



## Minute of Virtual

## Management Committee Meeting held on Thursday 26 November at 6pm

**PRESENT:**

- Mr G Maguire, Vice Chair
- Mr C Quigley, Member
- Mrs A Connelly, Member
- Mr S Kalonji, Member
- Ms K Russell, Member
- Ms G Hay, 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**

1.1 Mr C Quigley advised that the Vice Chair has asked him to Chair the meeting as he had another meeting to attend and the Chair has already submitted his 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 29 October 2020 were approved Ms A Connelly and seconded by Mr S McLachlan as a true reflection of the meeting. Mr S McLachlan pointed out that his name had been spelt wrong in the minutes.

4.2 Matters Arising

Date of Management Committee –26 November 2020 – for approval

4.2.1 There were no matters arising.

**Discussion points:**

**Action notes:**

**For redaction: 1.2**

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

### **5.1 CEO Update Report**

5.1.1 The CEO advised that she has received confirmation from the Salvation Army that they are going ahead with the hot Christmas dinner provision on Christmas Day at Govan Cross and some staff were going to work delivering hot food. The CEO informed Members about the other local organisation that were supporting the day and noted that Association staff are phoning all tenants who live alone to find out who will be by themselves on Christmas Day. Staff working on the day will visit all those tenants who will be by themselves to deliver a Christmas dinner and present.

5.1.2 The CEO informed Members that the digital panto was going ahead via the schools programme and she will provide feedback once the first show has taken place. The CEO noted that the panto was being recorded and she will speak to Halo Arts to enquire if a link of the recording can be sent to staff and Committee to watch with their families. However, all will be reminded that the link cannot be shared with any others as the panto is a paid ticketed event.

5.1.3 The CEO advised that the Asda vouchers for tenants have arrived and staff are going to sign and deliver the cards and vouchers.

5.1.4 The CEO stated that the Kickstart job placement programme has been put on hold as a result of the COVID-19 tier 4 restriction measures and will be revisited after March 2021.

5.1.5 The CEO noted that the Association's recovery fund application to the Scottish Government has been approved and money has been received for digital inclusion use supporting data ports for the lending library.

5.1.6 The CEO advised that in connection to Water Row, a Special Management Committee meeting will be convened in December 2020 to discuss next steps as it was nearing the time that planning permission may be sought.

**Discussion points:**

**Action notes:**

**For redaction: N/A**

## 5.2 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:

### 5.2.1 Notifiable Events

The Director of Corporate Services advised that there are no live notifiable events other than the one relating to the monthly COVID-19 return which all RSL's have to provide.

### 5.2.2 Complaints

There have been no complaints reported to the SPSO.

### 5.2.3 Management Committee Training

The Director of Corporate Services informed Members that Corporate Services were in discussion with SHARE to determine if Committee training can be re-established and include all GEL organisations.

### 5.2.4 Tenant Services Improvement Group – Update

The Director of Corporate Services advised that the Tenant Services Improvement Group met on 19 November 2020 and looked at complaints and anti social behaviour. The Community Inclusion Officer is running the Group and they are currently considering the next topics they wish to focus on. A Member asked how many tenants are involved in the Group and the Director of Corporate Services replied 6 in total and the Association is contemplating other engagement methods to encourage more tenants to participate.

5.2.5 The CEO informed Members that Kerry-Ann Wallace has been appointed to the post of Housing Manager Community Engagement and she will be tasked to look at the tenancy participation and engagement strategy,

### 5.2.6 Health & Safety Update

The Director of Corporate Services advised that a Health & Safety Working Group has been arranged for 8 December 2020 and the Association is continuing using the services of David Purdon CMIOSH, Health & Safety Consultant, Ross International Safety Company.

### 5.2.7 Annual Assurance Statement

The Director of Corporate Services noted that a special Management Committee meeting has taken place on 23 November 2020 and asked the Acting Chair to include a vote under AOCB at the end of the meeting in order to confirm if Members agree will the Assurance Report and Statement.

### 5.2.8 Use of Seal

Date of Management Committee –26 November 2020 – for approval

The Director of Corporate Services advised that the seal has been used once since the last meeting for a share certificate approved by Committee the previous month.

#### 5.2.9 Other Governance Matters

The Director of Corporate Services drew Members attention to section 14 of the report and went through the other governance matters along with the 4 following detailed appendixes:

- Code of Conduct & Declaration of Interest Report (Appendix 1)
- SHR Performance Dashboard (Appendix 2)
- EESSH 2 – SHR Questionnaire (Appendix 3)
- Code of Conduct – Housing Allocation (Appendix 4)

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted and approved the Monthly Governance Report and use of seal.

**For redaction: N/A**

#### 5.3 Scottish Public Services Ombudsman (SPSO) Annual Report Letter

5.3.1 The Director of Corporate Services advised that the Scottish Public Services Ombudsman (SPSO) has published their annual report and covering letter noting that in 2019/20 they received 4,332 complaints, reviewing and determining 4,099 complaints.

5.3.2 The Director of Corporate Services informed Members that when the SPSO were involved 49% of their recommendations concerned learning and improvement; 38% concerned individual remedies and 13% concerned the complaints handling process.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Scottish Public Services Ombudsman (SPSO) Annual Report Letter

**For redaction: N/A**

#### 5.4 Monthly Policy Report

- 5.4.1 The Director of Corporates Services informed Members that there are three new policies for approval, the first being the Proposed Handover of Completed Buildings Policy and went on to explain the background and reason why the policy was necessary.
- 5.4.2 The Director of Corporate Services advised that the second new policy is the Defects Buildings Policy stating that it aims to set out the Association's requirements for inclusion in all contract documents.
- 5.4.3 The Director of Corporate Services informed Members that the third new policy is the Managing Disclosure Information Policy which provides information on different types of Disclosure Scotland checks and outlines how we will handle, use, store, retain and destroy disclosure information to comply with legislation and good practice.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved the Monthly Policy Report and policies at Appendix 1-3 of the report.

**For redaction: N/A**

5.5 Resident Satisfaction Survey Report

- 5.5.1 The Director of Corporate Services advised that the purpose of the report is to provide Members with the information required to make an informed decision on whether the Association should consider a 2 year extension to the current contract with the Social Research Specialists called Knowledge Partnership.
- 5.5.2 The Director of Corporate Services stated that the contract involves carrying out tenants and owners satisfaction surveys that are required every 3 years and then drew Members attention to section 3 of the report which explains the reasons why the extension is necessary and the associated costs.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Resident Satisfaction Survey Report and approved the 2 year extension to the current contract.

**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 the former tenant's bad debt and former tenant's credit in detail.

- 5.6.2 A Member asked why the arrears were allowed to increase to such high levels and the CEO replied explaining in great detail the stages of the legal process the Association has to go through prior to any write off.
- 5.6.3 The CEO guided Committee's attention to section 4 of the report regarding the decree information and explained the lengths that the Association has gone through to make appropriate arrangements etc., and noted that the Financial and Community Inclusion Teams have been actively involved in trying to engage with the tenants. The CEO advised that the Association recommended the option detailed at section 4.3 of the report.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved the report and agreed to write off Former Tenants bad debt/credit and also agreed to the option detailed in section 4.3 regarding the Decree report 8214 and 8947

**For redaction: N/A**

- 5.7 Annual Review of Rent and Factoring Management Fee Report
- 5.7.1 The CEO advised that in the Business Plan approved in June 2020, the Association has assumed a rent increase of 3%. However, as a result of efficiency savings the Association is looking at annual rent increase percentage options of 2% or 2.5% and to increase the annual factoring management fee in line with the rent increase.
- 5.7.2 The CEO noted that 2% is considered a high increase in the sector for this year and many organisations are looking at rent increase options of 1% or 1.5%. The CEO explained the reason the Association is looking at 2% or 2.5% is due to the amount of investment the Association is making in its properties and stated that the material costs of the planned maintenance will increase.
- 5.7.3 The CEO drew Members attention to the consultation document at Appendix 1 and stated that it contained all the reasons why the rent increase options are 2% or 2.5%.
- 5.7.3 The CEO advised that the report is seeking Members approval to consult at 2% and 2.5% with tenants and owners and results of the consultation exercise will be reported to Committee in January 2021. Detailed discussion ensued regarding previous rent increases following which Members approved the consultation.

**Discussion points:**

**Action notes:**

Following detailed discussion, Members noted the Annual Review of Rent and Factoring Management Fee Report and approved the consultation process with tenants and owner.

**For redaction: N/A**

## 5.8 Statutory Repairs Report

- 5.8.1 The CEO informed Members that as part of the Ibrox and Cessnock strategy, the Association, in partnership with Glasgow City Council, committed to tackle disrepair within the pre-1919 tenement stock, with financial assistance or statutory intervention where appropriate from Glasgow City Council.
- 5.8.2 The CEO advised that the additional repair costs were not included in the budget. However, noted that the cost of the repairs is minor in comparison to rental income and 100% funding to purchase the 150 properties that form part of the strategy.
- 5.8.3 The CEO explained that expenditure was not included in the budget as the Association did not anticipate the costs being so high therefore assumed that costs would be covered from the existing repairs budget.
- 5.8.4 The CEO reflected that the Association can afford the cost of the repairs however there was currently no budget header allocation, going on to advise anticipated costs as detailed in section 8.3 of the report should 100% funding of repair costs not be awarded.

### **Discussion points:**

### **Action notes:**

Following detailed discussion, Members noted the Statutory Repairs Report and approved the additional financial spend for the year 2020/21.

### **For redaction: N/A**

## 5.9 Large Properties Acquisitions Report

- 5.9.1 The CEO informed Members that Glasgow City Council DRS have approached the Association to advise that outside of the Ibrox strategy, the Association can buy 3 or more bedroom properties with 100% funding however noted that 50% funding will not be available for repair costs..
- 5.9.2 The CEO stated that the report is seeking Committee's approval to buy the properties. A Member asked if the properties were just in the Ibrox area and the CEO replied that they were anywhere in the Associations stock area and went on to advise that if the report is approved, the first acquisition is likely to be a 3 bedroom property in the Govan C area.
- 5.9.3 The CEO advised that once the scheme is advertised, potentially many people who purchased their property through the right to buy scheme may take advantage and sell their property due to the costs associated with heating and repairs.
- 5.9.4 The CEO noted that the only criteria stipulated by Glasgow City Council is that the property must be let to a homeless applicant and whoever sells their property as part of the strategy must move out. The Association will look at re-housing these people wherever possible.

*At this point Gary Maguire, Vice Chair joined the meeting and took over Chair duties.*

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Large Properties Acquisitions Report and approved the Associations involvement in the acquisition strategy and spend required for any repairs identified.

**For redaction: N/A**

5.10 Property Services Report

5.10.1 The CEO presented the Property Services report, taking Members in detail through the content of the report and highlighting the following points:

5.10.2 The CEO advised that she was seeking delegated authority to approve the lift servicing and maintenance contract and the PPQ returns are due on 7 December 2020 as noted in section 8.1 of the report.

5.10.3 The CEO stated there were no concerns regarding tenant and resident safety.

5.10.4 With reference to fire safety, the CEO drew Members attention to section 5 of the report and advised that the only area of potential concern is Golspie Street however nothing has currently changed. The CEO informed Members that the cost to repair the AOVs at Golspie Street is detailed in section 6.3 of the report.

5.10.5 The CEO advised that section 7 of the report related to HOME Team performance and reflected that performance has improved in the run up to tier 4 restriction measures. The CEO stated that the HOME Team have not furloughed staff during tier 4 due to the difficulty in meeting productivity levels once staff returned to work.

5.10.6 The CEO informed Committee that there may be some payback from the HOME Team to the Association in relation to the reactive repairs contracts and explained it was because less reactive repairs have been reported. The CEO stated that at the end of the year, any variance over 15% will be paid back to the Association.

5.10.7 The CEO described the gas servicing update as noted in section 11.3 of the report.

5.10.7 Redacted

**Discussion points:**

**Action notes:**

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

**For redaction: 5.10.7**

5.11 Contract rescheduling (Covid-19)

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- 5.11.1 The CEO advised that following the Scottish Government announcement that Glasgow is being placed in tier 4 restriction measure level; the HOME Team are unable to carry out kitchen, bathroom and window replacements in tenant's houses. A review of the 5 year planned maintenance programme has been undertaken and several works in the common areas have been brought forward in order to keep HOME Team staff working.
- 5.11.2 The CEO informed Members that the window replacement programme will now continue with common area close windows and the timber fencing replacement has been brought forward at Govan C so that HOME Team staff can keep working throughout the current tier 4 restrictions and any future tier 4 restrictions.
- 5.11.3 The CEO noted that in the HOME Team financial projections report, 2 sets of figures have been included, one relating solely to the current 3 week tier 4 restrictions up to 11 December 2020 and the other relating to a worse case scenario where Glasgow is kept in tier 4 until the end of March 2021.
- 5.11.4 The CEO advised that the contract rescheduling will provide a contingency plan so that anytime Glasgow is placed in tier 4 the HOME Team can revert to these contracts without the need for further Committee approval.
- 5.11.5 The CEO confirmed that the planned maintenance programme for kitchen and bathrooms will continue as normal, following health and safety guidelines, as long as Glasgow was not in tier 4. However, once the manufacture of the common windows has been called off production cannot be stopped. The CEO noted that there is some windows for tenants houses in stock and these will be fitted as soon as possible once Glasgow comes out of tier 4 and then fitting the close windows will continue until the end of the year.
- 5.11.6 A Member asked who owns the fences between the Association and the owners and the CEO replied that owners will be consulted regarding the replacement fences and if the shared fences are included in the owner's title deeds, they will have to pay their share of the costs.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Contract rescheduling (Covid-19) Report and approved all recommendations at section 2 of the report.

**For redaction: N/A**

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

### **6.1 Financial Management Report for the 7 months to October 2020**

6.1.2 The CEO advised that the Head on Finance & IT had provided Members with a comprehensive Financial Management Report for the 7 month period to the end of October 2020 along with the 5 following detailed 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)

6.1.3 The CEO guided Members attention to Appendix 2 of the report and noted that there is a £967,312 positive variance and this is as a result of some of the HOME Team contracts being suspended due to COVID-19 restriction measures. Additionally, there has been some savings related to office overheads as detailed in section 3.2 of the report.

6.1.4 Redacted

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Financial Management Report for the 7 months to October 2020

**For redaction:**

6.1.4

6.2 The Pensions Trust Update

6.2.1 Redacted.

6.2.2 Redacted

6.2.3 Redacted.

**Discussion points:**

**Action notes:**

Following discussion, Members noted The Pensions Trust Update Report

**For redaction: 6.2**

6.3 Bi-Annual Review of Treasury Management Operations

6.3.1 The Director of Corporate Services advised that the report covered the Associations approach to treasury management.

6.3.2 The Director of Corporate highlighted that there was an increase in the valuation held as securities by the Bank as noted in section 2.2 of the report and the level of indebtedness is well within requirements.

6.3.4 The Director of Corporate Services informed Committee that the Association is well within its targets based on the loan covenants set by the Bank for its loans. Review of loan covenants is carried out on a regular basis.

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- 6.3.5 The Director of Corporate Services stated that the Association was in a strong cash position at the end of September 2020.
- 6.3.6 The Director of Corporate Services drew Members attention to the table at section 5.1 related to current borrowings and noted that the majority of the Associations loans are fixed interest rates therefore repayment costs are known which assists the financial planning process.
- 6.3.7 The Director of Corporate Services advised Committee that there is no area of concern and the Association is in a strong position regarding cash balances and significant borrowing capacity based on its current loan security arrangements.

**Discussion points:**

**Action notes:**

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

**For redaction: N/A**

- 6.4 HOME Team Financial Management Report for the 7 months to October 2020
- 6.4.1 The CEO advised that the Head on Finance & IT has provided Members with a comprehensive HOME Team Financial Management Report for the 7 month period to the end of October 2020 along with the 5 following detailed 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 CEO noted that the HOME Team's financial position was satisfactory up to the end of October 2020 and there were no issues to report.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the HOME Team Financial Management Report for the 7 months to October 2020

**For redaction: N/A**

- 6.5 Home Team Projections (updated Guidance 19 November 2020)
- 6.5.1 The CEO advised that the Head of Finance & IT has provided Members with the review of the HOME Team 7 monthly budget performance of 2020/21 as well as an update on further projection scenarios required given the latest Scottish

Government guidance placing Glasgow into Tier 4 restriction measures on 20 November 2020 for 3 weeks.

- 6.5.2 The CEO guided Members to the table at section 4.1.14 of the report and explained that for each contract it details the contract budget, review projections, the position at the end of 3 weeks in tier 4 and the position if Glasgow remains in tier 4 until the end of the year.
- 6.5.3 The CEO stated that the information in the table was designed to provide Committee with information relating to the worst case scenario if the planned maintenance programme remained suspended until the end of March 2021.
- 6.5.4 Redacted
- 6.5.6 The CEO described the main differences in income for the planned maintenance contracts. However, noted that the income generated by the introduction of the new contracts detailed in section 4.1.13 of the report will offset some of the lost income.
- 6.5.7 The CEO advised that in the worst case scenario the HOME Team will remain in a financially viable position.
- 6.5.8 The CEO informed Members that the HOME Team budgets will continue to be presented to Committee until such times as the country gets back to normal following the pandemic.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Home Team Projections (updated Guidance 19 November 2020) Report

**For redaction: 6.5.4**

**7.0 Any Other Competent Business**

- 7.1 The Director of Corporate Services stated that Members attended the Special Management Committee meeting relating to the Annual Assurance Statement on 23 November 2020 and noted that the Associations Senior Team has proposed that the Association is fully compliant and there are no material breaches.
- 7.2 The Director of Corporate Services asked Committee if they approved the proposal for the Annual Assurance Statement and stated that the Association has asked the Regulator if the Assurance Statement can be signed digitally.
- 7.3 The CEO expressed thanks to the Assurance & Compliance Manager for her hard work in compiling the Annual Assurance Statement and gathering the evidence in support of it.
- 7.4 The CEO informed Members that she would like permission to call a Staffing Sub Committee meeting at 9.30am on 8 December 2020 to discuss one agenda item.

- 7.5 The CEO asked Members permission to hold a Special Management Committee meeting at 6pm on 17 December 2020 to discuss Water Row.

**Discussion points:**

**Action notes:**

Following discussion, Members approved the Annual Assurance Statement proposal; agreed to call a Staffing Sub Committee meeting and agreed to hold a Special Management Committee meeting on 17 December 2020.

**For redaction: N/A**

**8.0 Date of Next Meeting**

- 8.1 The date of the next full Management Committee meeting is Thursday 28 January 2021 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

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