



**Minute of Management Committee Meeting  
held on Thursday 24 June 2021 at 6pm**

**PRESENT:** Mr G Maguire, Chair  
Mr S Kalonji, Vice Chair  
Mr C Quigley, Member  
Mrs A Connelly, Member  
Ms G Hay, Member (via Zoom)  
Ms K Russell, Member  
Mr Z Khan, Member  
Mr S McLachlan, Co-optee

**IN ATTENDANCE:** Ms F McTaggart, Chief Executive  
Ms C Quinn, Director of Corporate Services – Secretary  
Ms N Salmon, Corporate Services Officer  
Mrs L Edwards, Development Consultant  
Mr A Kennedy, Knowledge Partnership (via Zoom)

**1.0 Apologies**

1.2 Redacted for confidentiality purposes.

**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 Business Planning Meeting held on 20 May 2021 were approved Ms A Connelly and seconded by Mr C Quigley as a true reflection of the meeting.

4.2 Matters Arising

4.2.1 There were no matters arising.

- 4.3 The minutes of Management Committee Meeting held on 26 May 2021 were approved by Mr C Quigley and seconded by Ms A Connelly as a true reflection of the meeting.
- 4.4 Matters Arising
- 4.4.1 There were no matters arising.

**Discussion points:**

**Action notes:**

**For redaction:**

1.2

## 5.0 Reports for Decision/Approval

### 5.1 Water Row Phase 1 Update Report

- 5.1.1 Redacted for confidentiality purposes.

**Discussion points:**

1 – 7 Redacted for confidentiality purposes

**Action notes:**

Following discussion, Members noted the Water Row Update Report.

**For redaction:**

5.1.1 / discussion points 1-7

*At this point the Development Consultant left the meeting and Mr A Kennedy; Knowledge Partnership joined the meeting via Zoom.*

## 6.0 Reports for Discussion/Information

### 6.6 Tenant's Satisfaction Survey Report

- 6.6.1 The Chair welcomed Mr A Kennedy, Knowledge Partnership to the meeting. Mr Kennedy thanked the Chair and then referred to the Tenant's Satisfaction Survey Report, noting that 527 tenants and 118 owners had completed the survey.
- 6.6.2 Mr Kennedy advised that an action plan has been drafted following the results and a meeting has been arranged in early July 2021 to discuss the action plan in full.
- 6.6.3 Mr Kennedy referred to the Executive Summary in the report and advised that lockdown is an important factor and has contributed to why the results are lower than they were in 2018. In addition, the survey methodology has changed; previously it was face to face and this year it was completed using a telephone and online survey method.
- 6.6.4 Mr Kennedy then presented the 2021 survey results in great detail and compared them against both the 2018 results and the results from 9 other RSL's who have completed the survey this year.

- 6.6.5 The CEO reflected that the suspension of the kitchen/bathroom/window replacement contracts will have an effect on tenant's satisfaction levels inside the property.
- 6.6.6 The CEO noted that the Association is disappointed in the results and stated that the action plan will be presented to Management Committee as an improvement action plan. If COVID-19 is the reason for much of the dissatisfaction it should be a straightforward process for the Association to improve.
- 6.6.7 The Chair identified that 1 in 3 tenants do not have the best experience with the Association and wondered if Committee should be updated on a monthly basis. The CEO replied that the Association will complete another full survey in 2 years and in the meantime will use the 3CX tool to complete small surveys to garner satisfaction levels. Committee will be given the option of selecting areas from the action plan that they wish to survey tenants using 3CX.

**Discussion points:**

1. Catch up of the landscaping service programme;
2. Effect of COVID-19 and disappointment of Committee and staff in the results especially considering the support offered to tenant's during lockdown;
3. Survey results highlight that tenant's main concerns are core services;
4. Survey strategy.

**Action notes:**

1. Following discussion, Members noted the Tenant's Satisfaction Survey Report;
2. Improvement action plan to be presented to Committee.

**For redaction:**

N/A

*At this point Mr A Kennedy, Knowledge Partnership left the meeting.*

## 5.2 CEO Update Report

### 5.2.1 The CEO provided Committee with a verbal update covering:

- Staff - Redacted for confidentiality purposes
- Committee Members - Redacted for confidentiality purposes
- Property
  - Redacted for confidentiality purposes
  - Redacted for confidentiality purposes
  - HOME Team schedule of rates (SOR's) under review and may require a budget increase;
  - Minor works agreement to be signed between the Association and HOME Team for the electrical rewires contract;
  - Rathlin Street roof – all information regarding costs supplied to TC Young, no further update;
  - Heating options for Wanlock Street included in Property Services Report;

- Glasgow West of Scotland Forum – Lead Officers Meeting
  - Evictions and extensions to no evictions;
  - Material costs;
  - Blended Working/Remote Working. The Association will continue with remote working which allows staff to work flexibly;
  - Offices opening to the public;
  
- 50<sup>th</sup> Birthday Celebrations
  - Dinner dance may go ahead in October 2021 depending on restrictions;
  - Short film;
  - Concert – Annie’s Loo;
  - Birthday party in schools;
  - Sponsorship of quiz night in local pubs;
  - 50<sup>th</sup> Birthday newsletter;
  - Street parties;
  - Goodie bags;
  - Time capsule at Water Row;
  - Stakeholders list;
  - Mural;
  
- Commercial Lets
  - Shop front at the former 1020 Govan Road nearing completion, new address is 17 Elder Street;
  - 11 notes of interest received for commercial properties;
  - Sunny Govan and Green Room – positive discussions regarding the new leases and rent charges;
  - Plantation Production have not paid rent since April 2020 and have twice cancelled meetings to discuss new leases and rent arrears, another meeting has been arranged for next week;
  
- Group Structure
  - Main Street Consultants have commenced looking at the Group Structure and subsidiary for Water Row, a report will be submitted to Committee in August 2021;
  
- Royal Bank of Scotland (RBS) Borrowing
  - Meeting between the Association and RBS took place on 11 June 2021 – meeting was very positive with rates of approximately 2% discussed;
  - FDM Consultants will provide a full report to Committee once RBS has finalised terms;
  - The Association does not have to procure the service as long as the terms from RBS are favourable;
  
- Feasibility Study of Back Courts
  - Next steps including Working Group;
  - Environmental issues;
  - Kickstart;
  - Funding.

**Discussion points:**

1. Potential increase in material costs for Water Row development;
2. Replacement programme for Window/Bathrooms/Kitchens for existing stock;
3. Feasibility study Jim Stephen House.

**Action notes:**

Following discussion, Members noted the CEO Update Report and approved delegated authority for CEO to discuss increase in costs for supply of windows.

**For redaction:**

Staff Section (All) / Committee Section (All) / Property Section points 1 & 2

### 5.3 Monthly Governance Report

5.3.1 The Director of Corporate Services presented the monthly Governance report in depth and highlighted:

- Notifiable events as detailed in section 4 of the report;
- Complaints as detailed in section 5 of the report;
- Management Committee Membership – Redacted for confidentiality purposes
- Management Committee training as detailed in section 7 of the report, and noted the Corporate Services Officer is maintaining a timetable;
- Tenant Service Improvement Group as detailed in section 9 of the report;
- Health and Safety update as noted in section 10 of the report, the next Health and Safety Working Group meeting is scheduled for 2 September 2021;
- The ARC return as mentioned in section 12 of the report;
- Other governance matters as detailed in section 15 of the report including Appendix 1 ALCHO Research.

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted the Monthly Governance Report.

**For redaction:**

Point 3 – MC membership details

### 5.4 Loan Portfolio Return Report

5.4.1 The Director of Corporate Services presented the Loan Portfolio Return report in depth and highlighted:

- The annual loan portfolio return for year ending 31 March 2021 is due for submission to the Regulator by 30 June 2021;
- The loan portfolio return does not include any of the proposed refinancing with RBS as noted in section 3.4 of the report;
- The loan position at March 2021 as detailed in section 4.2 of the report;
- When funding changes the Association will submit an in year return to the Regulator.

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted the Loan Portfolio Return Report and approved the recommendations at section 2 of the report.

**For redaction:**  
N/A

## 5.5 Monthly Housing Management Report

5.5.1 The CEO presented the Monthly Housing Management Report in depth and highlighted:

- Former tenants bad debts as detailed in section 3 of the report;

**Discussion points:**  
Write offs

**Action notes:**  
Following discussion, Members noted the Monthly Housing Management report and approved the write offs at section 3 of the report.

**For redaction:**  
N/A

## 5.6 Property Services Report

5.6.1 The CEO presented the Property Services report in depth and highlighted:

- The fire safety general update as noted in section 5 of the report;
- Shop front improvements project as mentioned in section 6.1 – 6.4 of the report;
- The lift service and maintenance contract as detailed in section 6.7 of the report;
- Window replacement contract as noted in section 6.10 of the report;
- Electrical rewires within one and two bedroom flats as detailed in section 6.11.1 of the report;
- Redacted for confidentiality purposes

**Discussion points:**  
1. Monobloc at 17 Elder Street.

**Action notes:**  
Following discussion, Members noted and approved the Property Services Report.

**For redaction:**  
Point 6

## 6.1 Quality & Efficiency Forum (QEF) Annual Statistical Review Report

6.1.1 The CEO noted that the Association is part of the Quality & Efficiency Forum (QEF) networking group and benchmarks best practice and then went on to present the (QEF) Annual Statistical Review Report in depth and highlighted:

- The resident satisfaction statistics as noted in section 2 of the report;
- The proportion of stock meeting Scottish Housing Quality Standards statistics as detailed in section 3.1 of the report;

- The EESSH statistics as described in section 3.2 of the report;
- The void loss statistics as shown in section 5.1 of the report noting that information reported in the ARC is different to how the Association manages its performance;
- The days to relet statistics as mentioned in section 5.1 of the report;
- Rent collected statistics as noted in section 5.2 of the report;
- Rent arrears statistics as detailed in section 6 of the report;
- Tenancy sustainment statistics as shown in section 7.2 of the report;
- Abandonments statistics as described in section 9.2 of the report;

**Discussion points:**

1. Monthly monitoring of void, void standards and repairs performance;
2. Committee will be kept updated of progress in Improvement action plan as detailed in section 6.6.6 above.

**Action notes:**

Following discussion, Members noted the Quality & Efficiency Forum (QEF) Annual Statistical Review Report.

**For redaction:**

N/A

6.2 Financial Management Report for the 2 months to May 2021

6.2.1 The Director of Corporate Services presented the comprehensive Financial Management Report for the 2 months to the end of May 2021 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)

6.2.2 The Director of Corporate Services described the key notes as detailed in section 4 of the report.

6.2.3 The Director of Corporate Services emphasised that in relation to short term liabilities from assets, the Regulator recommends a benchmark figure of 1:1. The Association's figure is 2.85:1 which demonstrates that the Association has more than enough available money from its assets to cover liabilities.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Financial Management Report for the 2 months to May 2021 Report.

**For redaction:**

N/A

*The Chair noted that the time was approaching 8pm and asked agreement for the meeting to be extended if required, the Committee agreed.*

### 6.3 Govan Housing Association Annual Disposal Report

6.3.1 The Director of Corporate Services presented the Govan Housing Association Annual Disposal Report and highlighted:

- The background as noted in section 3 of the report;
- The assets disposed.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Govan Housing Association Annual Disposal Report.

**For redaction:**

N/A

### 6.4 Jim Stephen House Closure Report

6.4.1 The CEO presented the Jim Stephen House Closure Report and highlighted:

- Former residents and their families are happy with their new properties;
- The decommissioning of the communal heating system and replacement heating system at 2,6,10 and 12 Wanlock Street as noted in section 3 of the report.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Jim Stephen House Closure Report and approved the recommendation at section 3.12.

**For redaction:**

N/A

### 6.5 Void Performance 20/21 Report

6.5.1 The CEO presented the Void Performance 20/21 Report and highlighted:

- The background as detailed in section 2 of the report;
- The void improvement plan as described in section 3 of the report noting that Committee will be able to monitor progress as part the performance management framework.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Void Performance 20/21 Report.

**For redaction:**

N/A



**7.0 Any Other Competent Business**

7.1 The CEO stated that the minutes have been verbatim in the last year and asked for Committee's approval to revert back to a normal minute. Following discussion, Committee agreed.

**8.0 Date of Next Meeting**

8.1 The date of the next full Management Committee meeting is Thursday 26 August 2021 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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