



**Minute of Virtual Management Committee Meeting
held on Thursday 25 March 2021 at 6pm**

PRESENT: Mr G Maguire, Vice Chair
Mr C Quigley, Member
Mrs A Connelly, Member
Mr Z Khan, Member
Ms G Hay, Member
Ms K Russell, 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
Ms L Edwards, Development Consultant

1.0 Apologies

1.2 Redacted

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.

4.1 Minutes for Approval

4.1 The minutes of the Management Committee Meeting held on 25 February 2021 were approved Ms A Connelly and seconded by Ms K Russell as a true reflection of the meeting. .

4.2 Matters Arising

4.2.1 There were no matters arising.

- 4.3. The minutes of the Special Management Committee Meeting held on 4 March 2021 were approved Ms K Russell 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 The Development Consultant described the current situation noting that an Offer of Grant is in the process of being drafted by the Clyde Mission Fund for £1.3M and this is critical in order to make the whole scheme viable.

5.1.2 The Development Consultant advised that there are some actions which need to be achieved by 31 March 2021 in order to qualify for the grant, one of which is to be in contract with the Association's contractor.

5.1.3 Redacted

5.1.4 Redacted

5.1.5 Redacted

5.1.6 The Development Consultant advised that her proposal is that the Association enter into a contract with CCG by 31 March 2021 on condition of a mutually agreeable start date as noted in section 2 of the report.

5.1.7 The Development Consultant explained that in relation to acquisition of the site, the Association is seeking a licence from the City Council in order to allow work on the site.

5.1.8 The Development Consultant stated that at present Committee have not yet given approval to buy the site as Members wanted confirmation that the scheme is viable.

5.1.9 The Development Consultant stated that the Association now has a viable scheme and clarified the funding arrangements as discussed at previous Committee meetings; therefore, her recommendation is that Association's solicitors are instructed to conclude the purchase of the site as noted in section 2.3 of the report.

5.1.20 The Development Consultant advised that the risk register has been updated and is attached as Appendix 2 to the report.

5.1.21 The CEO informed Committee that some visuals of the site have been prepared and the Corporate Services Officer shared her screen enabling Members to view the images. The Development Consultant then went through each image in detail.

5.1.22 The CEO thanked the Development Consultant for her tenacity in getting the development to this stage.

Discussion points:

Redacted

Action notes:

Following discussion, Members noted and approved the Water Row Phase 1 - Update Report and recommendations at Section 2.

For redaction:

5.1.3, 5.1.4, 5.1.5, discussion points for section 5

At the point the Development Consultant left the meeting.

5.2 30 Year Budget Projections 2021-22

5.2.1 The CEO stated that instead of going through all the various financial reports in the agenda she will focus on the 30 Year Budget Projections 2021/22 report as it includes both year end and 5 year projection figures.

5.2.2 The CEO reminded Committee that they have previously seen most of the information contained within the Report and therefore she will focus on informing Members what has changed.

5.2.3 The CEO advised that replacement of the current IT server has now been included in the budget along with SDM which is replacing the QLx Housing Management System; both approved by Committee at earlier meetings.

5.2.4 The CEO informed Members that draw down of the £9M loan in 2021/22 for the planned maintenance programme is now incorporated in the budget as well as Water Row which is included in section 4.11 of the report.

5.2.5 The CEO stated that the contents of the 30 year budget will be integral to the Business Plan therefore; when Committee consider the Business Plan it will be based on the 30 year budget.

5.2.6 Redacted

5.2.7 Redacted

5.2.8 The CEO then directed Members to the cash at bank and in hand figures contained within the Statement of Financial Position at Appendix 1 of the report and discussed the year on year figures for the next 5 years in detail.

- 5.2.9 The CEO informed Members that the 5 year projections are the typical financial projections that the Association uses for current planning purposes and also sends a copy to the Regulator.
- 5.2.10 The CEO advised that the recent stock condition survey has enabled the Association to create a 30 year business plan as the survey has identified the planned maintenance programme for the next 30 years.
- 5.2.11 The CEO reflected that the 30 Year Budget Projections report does not contain any risks that have not previously been identified and discussed by Committee during review of the Association’s Risk Register including Water Row.
- 5.2.12 The CEO advised that if Committee approve the 30 Year Budget Projections 2021-22 Report, they are also approving the 3 sets of financial reports contained within the agenda.

Discussion points:

Action notes:
Following discussion, Members noted and approved the 30 Year Budget Projections 2021-22 Report

For redaction:
5.2.6 / 5.2.7

- 5.3 Annual Return of the Charter (ARC) Planning Report
- 5.3.1 The Director of Corporate Services advised that the Annual Return of the Charter (ARC) Planning Report is presented to Committee annually and contains the timetable for the ARC submission.
- 5.3.2 The Director of Corporate Services noted that last year the ARC deadline was moved to later in the year as a result of COVID-19. However, the deadline for this year has returned to its usual date of end May 2021.
- 5.3.3 The Director of Corporate Services explained that section 4 of the report contains a timetable which details how the Association will manage gathering the ARC data on a week by week basis and present to Committee.
- 5.3.4 The Director of Corporate Services advised that a presentation regarding the ARC information and outcome will be submitted to Committee for approval.

Discussion points:

Action notes:
Following discussion, Members noted and approved the Annual Return of the Charter (ARC) Planning Report

For redaction:
N/A

5.4 Monthly Governance Report

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:

5.4.1 Notifiable Events

The Director of Corporate Services advised that there are 3 live notifiable events namely:

- Monthly COVID-19 return which all RSL's have to provide
- Water Row development
- Jim Stephen House closure

5.4.2 Complaints

There have been no complaints reported to the SPSO.

5.4.3 Management Committee Membership

The Director of Corporate Services advised that a number of tenants have indicated that they are interested in joining the Committee and a report will be presented at next month's meeting with recommendations regarding who has been identified that may be suitable. The Director of Corporate Services then went on to explain the recruitment process.

5.4.4 Management Committee Training

The Director of Corporate Services informed Members that Committee appraisals have now been completed and a report will be tabled at next month's meeting containing training skills assessment. This will comprise what training is required and where any skills gaps have been identified. Suitable training will then be arranged and organisations such as SHARE are offering virtual training events.

5.4.5 Management Committee Attendance

The Director of Corporate Services advised that section 8 of the report contains figures relating to Management Committee attendance and the figure is hovering around 60% for recent meetings. The figure is affected by the leave of absence.

5.4.6 Tenant Service Improvement Group – Update

The Director of Corporate Services informed Committee that the Tenant Service Improvement Group have approved a calendar of activities. The next topic they will focus on is anti social behaviour. However, a date for their next meeting is not yet confirmed due to availability of Members of the Group.

5.4.7 Health & Safety Update

The Director of Corporate Services advised that new Members have joined the Health and Safety Working Group and a meeting has been arranged. There are no Health & Safety updates of any significance to report and David Purdon, Health and Safety Consultant is still being used for specialist advice.

5.4.8 Annual Assurance Statement and the ARC

The Director of Corporate Services informed Members that information is still being gathered for the Annual Assurance Statement and this will be presented to the Audit Sub Committee. The date for submission of the Annual Assurance Statement is October 2021 and submission of the ARC is May 2021.

5.4.9 Other Governance Matters

The Director of Corporate Services drew Members attention to section 14 of the report and went through the other governance matters, namely:

- Scottish Housing Regulator – Govan Housing Association Engagement Plan
- Scottish Housing Regulator – Regulatory Returns
- SFHA – Housing To 2040 Strategy
- Change to Finance Department staffing – will be discussed under other competent business at the end of the meeting.

Discussion points:

N/A

Action notes:

Following discussion, Members noted the Monthly Governance Report

For redaction:

N/A

5.5 Monthly Policy Report

5.5.1 The Director of Corporate Services informed Members that the SPSO Complaints Handling Procedure and Customer Facing Brochure are submitted for approval.

5.5.2 The Director of Corporate Services advised that the SPSO Complaints Handling Procedure is not actually a policy it is a handling procedure and comes in 2 parts.

5.5.3 The Director of Corporate Services stated that the procedure comes directly from the SPSO and the Association has no say in its contents nor can it change or deviate from the procedure. The Association has to comply with the procedure.

5.5.4 The Director of Corporate Services reflected that the reason the SPSO introduced the standard procedures across sectors including the public sector is that previously there were such different approaches to complaints

handling. A uniform approach is required so that the same level of service and procedure in relation to the management of complaints is adopted regardless of sector or organisation.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Monthly Policy Report and procedures at Appendix 1-2 of the report.

For redaction:

N/A

5.6 Monthly Housing Management Report

5.6.1 The CEO presented the Monthly Housing Management Report, drawing Members attention to section 3 of the report and then went through former tenant bad debt in detail.

5.6.2 The CEO guided Committee to section 4 of the report and then discussed the decree information in detail and noted that extensive work has been carried out to prevent eviction. The Association recommends that Committee approves the option at section 4.3 of the report.

5.6.3 The CEO advised that the closure of Jim Stephen House has been progressing better than anticipated and much of this is down to assessment of residents needs by Social Work. Resident's families are content that assessment needs have been identified and most of Jim Stephen House residents are being rehoused in full time care homes.

5.6.4 The CEO provided Members with an update regarding the Jim Stephen House residents who are not being rehoused in care homes and noted that it is anticipated that all residents will be rehoused in April 2021. Therefore, Jim Stephen House will close towards the end April 2021.

5.6.5 The CEO turned to the Housing 2040 Strategy at section 7 of the report and advised that the report contains Glasgow West of Scotland Forum's response to the strategy. The CEO noted that extensive work is being carried out by the SFHA, Glasgow West of Scotland Forum and lobbyists to ensure that RSL's are being properly protected and their voices are being heard at Government level.

5.6.6 The CEO informed Members that any changes to legislation will be presented to Committee as and when required.

5.6.7 The CEO moved on to Citizens Advice Scotland – Recommendation for an Inclusive Recovery at section 8 of the report and advised that Citizens Advice recommend that residents are given help with their arrears as a result of COVID-19. The CEO noted that the recommendations related mainly to the private rental sector. The Glasgow West of Scotland Forum has queried some of the recommendations as they would not work in the socially rented sector.

Discussion points:

Question: In relation to decree cases, a Member asked why tenants are given so many chances.

Response: The CEO replied that it is a pre-legal requirement before the organisation can take the tenant to court and explained the process. Discussion followed regarding the process.

Question: A Member asked if there is any risk for the last couple of residents in Jim Stephen House.

Response: The CEO advised that Social Work have increased the amount of personal care that remaining residents are receiving and the Association is carrying out welfare checks.

Action notes:

Following discussion, Members noted and approved the Monthly Housing Management report and the recommendations contained within the report.

For redaction:

N/A

5.7 Property Services Report

5.7.1 The CEO presented the Property Services report, taking Members in detail through the content of the report noting that it provides an update of current contracts.

5.7.2 The CEO advised that the HOME Team's performance has improved. The kitchen, bathroom and window replacement contracts remain suspended due to COVID-19 however, it is anticipated that these contracts will recommence at the end of April 2021.

5.7.3 The CEO drew Members attention to section 8 of the report regarding the Rathlin Street roof litigation case and provided an update received from the Association's legal team at T C Young.

Discussion points:

Redacted

Action notes:

Following discussion, Members noted and approved the Property Services Report.

For redaction:

Discussion point and response

6.0 Reports for Discussion/Information

6.1 Financial Management Report for the 11 months to February 2021

6.1.2 The CEO presented the comprehensive Financial Management Report for the 11 month period to the end of February 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)

Discussion points:

Action notes:

Following discussion, Members noted the Financial Management Report for the 11 months to February 2021.

For redaction:

N/A

6.2 HOME Team Contract Performance (February 2021)

6.2.1 The CEO advised that the HOME Team Contract Performance (February 2021) Report is presented to the HOME Team Board and is for Committee to note for information purposes only.

Discussion points:

Action notes:

Following discussion, Members noted HOME Team Contract Performance (February 2021) Report

For redaction:

N/A

6.3 HOME Team Financial Management Report for the 11 months to February 2021

6.3.1 The CEO presented the HOME Team Financial Management Report for the 11 months period to the end of February 2021 including the following appendices:

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

Discussion points:

Action notes:

Following discussion, Members noted HOME Team Financial Management Report for the 11 months to February 2021 Report

For redaction:

N/A

6.4 HOME Team Projections

6.4.1 The CEO presented the HOME Team Projections Report including the following appendices:

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

Discussion points:

Action notes:

Following discussion, Members noted the HOME Team Projections Report

For redaction:

N/A

6.5 HOME Team 30 Year Budgets

6.5.1 The CEO presented the HOME Team 30 Year Budgets Report including the following appendices:

- Statement of Financial Position (Appendix 1)
- Statement of Comprehensive Income (Appendix 2)
- Direct Maintenance Breakdown (Appendix 3)
- Office Overheads Breakdown (Appendix 4)
- Statement of Cash Flow (Appendix 5)
- Monthly Cash Flow for 2021/22 (Appendix 6)

6.5.2 The CEO advised that the report now includes Water Row, gas servicing and close cleaning.

6.5.3 The CEO informed Committee that when the HOME Team first began the Association leased the vehicles for the HOME Team as the HOME Team had no credit rating. The vehicles are now coming to the end of the 4 year lease period and there is no requirement to replace them as they have been well maintained and have low mileage.

6.5.4 The CEO advised that the Association proposes to pay the balloon payment to buy the vehicles outright and then draw up a new hire agreement for the HOME Team to repay the Association over the next 4 years including a 10% charge.

6.5.5 The CEO stated that the hire agreement will also include the flexibility for the HOME Team to payback the loan early.

6.5.6 The CEO drew Members attention to Statement of Financial Position at Appendix 1 of the report and discussed the year on year cash at bank and in hand figures noting that it is anticipated there is scope to repay the balloon payments early.

- 6.5.7 The CEO reflected that as long as there is no further lockdown, the HOME Team will remain viable.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Home 30 Year Budgets Report and HOME Team Motor Vehicles Options Report. Mr C Quigley abstained due to being a Board Member of the HOME Team

For redaction:

N/A

- 6.6 HOME Team Motor Vehicles Options Report

- 6.6.1 This report was discussed and approved along with agenda item 6.5 – HOME Team 30 Years Budget Report.

Discussion points:

Action notes:

Following discussion, Members noted HOME Team Motor Vehicles Option Report. Mr C Quigley abstained due to being a Board Member of the HOME Team

For redaction:

N/A

7.0 Any Other Competent Business

- 7.1 The CEO advised that she has issued a meeting invite for 6pm on Thursday 1 April 2021 for Committee to go through the Business Plan. The session will cover the strengths, weaknesses, opportunities and threats and will be carried out via Zoom with breakout sessions.

- 7.2 The CEO informed Committee that the first meeting of the Association's 50th Anniversary Working Group will take place on 14 April 2021 at 2pm. The CEO noted that there may be particular celebration activities that individual Members wish to take part in as a one off moving forward.

- 7.3 The Director of Corporate Services described the current structure of the Finance Department and advised that it has become apparent there is a lack of resources at the Assistant level.

- 7.4 Redacted

- 7.5 Redacted

- 7.6 Redacted

- 7.7 Redacted

7.8 Redacted

Discussion points:

A Member noted that the HOME Team COVID-19 risk assessment does not include the symptom lack of taste or smell. The CEO replied that she will follow up.

Action notes:

Following discussion, Members approved the changes to the Finance Department structure, specifically making the existing part time Assistant post full time and regrading the Finance Admin role to Assistant level.

For redaction:

7.4 – 7.8

8.0 Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 29 April 2021 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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Action Plan from Management Committee Meetings from April 2020 to 31 March 2021

Action Plan Number	Agenda item	Action	Officer Responsible	Original date for completion	Revised date for completion	Status	Comment
		Present GHT Management Accounts /Projections on a monthly basis	Head of Finance & IT/CEO			Ongoing	
		MC Appraisals – Chair and Vice Chair to conduct in-house appraisals	Chair / Vice Chair / Corporate Services			Complete	
		Wider Role Strategic Review Report	CEO			On hold	
		Committee Members to GEL training now cancelled to be reviewed	Director of Corporate Services		30/06/2020	On hold	
		Implement training for staff on HR policies approved	Director of Corporate Services	30/09/2019	30/06/2020	On hold	