



Minutes of Management Committee Meeting held on Thursday 25 November 2021 at 6pm

PRESENT: Mr G Maguire, Chair
Mr S Kalonji, Vice Chair
Mr S McLachlan, Member
Mr Z Khan, Member
Ms A Fraser, Co-optee
Ms S Johnston, Co-optee

IN ATTENDANCE: Ms C Quinn, Director of Corporate Services/Deputy CEO
- Secretary
Ms KA Wallace, Director of Customer Services
Ms N Salmon, Corporate Services Officer
Ms L Edwards, Development Consultant
Ms A Williamson, Observer

1.0 Apologies

- 1.1 The Chair advised that the CEO is currently self-isolating and has submitted her apologies.
- 1.2 The Chair advised that apologies have been received from Mr C Quigley, Ms A Connelly, Mr J Murray and Ms S Morton. Ms G Hay is experiencing technical difficulties and Mr T McArthur and Ms K Russell are on a leave of absence.
- 1.3 The Chair confirmed that the meeting is quorate in accordance with section 48 of the Association's Rules as there are 4 Members present.

2.0 Declarations of Interest, Gifts and Hospitality

- 2.1 There were no declarations of interest, 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 28 October 2021 were approved Mr S Kalonji and seconded by Mr S McLachlan as a true reflection of the meeting. Mr McLachlan noted that his name had been spelt wrong.

4.2 Matters Arising

4.2.1 There were no matters arising.

4.3 The minutes of the Special Assurance Statement Management Committee Meeting held on 20 October 2021 were approved Mr G Maguire 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 The minutes of the Special Group Structure Management Committee Meeting held on 23 October 2021 were approved by Mr S McLachlan and seconded by Mr Z Khan as a true reflection of the meeting.

4.6 Matters Arising

4.6.1 There were no matters arising.

4.4.7 The Chair advised that the redacted minutes from the Management Committee Meeting held on 30 September 2021 have been provided for information only.

Discussion points:

Action notes:

For redaction:

5.0 Reports for Decision/Approval

5.1 Strategy and Development Funding Plan 2022/23- 2026/2027

- 5.1.1 The Development Consultant presented the Strategy and Development Funding Plan 2022/23- 2026/2027 report.
- 5.1.2 The Development Consultant confirmed that the Strategy and Development Funding Plan was a bidding document and by submitting it did not commit the Association, or Glasgow City Council (GCC), to anything. In effect it was an opportunity for the Association to indicate to GCC the projects that it would like considered for inclusion in GCC's Strategic Housing Investment Plan over the next five years, along with indicative expenditure figures.
- 5.1.3 The Development Consultant went on to confirm that as a scheme proceeds, more detailed funding appraisals are carried out by the Association and the funders. As has been done in the past, the Association would use the 'stage and gate' process to decide whether to proceed at key milestones within the development process.
- 5.1.4 The Development Consultant summarised the projects and timescales, as detailed in Appendix 1 of the report and also confirmed how each project fitted in with the priorities of GCC's Strategic Housing Investment Plan as detailed in Appendix 2 of the report.

Discussion points:

Action notes:

Following discussion, Members approved the report and the funding bid for submission to GCC.

For redaction:

5.2 Water Row Phase 1 Update Report

5.2.1 Redacted for confidentiality purposes

Discussion points:

1. If the recently approved Govan/Partick Bridge will impact the project – the 2 projects will work in tandem.
2. Impact to the project if the offers of grant are not forthcoming – the Association cannot accept CCG's tender without confirmation of grant funding.

Action notes:

Following discussion, Members noted the Water Row Phase 1 Update Report and approved the recommendations detailed in section 2 of the report.

For redaction:

5.2.1

At this point the Development Consultant left the meeting.

5.3 Projections & New Loan Agreements Report

5.3.1 The Director of Corporate Services/DCEO presented the Projections & New Loan Agreements report in depth including the following 4 Appendixes:

- Statement of Financial Position (Appendix 1)
- Statement of Comprehensive Income (Appendix 2)
- Office Overhead Breakdown (Appendix 3)
- Loan Options Analysis (Appendix 4)

5.3.2 The Director or Corporate Services/DCEO highlighted the following areas:

- Increased materials costs, difficulty in acquiring labour and supply chain issues as detailed in section 1.3 of the report;
- Key items in the budget as noted in section 2.2 of the report;
- Key assumptions as mentioned in section 4.2 of the report;
- Water Row as detailed in section 4.3 of the report;
- Planned maintenance programme as noted in section 4.4 of the report;
- Loan proposals from RBS as detailed in section 4.5 of the report noting that the Finance Department recommend option 2 for the window and planned maintenance loan.

Discussion points:

1. Length of time remaining for the existing variable loans.

Action notes:

Following discussion, Members approved the Projections & New Loan Agreements Report and recommendations at section 2 of the report.

For redaction:

5.4 Monthly Governance Report

5.4.1 The Director of Corporate Services/Deputy CEO 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 as detailed in section 6 of the report noting that Ms A Williamson is present at the meeting as an observer and potential new Committee Member;
- FOI & Subject Access Requests as detailed in section 11 of the report;
- Use of the Seal as detailed in section 13 of the report;
- Shareholder Applications as detailed in section 14 of the report;
- Other governance matters as detailed in section 15 of the report including the Appendixes.

5.4.2 The Director of Customer Services provided Members with an update from the Tenant Service Improvement Group noting that all 3 Members of the Group have either left the area or are experiencing personal issues that prevent their participation in the Group; this highlights the issue of recruitment to the Group. The recent Anti-Social Behaviour scrutiny and improvement plan will be presented to Committee at the January 2022 meeting.

Discussion points:

N/A

Action notes:

Following discussion, Members noted the Monthly Governance Report and approved the Shareholders Applications.

For redaction:

5.5 Annual Review of Rent and Factoring Fee Report

5.5.1 The Director of Corporate Services/Deputy CEO presented the Annual Review of Rent and Factoring Fee report and the following 2 Appendixes:

- Tenant Consultation Rent Review 2022/23 (Appendix 1)
- GWSF rent increase survey for April 2022 – fourth results edition 18/11/21 (Appendix 2)

5.5.2 The Director or Corporate Services/Deputy CEO highlighted the following areas:

- The purpose of the report as noted in section 1 of the report;
- The requirements for the rents to be sufficient to allow the Association to deliver its planned maintenance programme as detailed in section 2.7 of the report;
- The current CPI interest rate considerations as detailed in section 3.6 of the report;
- A freeze in the factoring management fee as mentioned in sections 3.7 to 3.8 of the report;
- Glasgow West of Scotland Forum rent increase survey for April 2022 – fourth results edition 18/11/21 as noted in Appendix 2;
- Affordability to customers as detailed in section 5 of the report;
- Consultation as described in section 10 of the report;

5.5.3 The Director of Corporate Services/Deputy CEO advised that RSL rent increases are scrutinised by the Regulator.

Discussion points:

1. Rents at Vicarfield Street – they will continue to be harmonised.

2. Potential outcome of the consultation survey.
3. The impact that an increase in rent has on letting properties.

Action notes:

Following discussion, Members approved the Annual Review of Rent and Factoring Fee Report and approved an 'in principle' agreement to this year's proposed annual rent increase percentage options of 3.5% or 3.7%.

For redaction:

5.6 Monthly Housing Management Report

5.6.1 The Director of Customer Services presented the Monthly Housing Management Report in depth and highlighted:

- SHR Covid-19 quarterly report 2021/22 for quarter 2 as detailed in Appendix 1 of the report and in particular the average calendar days to re-let properties. The report will be utilised as the benchmark in relation to the scorecard.

5.6.2 The Director of Customer Services remarked that Govan Housing Association is the first RSL in Scotland to be awarded the Scottish National Standard for Information and Advice Providers for the Association's money advice services incorporating debt, money and energy advice.

Discussion points:

1. Some common jargons used in the housing sector and their meaning.

Action notes:

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

For redaction:

5.7 Property Services Report

5.7.1 The Director of Customer Services presented the Property Services report in depth and highlighted:

- The incident involving a fire in the close at 19 Rathlin Street as detailed in section 6 of the report;
- Lift servicing and maintenance contract as mentioned in section 7.4 of the report;
- Acquisitions as described in section 9 of the report;
- EESSH 2 as noted in section 10 of the report;
- HOME Team performance update as detailed in section 12 of the report noting the Director of Customer Services has assumed

responsibility for managing HOME Team performance for the organisation.

Discussion points:

1. The positive impact of the acquisitions programme.

Action notes:

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

For redaction:

5.8 Royal Bank of Scotland – Indicative Terms & Conditions Letter

- 5.8.1 The Director of Corporate Services/Deputy CEO advised that the template letter to RBS agrees to the indicative terms and conditions of the loan facilities and approval is sought from Committee for the Chair to sign the letter.

Discussion points:

Action notes:

Following discussion, Members noted the Royal Bank of Scotland – Indicative Terms & Conditions Letter and authorised the Chair to sign.

For redaction:

6.0 Reports for Discussion/Information

6.1 Financial Management Report for the 7 months to October 2021

- 6.1.1 The Director of Corporate Services/Deputy CEO presented the comprehensive Financial Management report for the 7 months to the end of October 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)

- 6.1.2 The Director of Corporate Services/Deputy CEO described the key notes in detail as mentioned in section 4 of the report.

Discussion points:

Action notes:

Following discussion, Members noted the Financial Management Report for the 7 months to October 2021 Report.

For redaction:

6.2 Void Improvement Plan Report

6.2.1 The Director of Customer Services presented the Void Improvement Plan report in depth and highlighted:

- The purpose as described in section 1 of the report;
- Void improvement plan as detailed in Appendix 1 of the report;
- Void performance information as detailed in Appendix 2 of the report.

6.2.2 The Director of Customer Services noted that since the implementation of the action plan, void performance has improved by 13 days overall between August and October 2021. The average void turnaround times for RSL's as published by the SHR is 41.59 days; Govan Housing Association turnaround time is currently 39 days.

Discussion points:

1. Void delays and associated costs.
2. Void process.

Action notes:

Following discussion, Members noted the Void Improvement Plan Report.

For redaction:

At this point the Chair referred to the Standing Orders and asked Committee for approval to continue with the meeting past 8pm. Members agreed.

6.3 Bi-Annual Review of Treasury Management Operations

6.3.1 The Director of Corporate Services/Deputy CEO presented the Bi-Annual Review of Treasury Management Operations report in depth and highlighted:

- Recommendations as detailed in section 2 of the report;
- Interest rates as described in section 4 of the report;
- Replacement of LIBOR as mentioned in section 5 of the report;
- Current borrowings as noted in section 6 of the report;
- Loan covenants as detailed in section 7 of the report;
- Cash flow as detailed in section 8 of the report.

Discussion points:

Action notes:

Following discussion, Members noted the Bi-Annual Review of Treasury Management Operations Report and authorised the Chair to sign the RBS agreement to change loan conditions from LIBOR to SONIA.

For redaction:

6.4 HOME Team Financial Management Report for the 7 months to October 2021

6.4.1 The Director of Corporate Services/Deputy CEO presented the comprehensive Financial Management Report for the 7 months to the end of October 2021 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)

6.4.2 The Director of Corporate Services/Deputy CEO described the key notes in detail as mentioned in section 4 of the report.

Discussion points:

Action notes:

Following discussion, Members noted the HOME Team Financial Management Report for the 7 months to October 2021 Report.

For redaction:

6.5 HOME Team 5 Year Projections Report

6.5.1 The Director of Corporate Services/Deputy CEO presented the HOME Team 5 Year Projections 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)

6.5.2 The Director of Corporate Services/Deputy CEO described the key items in detail as mentioned in section 4 of the report.

6.5.3 Redacted for confidentiality purposes.

6.5.4 The Director of Corporate Services/Deputy CEO advised Members that the targets set for the HOME Team have been scrutinised. The overall position and expected level of income over the 5 year period is encouraging and demonstrates reducing debt and a positive cash balance. However, this is fully dependent on the HOME Team delivering all current contracts by the end of March 2022.

Discussion points:

Action notes:

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

For redaction:

6.5.3

6.6 HOME Team Performance Management Framework Report for October 2021

6.6.1 The Director of Corporate Services/Deputy CEO presented the HOME Team Performance Management Framework Report for October 2021 and highlighted:

- Performance against targets for all contracts as described in section 4 of the report;
- Financial and operational performance against targets as detailed in section 7 of the report.

Discussion points:

Action notes:

Following discussion, Members noted the HOME Team Performance Management Framework Report for October 2021 Report.

For redaction:

7.0 Any Other Competent Business

7.1 EVH Pay Negotiations

7.1.1 Redacted for confidentiality purposes

7.1.2 EVH have advised that they will monitor CPI then begin negotiations with the Trades Union at the end of January 2022. Governing Bodies will be provided with further information towards the end of March 2022.

7.2 HomeMaster Project Update

7.2.1 The Director of Corporate Services/Deputy CEO reminded Members that HomeMaster is replacing the existing IT software system and went on to provide an update regarding progression of the project implementation plan. The anticipated go live date is August 2022.

7.3 Office Re-opening

7.3.1 The Director of Customer Services advised that in regards to re-opening of the office, following the recent announcement from the Scottish Government regarding Covid, the following steps are proposed moving forward:

- a) Appointment booking service to be implemented in December 2021;
- b) Telephony changes to be implemented in December 2021;
- c) Drop in sessions to begin only once Covid levels permit.

Discussion points:

Action notes:

Following discussion, Members noted any other competent business and agreed to the office re-opening proposals.

For redaction:

7.1.1

8.0 Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 27 January 2021 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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