



**Minute of Management Committee Meeting  
held on Wednesday 26 May 2021 at 6pm**

**PRESENT:** Mr G Maguire, Chair  
Mr S Kalonji, Vice Chair  
Mr C Quigley, Member  
Mrs A Connelly, 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

**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.

**4.0 Minutes for Approval**

4.1 The minutes of the Management Committee Meeting held on 29 April 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 Audit Sub-Committee Meeting held on 21 January 2021 were presented for information only.

**Discussion points:**

**Action notes:**

**For redaction:**  
1.2

## **5.0 Reports for Decision/Approval**

### **5.1 CEO Report**

5.1.1 The CEO noted that her report contains a brief summary of the items attached as appendices. The CEO explained that the items in the report are not yet at the stage they can be delegated to Managers.

5.1.2 The CEO asked Members to note the contents and priorities in her appraisal. The CEO advised that the priorities are the same as those presented to Committee earlier in the year. The CEO stated that she will provide monthly updates to Committee as and when there is something to report.

5.1.3 The CEO turned to the resident satisfaction survey and reflected that the results are disappointing. The CEO noted that not many RSL's are carrying out resident satisfaction surveys during the pandemic as they are unable to provide normal services.

5.1.4 The CEO reported that the survey results emphasise that what is important to residents is housing services.

5.1.5 The CEO advised that the overall satisfaction score has reduced by 9% and then discussed the other scores.

5.1.6 The CEO stated that the management of the neighbourhood is down by 17.74% and this will have to be reviewed as many residents think this involves cleansing issues of which the Association has no control over. However, the CEO noted that the Association agreed to pay the HOME Team to remove bulk waste.

5.1.7 The CEO informed Members that since January 2021 9 RSL's have carried out resident satisfaction surveys and the results are exactly the same as Govan Housing Association's results. The average overall satisfaction result across all the RSL's is 80%.

5.1.8 The CEO advised that if the results have reduced as a result of lockdown then when the Association starts to provide the full service again the results should improve fairly quickly. This will be a focus for the new Director post.

5.1.9 Redacted

5.1.10 Redacted

5.1.11 Redacted

5.1.12 Redacted

5.1.13 Redacted

5.1.14 The CEO turned to blended working and advised that information from the Glasgow West of Scotland Forum is included in appendix 4 of the report. Many RSL's have decided that once they fully reopen they will continue with a blended working model.

5.1.15 The CEO recommended that the Association does not use blended working and instead uses the existing remote working policy. Staff are currently working 3 days in the office and 2 days at home under the remote working policy. Blended working would involve changing people's terms and conditions and if the blended arrangements did not work, then terms and conditions would have to be changed again.

5.1.16 The CEO proposed that the current remote working arrangements continue in place until the end of June 2021 and potentially beyond. Managers are managing the arrangements so that both the service and social distancing measures are maintained. Following discussion, Committee approved the remote working arrangements.

5.1.17 The CEO went on to discuss the 50<sup>th</sup> anniversary celebrations and advised that the working group have made some suggestions and are meeting again tomorrow. Current proposals are:

- 50<sup>th</sup> birthday newsletter;
- Film;
- Mural;
- Tribute concert with Glasgow bands along with Govan Youth Project doing a play version on Annie's loo; this will potentially include working with local schools;
- Birthday parties in the local schools in lieu of the usual fun day;
- Street parties in the 4 Customer Services team patches;
- Identifying long standing tenants;
- Time capsule and plaque at Water Row;

5.1.18 The CEO stated that different groups in the Association will work on different aspects of the 50<sup>th</sup> birthday celebrations and Committee will be notified of the groups and asked if they want to be involved in them.

5.1.19 The CEO advised that it is proposed to hold a dinner dance in the Pearce Institute in September/October 2021 if restriction measures allow.

5.1.20 The CEO referred to the 50<sup>th</sup> anniversary logo and discussed the different elements contained in the logo following which Committee gave approval for its use.

5.1.21 The CEO drew Members attention to the options appraisal for the new subsidiary at Water Row and asked for permission to use MainStreet Consulting's proposal as they were involved in options appraisals for the HOME Team and Jim Stephen House. MainStreet Consulting know the history and background information relating to the Association. Following

discussion, Committee approved using MainStreet Consulting for options appraisal for the Group structure and the new subsidiary.

5.1.22 The CEO advised that the commercial lease agreement at appendix 7 of the report is a standard commercial lease agreement and Committee gave approval to use it for both existing commercial leases and new commercial leases at Water Row.

5.1.23 The CEO moved on to the Back Court Feasibility Study and advised that there have been 49 responses to the consultation and 15 tenants want to participate in a working group to improve the back courts. The CEO then went on to describe the current conditions in the back courts and the potential use of the kickstart employment project to deliver landscaping changes to the back courts.

5.1.24 The CEO noted that the consultation exercise identified that what residents want in the back courts are different to the Association's original ideas. Residents want the bin area improved first of all and then community Wi-Fi available when they are using the back courts followed by seating areas. The CEO stated that she will keep Committee informed of the progress being made to join the kickstart project.

5.1.25 The CEO advised that the consultation document for Phase 2 Commercial Space at Water Row is attached at appendix 9 of the report for information. The CEO noted that 40 housing units have been removed from the plans to accommodate the commercial space and this may result in phase 2 not being financially viable however this is will be a district council decision.

**Discussion points:**

N/A

**Action notes:**

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

**For redaction:**

5.1.9 – 5.1.13

5.2 Jim Stephen House Feasibility Study Report

5.2.1 The CEO advised that the closure of Jim Stephen House went well without any issues and all residents have been re-homed.

5.2.2 The CEO stated that the building has been boarded up and noted that there is a communal heating system between Jim Stephen House and the other 4 houses at Wanlock Street. The system this will require separating so that each building has its own heating system and approval will be sought from Management Committee once costs have been gathered.

5.2.3 The CEO advised that the City Council has agreed to provide funding to carry out a feasibility study and explained some of the different options that the study may likely include.

**Discussion points:**  
N/A

**Action notes:**  
Following discussion, Members noted the Jim Stephen House Feasibility Study Report and approved the recommendations at section 2 of the report.

**For redaction:**

### 5.3 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:

#### 5.3.1 Notifiable Events

The Director of Corporate Services advised that the report includes an extract from the Notifiable Events Register noting that there are currently 3 live notifiable events, namely:

- COVID-19 office closure;
- Water Row development;
- Closure of Jim Stephen House – likely to drop off once the Regulator has received an update of the closure.

#### 5.3.2 Complaints

There have been no complaints reported to the SPSO.

#### 5.3.3 Management Committee Membership

The Director of Corporate Services advised that the Association has been advertising for new Management Committee Membership on the SFHA website, the Association's own website and on social media. Response has been poor with only 1 person showing an interest.

The Director of Corporate Services suggested that she takes the advert to a group of other RSL's called the QEF, whose senior staff meet quarterly, to enquire if they have any staff who may want to join a Management Committee for their own development purposes. Discussion followed regarding the potential new Group structure and the CEO asked Members if they knew of others who wished to join the Committee to let the Association know.

The CEO advised that she will liaise with the Factoring Team to arrange a zoom meeting with new owners to establish if any with appropriate skills were willing to join the Committee.

#### 5.3.4 Management Committee Training

The Director of Corporate Services informed Committee that the Corporate Services Officer is drawing up a timetable of training and will be in touch with Members in due course.

### 5.3.5 Management Committee Attendance

The Director of Corporate Services advised that section 8 of the report contains figures relating to Management Committee attendance.

### 5.3.6 Tenant Service Improvement Group – Update

The Director of Corporate Services informed Committee that the Tenant Service Improvement Group met on the 20 May 2021 and it was a productive meeting focussing on anti-social policy and procedures. The Group also looked at how suggestions/observations can be made and will look at methods relating to how this can be achieved.

The Director of Corporate Services stated that the Group mentioned the use of jargons related to housing can be difficult to understand. The Association will create a user guide that will be attached to documents that are published.

### 5.3.7 Health & Safety Update

Redacted

### 5.3.8 Freedom of Information and Subject Access Request

The Director of Corporate Services advised that an extract from the Freedom of Information and Subject Access Request register is attached at appendix B of the report.

### 5.3.9 Annual Assurance Statement and the ARC

The Director of Corporate Services informed Members that information is still being gathered for the Annual Assurance Statement in October 2021. The ARC return will be discussed in detail under agenda item 6.4.

### 5.3.10 Other Governance Matters

The Director of Corporate Services drew Members attention to section 15 of the report and went through the other governance matters, namely:

- Scottish Housing Regulator – Financial Wellbeing
- Scottish Housing Regulator – Work Plans for 2021/22
- EVH – Newsletter

### 5.3.11 Redacted

5.3.12 The CEO stated that the HOME Team did not change anything in their business plan and asked Committee, as the parent, to approve the HOME Team Business Plan discussed during the meeting on 20 May 2021. Committee unanimously approved the HOME Team Business Plan.

#### **Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted the Monthly Governance Report. Mr G Maguire and Mr S Kalonji volunteered to join the H&S Working Group. Approval was given to allocate the property at 40 Ibrox Street to an applicant related to a staff member of Govan HOME Team.

**For redaction:**

5.3.7, 5.3.11

#### 5.4 Monthly Strategy/Policy Report

5.4.1 The Director of Corporates Services informed Members that there are 2 existing policies for approval, namely:

- GDPR Privacy Policy
- Group Treasury Management Policy

5.4.2 The Director of Corporate Services advised that the GDPR Privacy Policy has been updated to reflect that RGDP LLP is the Association's Data Protection Officer.

5.4.3 The Director of Corporate Services noted that the Group Treasury Management Policy has been reviewed and is still compliant with legislation and sector best practice. However, this policy will be presented to Committee on an annual basis as the Association is developing and therefore borrowing additional funds and the impact of COVID-19 is unknown within the sector. The Director of Corporate Services stated that it is best practice to present this policy annually.

**Discussion points:****Action notes:**

Following discussion, Members noted and approved the Monthly Strategy/Policy Report and recommendations at section 2 of the report.

**For redaction:**

#### 5.5 Monthly Housing Management Report

5.5.1 The CEO presented the Monthly Housing Management Report and advised that she discussed the closure of Jim Stephen House under agenda item 5.1.

5.5.2 The CEO referred to the letter from Glasgow City Health and Social Care Partnership (HSCP) and advised that they are looking for the Association to provide 60% of its lets to homeless referrals.

5.5.3 The CEO reflected that Committee had looked at this just prior to lockdown and agreed to keep the figure at 25%.

5.5.4 The CEO noted that the Association has regular discussions with HSCP about this topic and ask them to contact other RSL's who do not provide 25% before asking those who do to contribute more.

5.5.5 Additionally, the CEO stated that the Association is working with other projects who work with homeless people to provide support.

5.5.6 The CEO recommended that the Association keep the figure at 25%. Detailed discussion followed regarding the support the Association provides to other projects working with homeless people following which Committee agreed to keep the figure at 25%.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Monthly Housing Management report and agreed to keep the homeless referral figure at 25%.

**For redaction:**

5.6 Property Services Report

5.6.1 The CEO presented the Property Services report, taking Members in detail through the content of the report.

5.6.2 The CEO advised that the report includes an update at section 5 regarding the cladding at Golspie Street.

5.6.3 The CEO informed Members that approval is sought to increase the budget for 7 Ibrox Street from £300,000 to £317,826 as detailed in section 6.6 of the report.

5.6.4 The CEO advised that the Association is looking for a townhouse to use as a pilot for the rewiring contract. The CEO noted the rewiring contract is going well and is being completed faster than expected.

5.6.5 Redacted

**Discussion points:**

**Action notes:**

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

**For redaction:**

5.6.5



## **6.0 Reports for Discussion/Information**

### **6.1 Water Row Phase 1- Update Report**

6.1.1 The CEO presented the Water Row Phase 1 Update report, taking Members in detail through the content of the report.

6.1.2 The CEO advised that enabling works are in the ground and this was achieved without any vehicles being in the way. The car park was successfully closed off.

6.1.3 The CEO noted that there was nothing of historical importance found during investigation.

6.1.4 The CEO provided an update regarding the commercial spaces. The Big Feed are interested in using one of the spaces overlooking the river for a restaurant and the CEO went on to advise the other organisations interested in using the commercial space including Into University, Govan Pantry and Water Row Dental Practice.

6.1.5 The CEO noted that the Regulator asked why the financials for Water Row was not previously included in the 5 year Projections and was advised that the project was not previously financially viable. Until such times that it became financially viable the Association would not take on the development therefore did not include in the 5 year Projections and the Regulator was not informed. Moving forward, the development will be included in all future projections.

6.1.6 The CEO informed Committee that the Association has been in discussion with the Royal Bank of Scotland (RBS) about borrowing as all existing loans are currently with RBS. The figures submitted by RBS appear reasonable and have been checked by the Association's Treasury Management Consultant who has confirmed that the figures align with other lenders. A report will be submitted to Committee for approval once the negotiations have concluded.

#### **Discussion points:**

#### **Action notes:**

Following discussion, Members noted the Water Row Phase 1 - Update Report.

#### **For redaction:**

### **6.2 Bi-Annual Review of Treasury Management Operations**

6.2.1 The Director of Corporate Services presented the Bi-Annual Review of Treasury Management Operations Report and stated that in line with the Treasury Management Policy, the report provides Committee with a 6 monthly update of treasury management activities.

- 6.2.2 The Director of Corporate Services noted that the process followed is in accordance with the CIPFA Treasury Management Code of Practice and the Scottish Housing Regulator's guidance.
- 6.2.3 The Director of Corporate Services highlighted that the Association monitors the current political and economic climate to keep abreast of latest events relating to Brexit, COVID-19 etc. and in particular how this impacts the Association's treasury management and borrowing potential.
- 6.2.4 The Director of Corporate Services drew Members attention to section 6 of the report and discussed in full the Association's existing borrowings stating that these have been included in the current negotiations with RBS.
- 6.2.5 The Director of Corporate Services informed Committee that the Treasury Management Policy states that a minimum of 50% of borrowing is not exposed to variable interest rates and the Association's current loans comply with this requirement.
- 6.2.7 The Director of Corporate Services guided Members attention to loan covenants at section 7 and advised that RBS annually review the Association's covenants to ensure they are within the required levels. The Association also frequently monitors the covenants to ensure that there is sufficient capacity in them as this is an area that the Regulator expects RSL's to monitor.
- 6.2.8 The Director of Corporate Services discussed the cash flow comparison between March 2020 and March 2021 and noted that the total at March 2021 has reduced significantly and this is due to the purchase of materials in support of maintenance contracts i.e. windows.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Bi-Annual Review of Treasury Management Operations Report.

**For redaction:**

6.3 Procurement Update

- 6.3.1 The Director of Corporate Services presented the Procurement Update Report and stated that it refers to SDM.
- 6.3.2 The Director of Corporate Services reminded Members of the background relating to the current IT system not being fit for purpose and the benchmarking that took place that identified SDM as the preferred system the Association wished to adopt.
- 6.3.3 The Director of Corporate Services advised that following in-depth internal discussion, the Association has decided to go out to tender due to the large sum of money involved in the contract and explained the rationale.

6.3.4 The Director of Corporate Services stated that the contract went out to tender on 28 April 2021 and the procurement timetable is detailed in section 4 of the report.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Procurement Update Report.

**For redaction:**

6.4 ARC Presentation

6.4.1 The CEO presented the 2021 ARC figures and noted that the figures show the comparison over several years.

6.4.2 The CEO highlighted and discussed in detail the ARC figures in the following areas:

- Staffing
- Stock
- Repairs
- Scottish Housing Quality Standards
- Arrears
- Allocations
- Stage 3 Adaptations
- Complaints

6.4.3 In relation to re-let times, the CEO advised that the figure highlighted a performance failure which is currently being investigated by the Head of Housing & Community Engagement. Committee will be updated next month with the accurate figure once it has been adjusted to remove the time that the Association could not let due to COVID-19 restrictions.

6.4.4 The CEO advised that once benchmarking figures have been received they will be presented to Committee to demonstrate how the Association compares to other landlords. Following discussion, Committee approved the ARC return.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved the ARC presentation and return.

**For redaction:**

6.3 HOME Team Contract Performance (April 2021)

6.3.1 The CEO advised that the HOME Team Contract Performance (March 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 (April 2021) Report

**For redaction:**  
N/A

**7.0 Any Other Competent Business**

7.1 There was no other competent business.

**8.0 Date of Next Meeting**

8.1 The date of the next full Management Committee meeting is Thursday 24 June 2021 at 6.00pm.

8.2 Committee agreed to continue holding the meetings in person following social distancing requirements.

CHAIRPERSON'S SIGNATURE:



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## Action Plan from Management Committee Meetings from April 2021 to 31 March 2022

### Action Plan Key:

Complete	<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid black;"></span>	In progress/ongoing	<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF00FF; border: 1px solid black;"></span>	Not Started	<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; border: 1px solid black;"></span>
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Action Plan Number	Agenda item	Action	Officer Responsible	Original date for completion	Revised date for completion	Status	Comment
1	7.6.6	Present GHT Management Accounts /Projections on a monthly basis	Head of Finance & IT/CEO			Ongoing	
2	4.6	Joint GEL Wider Role Strategic Review Report	CEO			On hold	