

**Minutes of Management Committee Meeting**

**held on Thursday 28 April 2022 at 6pm**

**PRESENT:** Mr C Quigley, Acting Chair

Mr Z Khan, Member

Ms A Connelly, Member

Ms K Russell, Member
Mr S McLachlan, Member
Ms A Williamson, Co-optee
Mr J Murray, Co-optee
Ms A Fraser, Co-optee

Ms S Morton, Co-optee

**IN ATTENDANCE:** Ms F McTaggart, CEO

Ms C Quinn, Director of Corporate Services/Deputy CEO - Secretary

Ms N Salmon, Corporate Services Officer

1. **Apologies**

1.1 The Acting Chair advised that Mr G Maguire has submitted his apologies. Mr S Kalonji is on a leave of absence. Mr T McArthur was not at the meeting.

**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 Special Management Committee Meeting held on 17 March 2022 were approved Mr Z Khan and seconded by Ms K Russell as a true reflection of the meeting.

4.2 Matters Arising

4.2.1 In relation to section 6.1.5, the CEO provided Members with an update regarding next steps that are being taken concerning the window replacement contract. The CEO proposed that UPVC as opposed to timber windows be installed in the non conservation areas. Committee unanimously approved.

4.2.2 The CEO advised that Members will be required to participate in the tender process for the procurement of windows.

4.3 The minutes of the Management Committee Meeting held on 31 March 2022 were approved by Ms A Connelly and seconded by Mr Z Khan as a true reflection of the meeting.

4.4 Matters Arising

4.4.1 The CEO advised that there was no update to report in relation to the Rathlin Street roof litigation case at section 5.3.1.

4.5 The minutes of the Special Management Committee Meeting held on 7 April 2022 were approved by Mr Z Khan and seconded by Mr S McLachlan as a true reflection of the meeting.

4.6 Matters Arising

4.6.1 There were no matters arising.

**Discussion points:**

**Action notes:**

Installation of UPVC windows in non conservation areas approved.

**For redaction:**

**5.0 Reports for Decision/Approval**

5.1 Procurement of Contract Management Services- Maintenance

5.1.1 The CEO presented the Procurement of Contract Management Services- Maintenance Report and highlighted:

* The background and purpose of the report as detailed in section 1;
* The recommendations as described in section 2 of the report noting that Brown & Wallace will be appointed as the contract administrators for the maintenance contracts.

**Discussion points:**

**Action notes:**

Following discussion Members noted and approved the Procurement of Contract Management Services- Maintenance Report and recommendations at section 2.

**For redaction:**

5.2 Water Row Phase 1 Update Report

5.2.1 The CEO presented the Water Row Phase 1 Update report and noted that the contractor is now onsite.

5.2.2 The CEO stated that the Water Row Phase 1 Update report will be presented regularly to Committee for information until such times as approval is required.

5.2.3 Redacted for confidentiality reasons.

**Discussion points:**

1. Potential tenants of the commercial units.
2. Impact to the Association if build costs increase.

**Action notes:**

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

**For redaction:**5.2.3

5.3 Monthly Governance Report

5.3.1 The Director of Corporate Services/Deputy CEO presented the monthly Governance report in depth and noted that since writing the report there is one item for approval.

5.3.2 The Director of Corporate Services/Deputy CEO highlighted the following areas in the report:

* Notifiable events as described in section 4 of the report;
* Complaints as mentioned in section 5 of the report;
* Governing body Membership as advised in section 6 of the report. Mr G Maguire has requested a short Leave of Absence for personal reasons and following discussion Members unanimously approved the request;
* Health & Safety Working Group as stated in section 9 of the report noting that the next meeting will take place on Thursday 12 May 2022;
* Freedom of Information and Subject Access Requests as detailed in section 10 of the report;
* Annual assurance statement as noted in section 11 of the report;
* Other governance matters as described in section 14 of the report;
* SHR reporting significant performance failures as detailed in Appendix A of the report;
* SHR guidance regarding complaints relating to a Regulated Body as noted in Appendix B of the report.

**Discussion points:**

1. Using Zoom to accommodate Members who are unable to attend meetings in person.
2. The number of RSL’s who are members of EVH.
3. Membership of the Health & Safety Working Group. The meeting on 12 May 2022 will take place remotely via Zoom.

**Action notes:**

Following discussion, Members noted the Monthly Governance Report and approved the Leave of Absence requested by Mr G Maguire.

**For redaction:**

5.4 Monthly Customer Services Report

5.4.1 The CEO presented the Monthly Customer Services report in depth and stated that approval is sought for target setting 2022-23 for Property Services and Customer Services.

5.4.2 The CEO drew Members attention to the key performance indicators at Appendix 3 of the report and discussed the 2021-22 performance figures noting that they have not yet been validated. The new targets for 2022-23 were also noted.

5.4.3 The CEO turned back to the report and highlighted:

 Property Services

* Gas Mile update as detailed in section 5 of the report noting that all works have been completed;
* Tenant satisfaction as detailed in section 6 of the report;
* Planned maintenance performance as described in section 7.2 of the report noting that the figures will be validated for the ARC;
* Cyclical maintenance performance as noted in section 7.6 of the report;
* Outstanding completion work in relation to emergency, routine and right to repair noting that targets in these areas will be presented at next month’s Committee meeting;
* Process mapping of the Property Services department.

Customer Services

* Average re-let of empty properties as detailed in section 11.3 of the report noting that approval is sought to increase the average letting time target from 14 to 21 days;
* Gross arrears as described in section 11.7 of the report;
* Tenancy sustainment as mentioned in section 11.8 of the report.

Factoring

* Factoring service as detailed in section 11.7 of the report noting that a full review of the service is taking place.

Office Opening Hours

* A report will be presented at the May 2022 Committee meeting with proposals regarding hybrid working and office opening hours. 70% of Housing Associations are going to have hybrid working arrangements. However, due to Govan Housing Association’s performance failings it is proposed that staff return to the office full time.

5.4.4 The CEO advised that approval is sought for the proposed targets for 2022-23 for Property Services and Customer Services. Following detailed discussion, Members unanimously approved the 2022-23 targets.

**Discussion points:**

1. Re-wiring void properties.
2. Factoring service review and the creation of a working group.
3. Office drop in times and appointment system.
4. Potential impact of not offering hybrid working and advantages to the Association of staff returning to the office full time.
5. Void target for 2022-23.
6. Gross arrears performance and target for 2022-23.
7. Repairs services tenant satisfaction tool, feedback and analysis.

**Action notes:**

Following discussion, Members noted the Monthly Customer Services report and approved the recommendations at section 2 of the report.

**For redaction:**

**6.0 Reports for Discussion/Information**

6.1 Home Team Performance Management Framework Report March 2022

6.1.1 The CEO presented for information the Home Team Performance Management Framework report for March 2022.

6.1.2 The CEO advised that the Home Team have now paid back the start up loan.

6.1.3 The CEO reflected that the Home Team performed reasonably well last year in challenging circumstances. However, there are improvements to be made and the Home Team are being processed mapped to identify where improvements can be realised.

**Discussion points:**

1. Staff sickness and general absenteeism.
2. Bulk uplift, fly tipping and domestic waste uplift.
3. Improving private lanes.

**Action notes:**

Following discussion, Members noted the HOME Team Performance Management Framework Report for March 2022 Report.

**For redaction:**

**7.0 Any Other Competent Business**

7.1 Strategy Day

7.1.1 The CEO suggested that due to the number of Committee Members who work, the strategy day be held on a Saturday. Potential dates will be circulated to Members to establish the preferred one.

7.1.2 The CEO advised that the strategy day will include the group governance structure, change management and the Home Team future.

7.1.3 The CEO advised that the strategy day will take place in the Village Hotel and will likely last from 10am-3pm however date and timings will be confirmed.

7.2 Operations Sub-Committee

7.2.1 The CEO proposed changing the date of the next Operations Sub-Committee from 5 May 2022 to 9 June 2022 and explained the reasons for the change.

**Discussion points:**

1. Factoring Team hand writing invoices and delay in invoices being issued to owners.

**Action notes:**

Following discussion, Members approved the change in date of the Operations Sub-Committee to Thursday 9 June 2022.

**For redaction:**

**8.0 Date of Next Meeting**

8.1 The date of the next full Management Committee meeting is Thursday 26 May 2022 at 6.00pm.

CHAIRPERSON’S SIGNATURE:



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

| **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 |  |

**Action Plan Key:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Complete |  | In progress/ongoing |  | Not Started |  |