



Minute of Management Committee Meeting held on Thursday 27 February 2020 6.00pm

PRESENT: Mr C Quigley, Chair
Ms A Martin, Member
Mr G Bernstein, Member
Mr Z Khan, Member
Mr W Pritchard, Co-optee
Ms K Russell, Co-optee
Mr T McArthur, Co-optee

IN ATTENDANCE: Ms F McTaggart, Chief Executive
Ms C Quinn, Director of Corporate Services
Mrs V Marshall, Corporate Services Officer

At this point the Chair requested that Mr Thomas McArthur be Co-opted on the Management Committee. Members unanimously approved this motion.

Redacted for confidentiality purposes.

1.0 Apologies

The Chair advised that Miss G Hay, Mr S Simpson, Mr G Maguire, Mr S Kalonji, Mrs A Connelly and Ms D McKenzie had submitted apologies for the meeting.

2.0 Declarations of Interest, Gifts and Hospitality

There were no declarations of interest, gifts and hospitality.

3.0 Declaration of Receipt and Understanding

Members confirmed receipt and understanding of their papers.

4.0 Minutes for Approval

4.1 The minutes from the meeting held on 30 January were approved by Member 5 and seconded by Member 12 as a true reflection of the respective meeting.

4.2 Matters Arising

5.9 The Director of Corporate Services advised that Chiene + Tait had been engaged to undertake the pension's consultancy exercise and provide the Committee with a report. The consultation exercise has been set for 17th March 2020.

5.14 The Director of Corporate Services advised that, per Member 6's request, CivTech had been contacted to give the Association IT advice. The Director will update the Committee once a meeting has taken place.

5.16 Stock Condition Survey

The CEO informed Members that the Head of Finance & IT, Head of Property Services and herself had their first meeting to discuss the results of the Stock Condition Survey.

The CEO reiterated that there were no real surprises within the report and that it contained mostly component requirements. She advised that at the initial meeting they had concentrated on Central Govan, as this area is the most populated and has the most difficult to let properties.

The CEO confirmed that on completion, a report would be presented to the Management Committee followed by an article in the newsletter and finally be implemented into the new Business Plan.

7.0 Business Planning Day

The CEO confirmed that the Business Planning day had been booked and will be taking place at the Village Hotel on 20 May 2020. She advised the format of the day would be: Business Planning in the morning; lunch; followed by a visit to mid market properties designed by Collective Works who are also the contractor for Water Row. She advised that the Development Consultant is in the process of producing a programme for the day.

Discussion points:

Question: Member No.7 requested that the current Business Plan be put onto the VBR.

Reply: The CEO replied the current Business Plan is on the VBR but she would double check to make sure it was there and members would be informed again of its location.

The CEO advised that the staff teams are currently working on delivery plans for the new Business Plan and as previously agreed, the business planning away day would be on 20th May 2020 for the SMT and full Committee.

Question: Member No. 6 suggested a visit to a Passive House build.

Reply: The CEO advised that the Development Sub had requested that we use the afternoon of the Business Development day on 20th May to visit complete Mid Market Rent sites designed by Collective Architecture. The CEO suggested that the afternoon of the 20th May include a visit to a Passive House site. All agreed to this recommendation.

Action notes: N/A

For redaction:

4.3 The minutes from the Operations Sub-Committee meeting held on 21 November 2019 were presented for information only.

4.4 The minutes of the Development Sub-Committee held on 15 November 2019 were presented for information only.

Redacted for confidentiality purposes.

- **Rathlin Street Roof – Litigation**

Question:

Redacted for confidentiality purposes.

- **Rents & Factoring**

Redacted for confidentiality purposes.

- **Scrutiny Panel**

Question: There seems to be no progress in establishing a new Scrutiny Panel for the Association. The SHR has confirmed this is a requirement for all RSL's.

Reply: The Director of Corporate Services advised that as previously reported Tollcross Housing Association had been successful in recruiting a healthy Scrutiny Panel but they had to spend money to do so. She advised that the SHR point of view is that RSL's have to evidence that they are working towards establishing a Scrutiny Panel and that the Association is fully complying with this requirement.

The Director of Corporate Services advised that she receives a monthly progress report from the Community Inclusion Officer and Performance & Assurance Manager on what actions they have carried out to establish the Scrutiny Panel. This information is then reported within the Governance Report on a monthly basis.

The CEO reported that the Community Links proposal that is being presented at tonight's meeting, if approved will provide a tool to assist future planning and development of the Association's Community Inclusion strategy and development.

- **Assurance Statement**

Question: There has been no feedback on the Assurance Statement for the past six months are we presume that this is ok.

Reply: The Director of Corporate Services confirmed that she attends the QEF on a quarterly basis and as far as she is aware no other RSLs have received any feedback as yet on the Assurance Statement. She advised that, as previously reported, ten RSLs had been selected to be visited by the SHR in relation to this requirement.

Redacted for confidentiality purposes.

5.0 Reports for Decision/Approval

5.1 Wider Role Strategic Review Report

The CEO presented the report seeking Members consideration and approval of the proposal from Community Links Scotland to examine and make recommendations for the Associations Community Inclusion Strategy for the Govan Housing Association Group.

Redacted for confidentiality purposes.

Discussion points: N/A

Action notes: Following discussion, Members noted the content of the report and approved the recommendations contained within appendix 1 of the report.

For redaction:

5.2 Draft Budgets 2020-21

The CEO asked if they would like to add any further feedback on the on the Draft Budget 2020-21 which were presented at last month's meeting.

Discussion points: Members confirmed that they did not wish to add any further feedback to the Draft Budgets 2020-21

Action notes: N/A

For redaction: Introductory paragraph / 4.4 / 5.1

5.3 Annual Review of Rents 2020-21

The CEO presented the results from the recent Annual Review of Rents. She advised that the response had been good and that surprisingly tenants had responded to the written format more than on Survey Monkey where we had only received nine returns.

The CEO proceeded to take Members through in detail each question contained within the survey, highlighting the responses received from our tenants.

The CEO recommended that now that the consultation period has concluded Members approve the proposed annual rent increase percentage options of 3% from the 1 April 2020.

The CEO further recommended that due to the responses of the rent consultation exercise the rent debit date remains the same. at 28th of the month

Discussion points:

Action notes: Following an in-depth discussion, Members approved the 3% annual rent increase with an effective date of 28 April.

The CEO advised that a copy of the today's presentation would be sent out to Members after today's meeting.

For redaction:

5.4 Monthly Housing Management Report

The CEO confirmed that the Local Lettings Community meeting was held in the Association's offices on Monday 17 February 2020. The group attending were from each local RSL and the purpose of the meeting was to review in detail the figures provided by the Casework team in Quarter 3.

The CEO advised that the Association is performing well in terms of meeting the target for providing accommodation for statutory homeless cases. The target set by Glasgow City Council for the LLC group as a whole was 23% for the coming year from April 2020 and that the Association's individual KP1 target is 25% for all lets.

5.4.1 Jim Stephen House

The CEO advised that the consultation with tenants and their families took place on Thursday, 19 February 2020. The tenants were consulted on the new enhanced housing management service (Livingwell) being provided by Loretto from 1 April 2020, the meal provision which will be provided by an external agency (Ranstad) and the communal cleaning services which will be provided by our cleaning contractor CAS.

The CEO confirmed that there are a number of issues arising from the Consultation and that we require to speak with Social Work/ Cordia regarding these - but the general feedback from residents and their families is that they are happy with the new service to commence.

The CEO informed Members that the legalities of the change in services are now being dealt with by the relevant agencies involved and we are confident that these will be concluded in adequate time for the services to commence on 1 April 2020.

Question: N/A

Action notes: Following discussion members noted the content of the report. There were no recommendation or approvals required on this report.

For redaction:

5.5 Property Services Report

5.5.1 Tenant & Resident Safety

The CEO presented the new template on all aspects of tenant & resident safety which, going forward, will be presented to Committee on a regular basis. She reported that this template will provide Members with a regular assurance that we are meeting our legal duties and regulatory requirements in relation to tenant/resident and building safety as detailed in Appendix 1 of the report.

5.5.2 Servicing Overhaul

The CEO informed Members that the recent AOV (Automated Opening Vents) servicing reports from William Brown Ltd carried out on 27 January 2020 have highlighted that further works are required to the glass louvered vents - Fieger Linage - within various properties in Golspie Street and Shaw Street as listed in Appendix 2.

The CEO confirmed that a price quote provided by Wm Brown to carry out the works amount to £33,750 exc.v.a.t and that we are currently in the process of putting these works out to tender via a PCS Quick Quote. She advised that all Wm Brown service reports can be found in the VBR folder.

Discussion points: N/A

Action notes: Following discussion, Members noted the content of the report and actions contained within Appendix 1 and 2.

There are no recommendations or approvals required within this report.

For redaction: N/A

5.6 Monthly Policy Review Report

The Director of Corporate Services presented the monthly policy review report and updated members on the following new policies contained within Appendix 1 & 2 of the report:

- Staff Appraisal Policy
 - Role of the Chair Person
- i. The Director of Corporate Services explained that the aim of our Staff Appraisal process is to achieve mutual assessment and agreement on the employee's performance in achieving their work priorities, setting their future work priorities to ensure delivery of our vision and Business Plan and identifying any training requirements.
 - ii. The Director of Corporate Services advised the Role of the Chair Policy sets out the main duties and responsibilities that are attached to the office of Chair of Govan Housing Association. This document has been prepared in the context of the Association's Rules, Standing Orders and in line with best practice.

Discussion points: N/A

Action notes: Following discussion, Members approved both of the two new policies presented.

For redaction: N/A

6.1 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:

4.0 Notifiable Events

4.3 There have been no notifiable events since the last meeting.

5.0 Complaints

5.3 There are no complaints currently under investigation by the SPSO since the last meeting.

6.0 Management Committee Membership – Recruitment

6.1 There are currently 10 elected members out of maximum of 15 places.

6.2 Two members of the Management Committee have requested a Leave of Absence:

Redacted for confidentiality purposes.

6.3

Redacted for confidentiality purposes.

7.0 Management Committee Training

7.1 A workshop on risk identification has been arranged for 5 March 2020 from 12.30pm to 4.30pm (lunch from 12 noon) and this will focus on reviewing the Risk Register to ensure its accuracy and relevance.

7.2 This workshop will be facilitated by from Indigo House.

7.3 Further training is as noted below:

Date	Training
11 March 2020	Business Planning
15 April 2020	Conducting the Affairs of the Governing Body Openly
13 May 2020	Governing Body as an Employer
17 June 2020	Maintaining a Strong Governing Body

Management Committee Attendance

The attendance for the Management Committee meeting held on 30 January was 70% against a target of 80%.

8.0 Tenant Service Improvement Update

8.1 The Tenant Service Improvement Group was due to meet again on Friday 21 February 2020, to carry out its first scrutiny exercise on the topic of "Cleansing Issues and the Association's Role". However due to a lack of availability of Members this meeting has now been rescheduled until the middle of March.

9.2 Another new member has been recruited to the Group, bringing the total now 6 Members.

9.0 Health and Safety Update

10.1 There were no updates or matters of concern to report.

10.0 Annual Assurance Statement

11.1 The Annual Assurance Statement was submitted on time, no feedback has been received from the Regulator.

11.0 Use of Seal

12.1 Redacted for confidentiality purposes.

13.0 Shareholder Application

13.1 Members approved the following new Shareholders:

- Redacted for confidentiality purposes.

14.0 Other Governance Matters

14.1 George Walker, Chair Scottish Housing Regulator

The Director of Corporate Services presented a recent speech from the Chair of the Scottish Housing Regulator. During his speech, the Chair confirmed

that lessons learnt from the first annual Assurance Statement will be published in a Regulator's report during March 2020.

14.2 Scottish Social Housing Charter

The Director of Corporate Services stated that the Regulator recently published updated Charter technical guidance and FAQs for landlords completing their Annual Return on the Scottish Social Housing Charter (ARC - due in May 2020). There are no changes to indicators, but additional clarification is provided on Indicators 19, 20 and 21.

Discussion points: N/A

Action notes: Following discussion, Members approved new named Shareholders.

For redaction: 6.2 / 6.3 / 7.2 / 12.1 / 13.1

6.2 **Financial Management Report to 31 December 2019**

The Director of Corporate Services presented the Financial Management Report for the 10 months period to the end of January 2020 and discussed in detail the content of the following appendices:

- 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)

Redacted for confidentiality purposes.

Discussion points: N/A

Action notes:
Following discussion, members noted the monthly update on the financial management of the business to 31 January 2020.

For redaction: 6.2

6.3 **Annual Return on the Charter Planning Report**

The Director of Corporate Services advised Members of the proposals for the completion of the Annual Return on the Charter (ARC) and verification of the same. She then proceeded to take Members through the various steps in the Timetable contained within point 4 of the report for monitoring, reporting, scrutinising and submitting the ARC prior to May 2020 deadline for submission.

Discussion points: N/A

Action notes:

Following discussion, members noted the content of the Annual Report on the Charter Planning Report

For redaction: N/A

7.0 Any Other Competent Business

7.1 CGAP Representation

The CEO asked Members if they decided who would participate in the new CGAP Working Group focus on the Lyceum which would be held on a quarterly basis.

7.2 GEL – Glasgow University, Govan HOME Team 19 March 3.30 -6.00 p.m.

The CEO stated that, as previously advised, Glasgow University has requested to meet with GEL Committees and staff members to discuss the new Glasgow University Campus at Govan. This event will take place from 3.30pm–6pm on 19 March 2020 in the Govan HOME Team conference room. She requested that as a very important issue it would be appreciated if as many Members as possible could attend.

7.3 Govan HOME Team Offices

The CEO reported that the HOME Team office had to be closed this afternoon due to an Asbestos incident. She informed Members that the building facing the HOME Team entrance was in the process of being demolished and that the contractor on site had moved Asbestos from one container to another causing a potential risk to our staff/visitors to our office.

The CEO advised that ACS had been contacted (who carries out our Health & Safety audit) who advised that it was probably a very low risk but it would be safer to close the office until a further check for Asbestos was carried out the following morning.

The CEO confirmed that both Chair's for the HOME Team and the Association had been informed and the both would be updated when everything is clear.

Discussion points:

Action notes:

Following discussion, The Chair confirmed that he would represent the Association and attend the new CGAP Working Group as required.

For redaction: N/A

8.0 Date of Next Meeting

8.1 The date of the next Management Committee meeting is Thursday 26 March 2020 at 6.00pm.



CHAIRPERSON'S SIGNATURE:.....

