



**Minute of Virtual Management Committee Meeting  
held on Thursday 29 April 2021 at 6pm**

**PRESENT:** Mr G Maguire, Vice Chair  
Mr C Quigley, Member  
Mrs A Connelly, Member  
Mr S Kalonji, Member  
Ms G Hay, Member  
Ms K Russell, Member  
Ms D McKenzie, 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.

**4.1 Minutes for Approval**

4.1 The minutes of the Management Committee Meeting held on 25 March 2021 were approved Ms K Russell and seconded by Mr C Quigley as a true reflection of the meeting. .

## 4.2 Matters Arising

- 4.2.1 In relation to the action plan item regarding the Wider Role Strategic Review Report, the CEO proposed that the strategy is a joint one between Govan, Elderpark and Linthouse (GEL) Housing Associations for the whole Govan area, noting that GEL has worked together on a number of projects recently and went on to explain the rationale following which Committee approved this approach.

### Discussion points:

### Action notes:

Wider Role Strategic Review to include Govan, Elderpark and Linthouse (GEL) Housing Associations for the whole Govan area.

### For redaction:

1.2

## 5.0 Reports for Decision/Approval

### 5.1 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:

#### 5.1.1 Redacted

#### 5.1.2 Complaints

There have been no complaints reported to the SPSO.

#### 5.1.3 Management Committee Membership

Redacted

#### 5.1.4 Management Committee Training

The Director of Corporate Services informed Members that the Committee's Training Needs Analysis report will be discussed at agenda item 5.2

#### 5.1.5 Management Committee Attendance

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

#### 5.1.6 Tenant Service Improvement Group – Update

The Director of Corporate Services informed Committee that the Tenant Service Improvement Group's calendar of activities is included in section 9 of the report. The Group's next meeting is scheduled for 20 May 2021 and an update will be provided to Committee following the meeting.

### 5.1.7 Health & Safety Update

The Director of Corporate Services advised that the Health and Safety Control Manual has recently been updated and has been uploaded on to the VBR. Members have a requirement to sign to confirm that they have read and understood their responsibilities and an email to Corporate Services will suffice for this purpose. The update is in line with legislation and has been discussed by the Executive Management Team.

### 5.1.8 Annual Assurance Statement and the ARC

The Director of Corporate Services informed Members that information is still being gathered for the Annual Assurance Statement and this will be presented to the Audit Sub Committee. The date for submission of the Annual Assurance Statement is October 2021 and submission of the ARC is May 2021.

### 5.1.9 Other Governance Matters

The Director of Corporate Services drew Members attention to section 14 of the report and went through the other governance matters, namely:

- Scottish Housing Regulator – Monthly Dashboard
- Scottish Housing Regulator – Michael Cameron
- EVH – AGM, Elections & Update Report

5.1.10 The Director of Corporate Services advised that a second business planning event is now required and proposed that Committee meet at 5pm on Thursday 20 May 2021 in the HOME Team conference room for an in person meeting, social distancing measures will be observed and food will be provided.

5.1.11 The CEO stressed that it was important that Members attend the meeting as it will focus on setting the strategy for the next 3 years. The CEO went on to explain that the session will be interactive and therefore it is essential that the meeting take place in person.

5.1.12 The Director of Corporate Services asked Members to confirm by emailing Corporate Services if they can attend and if they require transport.

### 5.1.13 Redacted

**Discussion points:**

N/A

**Action notes:**

Following discussion, Members noted the Monthly Governance Report and approved the recommendations at section 2 of the report. Mr G Maguire appointed interim Chair and Mr S Kalonji appointed interim Vice Chair.

**For redaction: 5.1.1 / 5.1.3 / 5.1.13**

## 5.2 Committee Training Need Analysis Report

Date of Management Committee – 29 April 2021 – for approval

- 5.2.1 The Director of Corporate Services advised that training needs identified following Committee appraisals have been included in the report. Identification of Committee training is required in order to comply with Regulatory Standard number 6.
- 5.2.2 The Director of Corporate Services confirmed that the financial implications for the training have already been approved in the budget for 2021/22.
- 5.2.3 The Director of Corporate Services drew Members attention to Appendix 1 of the report and advised that it details a summary of all the training identified during the Committee appraisal process. The training will be delivered using either SHARE, the Association's solicitors, the Development Advisor or in house.
- 5.2.4 The Director of Corporate Services then turned to Appendix 2 and informed Committee that it includes a summary of the responses collated from the questionnaires completed by Members and noted that the results of responses have been positive.
- 5.2.5 The Director of Corporate Services reflected that one area of feedback related to the amount of documentation and information being provided to Committee; a number of Members stated that they would prefer a shorter summary. The Executive Management Team are currently considering options regarding ways to reduce the amount of documents going to Committee and are looking at other ways to present reports.
- 5.2.6 The Director of Corporate Services advised that a timetable of training and dates will be issued to Committee in due course.

**Discussion points:**

**Action notes:**

Following discussion, Members noted and approved the Committee Training Need Analysis Report and recommendations at section 2 of the report.

**For redaction: N/A**

5.3 Monthly Strategy/Policy Report

5.3.1 The Director of Corporate Services informed Members that there are 3 strategies for approval, namely:

- Asset Management Strategy
- Equality & Diversity Strategy
- Performance Management Strategy

5.3.2 The Director of Corporate Services advised that the strategies have been newly developed and will form part of the business plan and then went on to discuss each strategy in detail.

5.3.3 The Director of Corporate Services noted that the Asset Management Strategy will be reviewed in October 2021 as the Regulator is issuing new guidance at that time.

5.3.4 The Director of Corporate Services advised that an equality and human rights internal audit will take place in the next couple of months. An equality, diversity and human rights action plan will then be developed to ensure that the Association is complying with legislation and best practice.

5.3.5 The Director of Corporate Services informed Members that the Performance Management Strategy has been developed to monitor and manage performance across the Group as a whole and went on to explain the 3 sections of the strategy, namely:

- Self Assessment
- Operational performance monitoring
- Business planning

5.3.3 The Director of Corporate Services advised that the existing Training & Development Policy has been reviewed to ensure that it remains compliant with legislation and best practice. Minor changes have been incorporated.

**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: N/A**

#### 5.4 Property Factors Code of Conduct Review

5.4.1 The Director of Corporate Services advised that as the Association is a registered factor, it must comply with the Property Factors Code of Conduct in line with the Property Factors (Scotland) Act 2011.

5.4.2 The Director of Corporate Services informed Committee that the code sets out minimum standards for registered property factors when delivering services to homeowners.

5.4.3 The Director of Corporate Services explained that following a consultation exercise to review the code, a revised code was laid before the Scottish Parliament on 19 January 2021 and is expected to come into force on 16 August 2021.

5.4.4 The Director of Corporate Services advised that the report contains details of the changes that have been made to the code. The Association does not foresee any difficulties in meeting the requirements of the revised code.

**Discussion points:**

**Action notes:**

Following discussion, Members noted the Property Factors Code of Conduct Review report.

**For redaction: N/A**

## 5.5 Monthly Housing Management Report

5.5.1 The CEO presented the Monthly Housing Management Report, drawing Members attention to section 5 of the report and then provided Committee with an update regarding the closure of Jim Stephen House.

5.5.2 The CEO advised that all tenants in Jim Stephen House will be rehoused by mid May 2021. The closure has gone really smoothly without any issues. The last remaining tenant will be rehoused in a Govan Housing Association property once adaptations have been made.

5.5.3 The CEO informed Committee that the boilers will require separating as there is currently a common heating system in the property and supported houses. Combi boilers will be installed in the supported houses and a separate report will be presented to Committee for approval.

5.5.4 The CEO reflected that resident's families have been pleased that residents have been reassessed and now have the care that suits their needs.

5.5.5 The CEO advised that the Jim Stephen House closure action plan will no longer be provided to Committee. However, a report on the boilers will be presented at the next meeting for approval.

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

Following discussion, Members noted the Monthly Housing Management report.

**For redaction: N/A**

## 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 in relation to cladding at Golspie Street, a Scottish Government ministerial working group has looked in to current guidance, mainly for homeowners and advised that a fire safety risk assessment will now replace existing guidance. Funds will be available to homeowners to fix any fire risks associated with cladding. It is anticipated that funds will be made available to RSL's should they have to remove cladding.

5.6.3 The CEO reflected that the Association does not expect the new guidance to affect Golspie Street. The new guidance involves a single assessment of the

whole building as opposed to assessments of individual properties. Cladding will be removed depending on the percentage used over the whole building. Golspie Street has less than 24% cladding therefore the Association does not envisage any removal being necessary.

- 5.6.4 The CEO advised that the property at 946 Govan Road 0/1 which was formerly the dental surgery has now been converted in to a 3 bedroom flat and has been let. The CEO reflected that a video of the conversion has been created and she will show it to Members at the next meeting.
- 5.6.5 The CEO informed Members that in connection to the shop at 1020b Govan Road, an application has been made to change the address following works to create a new entrance in Elder Street.
- 5.6.6 The CEO advised that the Golspie Street AOV repairs have now been completed.
- 5.6.7 The CEO stated that all previously suspended contracts with the HOME Team have now commenced following the easing of restriction measures on 26 April 2021.

**Discussion points:**

**Question:** A Member advised that in connection with electrical wiring, letters have been issued to residents in Govan C to inform them that investigations to establish if asbestos is in their properties will take place and stated that they did not believe that asbestos will be in the building due to the age of the property.

**Response:** The CEO replied that it is standard practice and a legal requirement before every contract to establish if there is asbestos present and explained that some tenants use artex which contains asbestos when decorating their properties.

**Action notes:**

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

**For redaction: N/A**

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

### **6.1 Factoring Report, including Factoring Arrears**

6.1.1 The Director of Corporate Services presented the Factoring Report including Factoring Arrears and advised that as well as detailing factoring arrears, the report contains information regarding the approach the Factoring Team have taken to reduce the arrears.

6.1.2 The Director of Corporate Services informed Committee that the report provides an overall update of the factoring services.

6.1.3 Redacted

- 6.1.4 The Director of Corporate Services drew Members attention to Appendix 1 of the report and advised that the table and graph highlight the arrears breakdown of current owners and former owners.
- 6.1.5 The Director of Corporate Services informed Members that factoring arrears rose slightly during the period October to December 2020. Following analysis by the Factoring Team, it was identified that this was due to owners being in financial difficulties and either delaying or reducing payments. The situation is closely monitored by the Factoring Team and appropriate action is taken.
- 6.1.6 The Director of Corporate Services advised that owners are encouraged to pay monthly and 281 (40%) of owners do so therefore do not go in to arrears.
- 6.1.7 Redacted
- 6.1.8 The Director of Corporate Services reflected that overall arrears are reducing and the Factoring Team will continue to focus on arrears moving forward.

**Discussion points:**  
**Question:** A Member noted that the current arrears are significantly higher than they were in September 2020 and asked what cases would the Association write off?  
**Response:** Redacted

**Action notes:**  
 Following discussion, Members noted the Factoring Report, including Factoring Arrears.

**For redaction: 6.1.3, 6.1.7, Response to discussion point**

- 6.2 Water Row Phase 1- Update Report
  - 6.2.1 The CEO advised that the contract for the enabling works at Water Row, funded by Clyde Mission, has been signed today. The car park will be fenced off from Monday 3 May 2021 and a “shovel in the ground” from Monday 10 May 2021.
  - 6.2.2 The CEO advised that archaeologists will first examine the area to confirm that there is nothing underground that will prevent the Association from building on top of.
  - 6.2.3 The CEO informed Committee that publicity photo’s, with limited attendance due to restriction measures, will be taken on 10 May 2021 and asked the Chair if he can make himself available on the day.
  - 6.2.4 The CEO drew Members attention to section 12.1 of the report and advised that it details the next stages of the development noting that everything is progressing well.
  - 6.2.5 The CEO advised that she is meeting prospect commercial tenants with the Development Consultant in early May 2021 and explained the purpose of the meeting.



**Discussion points:**

**Question:** A Member asked if the Association was anticipating any issues relating to the closure of the car park.

**Response:** The CEO advised that leaflets have been put on all cars, a Water Row email address has been created so that the public can email any questions and people at the Riverside Estate have been notified.

**Action notes:**

Following discussion, Members noted the Water Row Phase 1 - Update Report and the Chair agreed to be available for the publicity photo shoot on Monday 10 May 2021.

**For redaction: N/A**

**6.3 HOME Team Contract Performance (March 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.

6.3.2 The CEO stated that a performance management framework will be introduced for the HOME Team to improve reporting. A table detailing all HOME Team contracts, the monthly target and the monthly actual performance figures will replace the existing performance information.

6.3.3 The CEO advised that the new reporting format will be presented to the HOME Team Board at their next meeting followed by Management Committee at the May 2021 meeting. The report will include explanations of the reasons why any targets have not been met.

**Discussion points:**

**Question:** A Member reflected that they hoped the landscaping contract will soon get back to normal.

**Response:** The CEO replied that the landscaping contract will not be able to get back to normal because of bulk uplifts and went on to describe the issues related to bulk. The HOME Team will be reverting back to collecting bulk on the original collection days so that evidence can be gathered in preparation for discussions with the City Council regarding fly tipping around the estate and resources being using in the bulk uplift service.

**Action notes:**

Following discussion, Members noted HOME Team Contract Performance (March 2021) Report

**For redaction:**  
N/A

**7.0 Any Other Competent Business**

7.1 There was no other competent business.

**Discussion points:**

**Action notes:**

**For redaction: N/A**

**8.0 Date of Next Meeting**

- 8.1 The date of the next full Management Committee meeting is Thursday 27 May 2021 at 6.00pm.
- 8.2 Confirmation regarding whether the meeting will be held virtually or in person will be made following the in person business planning event on 20 May 2021.

CHAIRPERSON'S SIGNATURE:



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

### Action Plan Key:

Complete	In progress/ongoing	Not Started	
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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	
3	5.4.4	Committee Members to GEL training now cancelled to be reviewed	Director of Corporate Services		30/06/2020	Superseded	
4	5.6	Implement training for staff on HR policies approved	Director of Corporate Services	30/09/2019	30/06/2020	Implemented	