



**Minutes of Management Committee Meeting
held on Thursday 28 October 2021 at 6pm**

PRESENT: Mr S Kalonji, Vice Chair
Mrs A Connelly, Member
Mr C Quigley, Member
Mr S McLauchlan, Member
Ms G Hay, Member (via Zoom)
Ms A Fraser – Observer
Mr J Murray – Observer

IN ATTENDANCE: Ms F McTaggart, Chief Executive
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 (via Zoom)
Mr I Robertson, Royal Bank of Scotland (via Zoom)
Mr I Sillars, Royal Bank of Scotland (via Zoom)

1.0 Apologies

1.1 Redacted for confidentiality purposes.

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 30 September 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.

Discussion points:

Action notes:

For redaction:

1.1

At this point Mr I Robertson and Mr I Sillars, Royal Bank of Scotland joined the meeting via Zoom.

5.0 Reports for Decision/Approval

5.1 Royal Bank of Scotland – Loan Borrowing Options

5.1.1 The Vice Chair welcomed Mr I Robertson and Mr I Sillars, Royal Bank of Scotland to the meeting. Mr Robertson and Mr Sillars introduced themselves and provided Committee with their background and role within the bank noting that housing finance is a key sector of their business.

5.1.2 Mr Sillars stated that the bank has a long standing relationship with Govan Housing Association and is keen to grow the relationship.

5.1.3 Mr Sillars outlined the banks proposals and the CEO advised that approval is not required today; a report will be presented for approval at next month's meeting.

5.1.4 Mr Robertson summarised the next steps and timeframes.

At this point Mr I Robertson and Mr I Sillars, Royal Bank of Scotland left the meeting.

5.1.5 Redacted for confidentiality purposes.

Discussion points:

1. Conditions of existing loans

Action notes:

Following discussion, Members noted the Royal Bank of Scotland Loan Borrowing Options.

For redaction:

5.1.5

5.2 CEO Appraisal Review

5.2.1 Redacted for confidentiality purposes.

5.2.2 Redacted for confidentiality purposes.

Discussion points:

Scrutiny of HOME Team performance and recruitment of external resource to review and analyse processes, relationships with tenants/clients, reports etc.

Action notes:

Following discussion, Members noted the CEO Appraisal Review and approved delegated authority for the CEO to appoint a temporary resource to review HOME Team processes etc.

For redaction:

5.2.1, 5.2.2

5.3 Office Re-opening Report

5.3.1 The Director of Customer Services presented the Office R-opening Report in depth including the following 3 Appendixes:

- CX Survey results (Appendix 1)
- GWSF Survey results (Appendix 2)
- GWSF membership survey on tenant access to offices and resumption of home visits (Appendix 3)

5.3.2 The Director or Customer Services highlighted the following areas:

- Consultation process at section 6 of the report;
- Recommendations at section 4 of the report

5.3.2 The Director of Customer Services advised that the new arrangements will be introduced in December 2021 and there will be a period of customer education in support of the new arrangements.

5.3.3 The Director of Customer Services informed Committee that the telephony system will be updated following feedback from tenants and discussed the changes being made to the system. The Association's website and social media platforms will also be updated to reflect what tenants would like to be able to do online.

Discussion points:**Action notes:**

Following discussion, Members approved the Office Re-opening Report and recommendations.

For redaction:

N/A

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;
- Redacted for confidentiality purposes;
- FOI & Subject Access Requests as detailed in section 11 of the report;
- Assurance Statement as detailed in section 12 of the report, noting that Members have been asked to email their approval of the Assurance Statement in order to allow the Association to submit it to the Regulator;
- Shareholder Applications as detailed in section 14 of the report;
- Other governance matters as detailed in section 15 of the report including the Appendixes noting that the Audit Sub-Committee will focus on the Scottish Housing Regulator Report on their intervention at Arklet Housing Association at their next meeting;

5.4.2 The Director of Customer Services provided Members with an update from the Tenant Service Improvement Group noting that she is meeting the Group in November 2021 to discuss Anti-Social Behaviour. Thereafter, the agreed improvement plan for Anti-Social Behaviour will be presented to Committee.

Discussion points:

N/A

Action notes:

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

For redaction:

5.4.1 point 3

5.5 Monthly Policy Report

5.5.1 The Director of Corporate Services/Deputy CEO presented the monthly Policy Report in depth and highlighted the following policies that have been either introduced or reviewed:

- Flexi Time, TOIL Policy (Appendix 1)
- Group Remote Working Policy (Appendix 2)
- Staff Code of Conduct (Appendix 3)
- Staffing Sub-Committee Remit (Appendix 4)
- Sustainability Policy (Appendix 5)

Discussion points:
Accrual of flexi during homeworking.

Action notes:
Following discussion, Members approved the Monthly Policy Report.

For redaction:
N/A

5.6 Monthly Housing Management Report

5.6.1 The CEO presented the Monthly Housing Management Report in depth and highlighted:

- Decree information as detailed in section 3 and Appendixes 1 and 2 of the report.

5.6.2 The Director of Customer Services advised that processes in relation to decrees have been improved and updated Members on the revised process.

Discussion points:
Write offs

Action notes:
Following discussion, Members noted the Monthly Housing Management report and approved the recommendation at section 3.5.

For redaction:
N/A

5.7 Property Services Report

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

- Window replacement contract as described in section 6.6 of the report, noting that the process in regards to gaining access is currently being mapped;
- Redacted for confidentiality purposes.

Discussion points:

Action notes:

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

For redaction:

5.7.1 point 2

5.8 Assurance Statement Verification

- 5.8.1 The Director of Corporate Services/Deputy CEO advised that Members have previously been asked to email their approval of the Assurance Statement in order to allow the Association to submit it to the Regulator. The approval is required by tomorrow.

6.0 Reports for Discussion/Information

6.1 Financial Management Report for the 6 months to September 2021

- 6.1.1 The CEO presented the comprehensive Financial Management Report for the 6 months to the end of September 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 CEO described the key notes in detail as mentioned in section 4 of the report.

- 6.1.3 The CEO advised that in relation to planned maintenance there will be an increase in focus regarding the smoke and heat detector replacement contract as this has to be concluded by February 2022 in order to meet legislation requirements.

Discussion points:

1. Plans for Jim Stephen House;
2. HOME Team Performance.

Action notes:

Following discussion, Members noted the Financial Management Report for the 6 months to September 2021 Report.

For redaction:

N/A

6.2 5 Year Projections Report

- 6.2.1 The CEO presented the 5 Year Projections Report including the 4 following appendixes:-

- Statement of Financial Position (Appendix 1)
- Statement of Comprehensive Income (Appendix 2)
- Office Overheads Breakdown (Appendix 3)
- Statement of Cash Flow (Appendix 4)

6.2.2 The CEO described the issues as noted at section 1.2 of the report and the key information as detailed in section 4 of the report.

6.2.3 The CEO advised Members of the cash at bank and in hand figures as mentioned in the Statement of Financial Position and noted that there are no concerns for the Housing Association.

Discussion points:

1. Increase material costs;
2. Rent increase;
3. Rathlin Street Roof litigation.

Action notes:

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

For redaction:

N/A

6.3 HOME Team Financial Management Report for the 6 months to September 2021

6.3.1 The CEO presented the comprehensive Financial Management Report for the 6 months to the end of September 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)

Discussion points:

1. HOME Team Performance.

Action notes:

Following discussion, Members noted the HOME Team Financial Management Report for the 6 months to September 2021 Report.

For redaction:

N/A

6.4 HOME Team 5 Year Projections Report

6.4.1 The 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)

6.4.2 Redacted for confidentiality purposes.

Discussion points:

1. HOME Team profits;
2. HOME Team performance.

Action notes:

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

For redaction:

6.4.2

6.5 HOME Team Contract Performance September 2021 Report

6.5.1 The CEO presented the HOME Team Contract Performance September 2021 Report and stated that it will be presented to Committee on a monthly basis to highlight issues faced around increased material costs, resourcing issues etc.

6.5.2 The CEO noted that the HOME Team currently face many challenges and the report is fully comprehensive from a governance perspective. An internal audit was recently completed on planned maintenance and the report will be presented at the next Audit Sub-Committee meeting.

6.5.3 The CEO stated that the review of HOME Team processes will provide in- depth analysis and identify where improvements can be implemented.

6.5.4 The CEO discussed agency costs at section 4.16 of the report and then moved on to performance against contracts at table 3 of the report.

Discussion points:

1. Process mapping HOME Team processes;
2. Increase in HOME Team complaints.

Action notes:

Following discussion, Members noted the HOME Team Contract Performance September 2021 Report.

For redaction:

N/A

6.6 ARC Peer Review Outcomes Report

6.6.1 The CEO presented the ARC Peer Review Outcomes Report and explained the purpose as noted in section 1 of the report.

6.6.2 The CEO advised that this year's review includes rent figures.

6.6.3 Redacted for confidentiality purposes.

6.6.4 Redacted for confidentiality purposes.

6.6.5 Redacted for confidentiality purposes.

Discussion points:

Action notes:

Following discussion, Members noted the ARC Peer Review Outcomes Report.

For redaction:

6.6.3 – 6.6.5

At this point Ms L Edwards, Development Consultant joined the meeting via Zoom.

6.7 Water Row Update Report

6.7.1 The Development Consultant presented the Water Row Phase 1 Update Report including Appendix 1 Risk Register in depth and highlighted:

- Redacted for confidentiality purposes
- Redacted for confidentiality purposes.
- In relation to section 6.1, the Council have issued a 'minded to grant' letter in regards to the Planning Application, a positive step forward indicating that Planning Permission was likely to be issued relatively soon.
- Further to section 8 of the report, the Association is now in ownership of the Water Row Phase 1 site with the sale having settled earlier that day.
- Redacted for confidentiality purposes.
- Redacted for confidentiality purposes.
- Further to section 18.2 of the report, it is likely that next months report will be seeking formal approvals to move forward with the project.

Discussion points:

1. Fit out costs for the commercial units;
2. Possible arrangements to deal with the increase in inflation costs.

Action notes:

Following discussion, Members noted the Water Row Update Report.

For redaction:

6.7.1 points 1, 2, 5 and 6

At this point the Development Consultant left the meeting.

7.0 Any Other Competent Business

7.1 EVH Letter to Members ref Potential Pay Negotiations

Redacted for confidentiality purposes.

Discussion points:

1. Approach to negotiations based on the 4 scenarios provided by EVH.

Action notes:

Following discussion, Members agreed their preference of option 4.

For redaction:

7.1

7.2 Tender for Development Related Services

7.2.1 The Director of Corporate Services/Deputy CEO provided a comprehensive update on the tender for the provision of Development related services and noted that the existing contractor – Edwards McDowall Consulting Ltd – has been successful in securing the contract.

7.2.2 The Director of Corporate Services/Deputy CEO asked Members for approval to progress to the next stage, the Standstill Period before going on to formally award the contract. Committee unanimously agreed.

Discussion points:

Action notes:

Following discussion, Members gave approval to progress to the Standstill Period.

For redaction:

N/A

7.3 Formal Co-option of Observers on to Committee

7.3.1 Redacted for confidentiality purposes.

Discussion points:

1. Recruitment of tenants on to Committee.

Action notes:

Following discussion, Members gave approval to Co-opt Observers on to the Management Committee.

For redaction:

7.3.1

7.4 The CEO stated that there will not be a staff and Committee Christmas event this year as the dinner dance is taking place on 19 November 2021.

8.0 Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 25 November 2021 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

A handwritten signature in cursive script, appearing to read 'B. P. L. J.', is written in black ink.

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