purposes.

Discussion points:

1. Window replacement contract programme;
2. Renewal of timber fencing;
3. Advertising costs;
4. Inflation rate for the loan required for outstanding payments from the Home Team to the Association;
5. Impact of Covid on the Home Team;
6. Boiler replacement contract post 2025

Action notes:

Following discussion, Committee noted and approved the Draft Home Team 5 Year Budgets report.

For redaction:

5.9.6

7.0 Any Other Competent Business

7.1 In relation to mould and condensation, a Member asked what the Association plans to address this issue. The Director of Corporate Services/Deputy CEO advised that a stand alone policy relating to damp and mould will be presented for approval at April's Committee meeting.

8. Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 30 March 2023 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

B.P.L. je
