



**Minutes of virtual Management Committee Meeting
held on Thursday 24 February 2022 at 6pm**

PRESENT: Mr C Quigley, Acting Chair
Mr S McLachlan, Member
Mr Z Khan, Member
Ms A Connelly, Member
Mr T McArthur, Member
Ms A Fraser, Co-optee
Ms S Morton, Co-optee
Ms A Williamson, 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 Officer
Mr A McKendrick, Partner, T C Young

Rathlin Street Roof Litigation Update

- a. The Chair invited Mr A McKendrick, Partner, TC Young to present an update on the Rathlin Street roof litigation case prior to the main body of the meeting beginning.
- b. Redacted for confidentiality purposes.
- c. Redacted for confidentiality purposes.

Discussion points:

Action notes:

Redacted

For redaction:

Paragraphs b. and c. above. Also the 'Action note'.

At this point Mr McKendrick left the meeting.

1.0 Apologies

1.1 The Chair advised that the Mr G Maguire, Ms K Russell and Mr J Murray have submitted their apologies. Mr S Kalonji is on a leave of absence and Ms S Johnston has resigned due to personal reasons.

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.

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

4.1 The minutes of the Management Committee Meeting held on 27 January 2022 were approved Mr Z Khan and seconded by Mr S McLachlan as a true reflection of the meeting.

4.2 Matters Arising

4.2.1 There were no matters arising.

Discussion points:

Action notes:

For redaction:

5.0 Reports for Decision/Approval

5.1 Monthly Governance Report

5.1.1 The Director of Corporate Services/Deputy CEO presented the monthly Governance report in depth and highlighted:

- Complaints as detailed in section 5 of the report;
- Management Committee Membership as detailed in section 6 of the report noting that Corporate Services will monitor Membership in case recruitment action becomes necessary;
- Governing Body training as described in section 7 of the report noting that if Members have any questions regarding the training timetable they should contact Corporate Services;

- Governing Body attendance as noted in section 8 of the report;
- Health and Safety update as detailed in section 9 of the report noting that the next Health and Safety Working Group meeting in March 2022 will be rescheduled due to annual leave;
- FOI & Subject Access Requests as detailed in section 11 of the report;
- Use of the Seal as detailed in section 13 of the report;
- Other governance matters as detailed in section 15 of the report including the Appendixes noting that in accordance with the Association's Health and Safety Control Manual, Members must sign Appendix A relating to their Health and Safety responsibilities on an annual basis. Members can sign electronically by submitting an email to Corporate Services to confirm their agreement.

5.1.2 The Director of Customer Services provided Members with an update from the Tenant Service Improvement Group noting that there is no change since last month's meeting. The Community Engagement Officer and Volunteer & Training Coordinator are planning a recruitment exercise to recruit new members to the Group.

Discussion points:

Action notes:
Following discussion, Members noted the Monthly Governance Report

For redaction:

5.2 Monthly Policy Report

5.2.1 The Director of Corporate Services/Deputy CEO presented the monthly Policy Report in depth and highlighted the following policy has been reviewed as noted in section 4.1 of the report:

- Void Management Policy (Appendix 1)

Discussion points:

Action notes:
Following discussion, Members noted the Monthly Policy Report

For redaction:

5.3 Monthly Customer Services Report

5.3.1 The Director of Customer Services presented the Monthly Customer Services Report in depth and highlighted:

Property Services -

- Tenants safety as detailed in section 4.1 of the report;
- Gas mile update and described in section 4.2 of the report;
- Tenant satisfaction as noted in section 4.3 of the report;
- Heat and smoke installation update as detailed in section 4.4 of the report noting that the Home Team has had an issue sourcing the last 5 heat sensors and are awaiting delivery of the units however, installations should be completed on time.

Customer Services

- No former bad debts this month;
- No decree information to submit this month;
- Code of conduct allocation as mentioned in section 5.3 of the report;
- Refugee sponsorship Ibrox as described in section 5.4 of the report following which Committee approved the allocation of a property out with the Allocations Policy.

Financial Inclusion

- Cash for Kids Winter Fund as described in section 6.1 of the report noting that the Association has been awarded £6,700 which will help provide support to 67 children.

Factoring

- Factoring arrears as detailed in section 7.1 of the report;
- A Member advised that the Association had taken over factoring of her building in May 2021 however, owners have only just received their first invoice. The CEO explained that a full review exercise of the factoring service, including process mapping, is being undertaken as the Association is aware that there are a few issues in the process especially regarding building insurance;
- A working group to review the service will be introduced and Members are encouraged to let the Association know if they are aware of any owners who would like to participate.

Quality Assurance

- Team Leaders quality assurance scheduled as mentioned in section 8.1 of the report.

Office Opening Hours

- Customer re-opening plan as described in section 9.1 of the report. The CEO advised that the procedures implemented as part of the plan will be monitored over the next few months to ensure that they are fit for purpose;
- A Member advised that tenants are still experiencing difficulties getting through to the Association via the telephone. The Director of Customer Services stated that she will follow up and in the meantime inform the public of telephony difficulties via the Association's website and social media outlets and also list alternative methods of making contact.

5.3.2 The CEO advised that in relation to court actions, the Scottish Government have removed the temporary changes adopted during Covid and have reverted back to 1 month notice periods.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Monthly Customer Services report and approved the allocation of a property out with the Allocation Policy and also the office reopening plan.

For redaction:

5.4 Anti-Social Behaviour - TSIG Scrutiny Exercise Report

5.4.1 The Director of Customer Services presented the Anti Social Behaviour – TSIG Scrutiny Exercise report in depth and highlighted:

- The scope of the review as mentioned in Appendix A of the report;
- The proposals and issues identified by the TSIG as well as the Associations approach to addressing or improving Anti Social Behaviour across its community as noted in Appendix 1 of the report;
- The difference of opinions regarding what tenants understand to be the Association's responsibilities vis-a-vis legal/police matters;

Discussion points:

1. TSIG membership and recruitment.
2. Community Police Officer employed by Glasgow Housing Association.

Action notes:

Following discussion, Members noted and approved the Anti-Social Behaviour - TSIG Scrutiny Exercise Report.

For redaction:

6.0 Reports for Discussion/Information

6.1 Financial Management Report for the 10 months to January 2022

6.1.1 The Director of Corporate Services/Deputy CEO presented the comprehensive Financial Management report for the 10 months to the end of January 2022 including the 5 following 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)

6.1.2 The Director of Corporate Services/Deputy CEO noted the change in report format and reflected the new layout provides Committee with the same level of information however in a more succinct format.

6.1.3 The Director of Corporate Services/Deputy CEO described the key notes in detail as mentioned in section 4 of the report noting that the ratio health check of the balance sheet demonstrates that the Association is performing at 2.07:1 which is considerably above the level recommended by the Scottish Housing Regulator.

Discussion points:

Action notes:

Following discussion, Members noted the Financial Management Report for the 10 months to January 2022 Report.

For redaction:

6.2 Home Team Financial Management Report for the 10 months to January 2022

6.2.1 The Director of Corporate Services/Deputy CEO presented the Home Team comprehensive Financial Management Report for the 10 months to the end of January 2022 including the 5 following appendixes:-

- Statement of Financial Position (Appendix 1)
- Statement of Comprehensive Income (Appendix 2)
- Direct Maintenance Breakdown (Appendix 3)
- Office Overhead Breakdown (Appendix 4)
- Statement of Cash Flow (Appendix 5)

6.2.2 Redacted

6.2.3 Redacted

Discussion points:

Action notes:

Following discussion, Members noted the HOME Team Financial Management Report for the 10 months to January 2022 Report.

For redaction:

Paragraphs - 6.2.2 and 6.2.3

6.3 Home Team Projections to March 2022 Report

6.3.1 The Director of Corporate Services/Deputy CEO presented the Home Team Projections to March 2022 Report including the 4 following appendixes:-

- Statement of Financial Position (Appendix 1)
- Statement of Comprehensive Income (Appendix 2)
- Direct Maintenance Breakdown (Appendix 3)
- Overheads (Appendix 4)

- 6.3.2 The Director of Corporate Services/Deputy CEO described the background and key items in detail as mentioned in sections 3 and 4 of the report.
- 6.3.3 Redacted for confidentiality purposes.
- 6.3.4 The Director of Corporate Services/Deputy CEO advised Members that the Home Team Board spoke at length about performance, meeting targets, financial viability and ongoing financial health of the Home Team during their meeting on 21 February 2022. The Board are closely monitoring performance and are particularly aware that the start up loan is due to be paid at the end of March 2022.
- 6.3.5 The Director of Corporate Services/Deputy CEO stated that the external auditors will be auditing the financial health of the Home Team and will make a decision as to whether the Home Team remains a viable business.
- 6.3.6 Redacted for confidentiality purposes.
- 6.3.7 Redacted for confidentiality purposes.

Discussion points:

Action notes:

Following discussion, Members noted and approved the HOME Team 5 Year Projections Report.

For redaction:

Paragraphs – 6.3.3 and 6.3.6 and 6.3.7

- 6.4 Home Team Performance Management Framework Report January 2022
- 6.4.1 The Director of Customer Services advised Committee of the actions that she has introduced to monitor Home Team performance and mitigate risks to the end of the year including:
- Regular meetings to discuss voids; outstanding smoke and heat installations; recall notices and complaints against the Home Team;
 - Customer Services Team Leaders setting priorities on a day to day basis to manage refusals to enter by the Home Team.
- 6.4.2 The CEO reflected that if the Home Team reach the end of the financial year then the unprecedented situation difficulties presented as result of the pandemic will likely never happen again and underlined that the Home Team Board are very closely monitoring the performance and financial position to mitigate the risk.
- 6.4.3 The Director of Customer Services advised that the Tenant Liaison Officer resource is transferring from the Housing Association to the Home Team so that the Home Team are responsible for access in to tenant properties. This will ensure that clear lines are set regarding responsibilities and actions of the Home Team and Housing Association in relation to no access.

- 6.4.4 The Director of Customer Services advised that the process mapping exercise will identify different ways and methods of engaging and communicating with tenants.
- 6.4.5 The CEO stressed that Committee should be assured that the Association is actively monitoring and managing the Home Team performance and any issues that arise in order to mitigate risks.

Discussion points:

1. Repayment by the Home Team of the £275k start up loan this financial year.
2. Window replacement no accesses – monitoring Home Team staff performance to ensure that the Home Team does not fail.
3. Process mapping across the Home Team and Property Services Team to agree clear lines of responsibilities, this will assist in identifying any individual performance issues. All relevant staff are included in the process mapping exercise.

Action notes:

Following discussion, Members noted the HOME Team Performance Management Framework Report for January 2022 Report.

For redaction:

7.0 Any Other Competent Business

- 7.1 The CEO proposed that a Staffing Sub Committee meeting be held from 5-6pm on 17 March 2022 followed by a Special Management Committee meeting from 6-7pm to discuss the budgets. Members unanimously agreed.
- 7.2 The CEO remarked that there will not be enough time at the Special Management Committee meeting to discuss void standards/walk through and suggested leaving this until the April 2022 meeting. Members unanimously agreed.
- 7.3 The Director of Customer Services informed Committee that she will shortly be absent for 4-6 weeks to convalesce from an operation the week after next.
- 7.4 Redacted for confidentiality purposes.

Discussion points:

1. New door installation – leaking doors and tenant vouchers for painting the doors.

Action notes:

Following discussion, Members noted any other competent business.

For redaction:

Paragraph - 7.4

8.0 Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 31 March 2022 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



.....

