



**Minutes of Management Committee Meeting
held on Thursday 30 March 2023 at 6pm**

PRESENT:

Mr G Maguire, Chair
Mr C Quigley, Vice Chair
Mr Z Khan, Member
Mr S McLachlan, Member
Ms A Fraser, Member
Ms A Williamson, Member
Ms A Connelly, Member
Ms F Cochran, Co-optee
Ms S Dingwall, Co-optee

IN ATTENDANCE:

Ms F McTaggart, CEO
Ms KA Wallace, Director of Customer Services
Ms N Salmon, Corporate Services/HR Team Leader
Ms L Edwards, Development Consultant

1.0 Apologies

1.1 The Chair advised that Ms A Fraser has submitted her apologies. Ms K Russell is on a leave of absence. Ms C Quinn, Director of Corporate Services/Deputy CEO has also submitted her apologies.

2.0 Declarations of Interest, Gifts and Hospitality

2.1 Mr C Quigley declared that he is a Director of the Home Team Board.

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 and Information

4.1 Minutes of Special Management Committee Meeting 16 February 2023

4.1.1 Minutes of Special Management Committee Meeting held on 16 February 2023 were approved by Mr C Quigley and seconded by Ms A Williamson as a true reflection of the meeting.

4.2 Matters Arising

4.2.1 There were no matters arising.

4.3 Minutes of Special Risk Management Committee Meeting 16 February 2023

4.3.1 The minutes of the Special Risk Management Committee Meeting held on 16 February 2023 were approved by Ms A Connelly and seconded by Mr S McLachlan as a true reflection of the meeting.

4.4 Matters Arising

4.4.1 There were no matters arising.

4.5 Draft Minutes of Management Committee Meeting 23 February 2023

4.5.1 The minutes of the Management Committee meeting held on 23 February 2023 were approved by Ms A Williamson and seconded by Mr Z Khan as a true reflection of the meeting.

4.6 Matters Arising

4.6.1 There were no matters arising.

Discussion points:
1. The CEO advised that the minutes from the Special Committee meeting held on 16 February 2023 at agenda item 4.1 will now be sent to the SHR as it was the meeting that agreed option 6 in relation to the new Water Row Company. This action is required as evidence for the notifiable event.

Action notes:

For redaction:

5.0 Reports for Decision/Approval

5.1 Water Row Phase 1 - Update Report

5.1.1 The Development Consultant presented the Water Row Phase 1 Update Report including the Risk Register at Appendix 1.

5.1.2 The Development Consultant highlighted the following areas in the report:

- a) Redacted for confidentiality purposes.
- b) Community benefits as mentioned in section 11 of the report noting that the CCG apprenticeship application process for 2023 has now closed and there are at least 3 people within the G51 area postcode that have applied. A further update will be provided at next month's meeting;
- c) Quality control in relation to bricklaying as detailed in section 13 of the report noting that the Clerk of Works has continued to monitor the situation and has confirmed that matters have improved this month;
- d) No new risks have been identified in the last month however, regular review of the risk register is continuing;

5.1.3 A Member asked when it would be possible to go onsite to view the progress of the development. The Development Consultant advised that she can arrange a site visit however, Members will have to have safety shoes to access the site.

5.1.4 The Development Consultant advised that she will arrange a suitable date with the site agent and any Members who wished to attend the site visit should inform Corporate Services of their shoe size so that arrangements can be made to purchase safety footwear.

5.1.5 The Development Consultant reflected that it may be worthwhile for Members to view the site every couple of months to observe the ongoing progress.

5.1.6 Members agreed that the most suitable day for them to visit the site is on a Friday afternoon around 2.30pm. The Development Consultant agreed to contact the site agent to agree a date for Members to visit the site in April 2023.

Discussion points:

Action notes:

Following discussion Members noted and approved the Water Row Phase 1 - Update Report

For redaction:

5.1.2.a

5.2 Strategy and Development Funding Plan 2023/24 - 2027/2028

5.2.1 Redacted for confidentiality purposes.

5.2.2 Redacted for confidentiality purposes.

5.2.3 Redacted for confidentiality purposes.

5.2.4 Redacted for confidentiality purposes.

Discussion points:

Action notes:

Redacted for confidentiality purposes.

For redaction:

5.2 and action notes

At this point the Development Consultant left the meeting.

5.3 CEO Workplan 2023

5.3.1 The CEO presented the CEO Workplan and explained that it provided an update on tasks agreed by the Chair prior to her retirement.

5.3.2 The CEO went on to discuss each task in detail as well as the update as noted in the document.

5.3.3 The CEO advised that all actions were on time with the exception of item 9 - the self assessment against the Landlord Safety Manual being carried out by the Director of Customer Services along with an independent Consultant as approved by Committee in January 2023. This action will now not be completed until September 2023.

Discussion points:

Action notes:

Following discussion, Members noted and approved the CEO Workplan 2023 Update

For redaction:

5.4 Governance Report

5.4.1 The CEO presented the monthly Governance report in depth on behalf of the Director of Corporate Services/Deputy CEO and highlighted the following areas in the report:

- a) Notifiable events as described in section 4 of the report noting that there are currently 2 outstanding notifiable events, namely one relating to the new Mid Market Rent Company and the other relating to the CEO resignation.

The CEO advised that the SHR is going to publish a Regulation Plan for the Association. The CEO went on say that there are no surprises, the engagement will focus on governance and development plans in light of the CEO's resignation.

The CEO stated that the governance plan element will look at the Strategic Options Appraisal which is already in hand.

The CEO noted that all actions required relating to the development plan element of the Regulation Plan are actions that the Association has already agreed to complete and went on to describe them in depth.

The CEO stated that Arneil Johnston, who completed the Strategic Options Appraisal, have a tool that will test if the Association is providing affordable housing for tenants which will link in to the business plan and budgets etc. The CEO explained that this area is normally difficult to measure so she will find out costings and present to Committee.

The CEO went on to describe the next steps in relation to how the SHR will engage with the Association. The CEO advised that the Regulation Plan will be published by the SHR tomorrow and it will be uploaded on to the VBR for information.

- b) Complaints as mentioned in section 5 of the report noting that there are no new live complaints with SPSO;
- c) Governing Body membership as mentioned in section 6 of the report.
- d) Training at detailed in section 7 of the report, noting that the table of governing body training will be updated each month for monitoring purposes. Ms F Cochran advised that she attended Understanding Treasury Management training on 1 March 2023, the CEO advised that the table would be updated to reflect this;
- e) Committee attendance as detailed in section 8 of the report, noting that attendance is improving;
- f) Redacted for confidentiality purposes.

- g) Annual Assurance Statement (AAS) as described in section 11 of the report noting that a change of date for the next meeting of the working group to review the AAS evidence is requested. The new date is 24 April 2023;
- h) Use of the seal as mentioned in section 12 of the report noting that the seal has been used for issuing a share to Redacted for Confidentiality purposes. Committee unanimously approved the use of the seal;
- i) Shareholder application as detailed in section 13 noting that a shareholder application has been received from Redacted for Confidentiality purposes. Committee unanimously approved the application;
- j) Other governance matters including those indicated in section 14 of the report noting:
 - 1) EVH update to the Health & Safety Manual as detailed in Appendix 1 of the report;
 - 2) The SHR changes to the ARC technical guidance;
 - 3) SHR Statutory Intervention reports with 2 RSL's, the Audit Subcommittee will review the reports in depth against the Associations business plan etc. to ensure compliance;
- k) Business planning - the CEO reminded Members of the business planning meetings taking place next week which will focus on delivery plans for the Group;
- l) Tenant Service Improvement Group (TSIG) as mentioned in section 16 of the report. The new TSIG will be meeting on 2 May 2023 and will agree their name, roles and responsibilities and conflict of interest. The TSIG have agreed their initial focus will be around communication, estates and anti social behaviour. If Committee would like the group to focus on any other area, Members should advise Corporate Services prior to 2 May 2023.

Discussion points:

1. A Member advised that they tried to download the FOI and FOI Environment Policies from the VBR however were unable to do so. The Corporate Services Team Leader confirmed that both policies were available on the Association's website and also the VBR.

Action notes:

Following discussion Members noted and approved the Monthly Governance Report and approved the following:

1. recommendations at section 2 of the report;
2. The change of date of the AAS Working Group to 24 April 2023;
3. Use of the seal;

4. Shareholder application.

For redaction:

5.4.1.f, 5.4.1.h, 5.4.1.i

5.5 Committee Training Needs Analysis

5.5.1 The CEO presented the Committee Training Needs Analysis report on behalf of the Director of Corporate Services/Deputy CEO and reminded Committee that the purpose of the training needs analysis is to ensure that Members are suitably trained and equipped with the skills necessary to govern the business.

5.5.2 The CEO referred to the training needs analysis summary at Appendix 1 and advised that it contained a summary of training identified and dates that it will be provided. The summary is based on both group and individual responses.

Discussion points:

Action notes:

Following discussion, Members noted and approved the Committee Training Needs Analysis report.

For redaction:

5.6 Policy Report

5.6.1 The Director of Customer Services presented the Policy report and noted amendments to the following existing policies:

- 1) Gas Safety Policy;
- 2) Legionella Policy;
- 3) Fire Safety Policy;
- 4) Electrical Safety Policy;
- 5) Recruitment & Selection Policy;
- 6) Rechargeable Repairs Policy;
- 7) Decant Policy.

Discussion points:

1. Difficulties experienced by Members using the iPads - IT to update Ms A Connelly's iPad as necessary;
2. Frequency of gas boiler checks/flushes;
3. Requirements of EESSH 2 in relation to net zero and future charges for using gas;
4. Electrical policy - minor grammar and spelling mistakes. Corporate Services will update prior to publication on the Association's website;

5. Rechargeable repairs in relation to tenants who have installed their own kitchen;

Action notes:

Following discussion, Committee noted the Policy report and approved the recommendations at section 2 of the report.

For redaction:

5.7 Customer Service Report

5.7.1 The Director of Customer Services presented the Monthly Customer Services report and highlighted the following areas of the report:

- a) Cyclical compliance as detailed in section 5.1 of the report noting that a different view of the cyclical compliance safety report will be presented to Committee in April or May 2023 following review of policies detailed in section 5.6;
- b) SHR compliance update regarding EICR's as described in section 4.2 of the report noting that as of today, the EICR programme has been completed, specifically 835 have been completed with 13 abeyances;
- c) Redacted for confidentiality purposes.
- d) Mould and Damp update as mentioned in detail at section 8 of the report noting that the current process for tenants raising mould / dampness / condensation issues is being reviewed following which the policy will be updated;
- e) Former tenants bad debt write off as described in Appendix 2 of the report. Members unanimously approved the write offs.

Discussion points:

1. Reasons for abeyances related to EIRCR programme;
2. Biannual inspection of properties in relation to damp/mould and reasons for mould/dampness/condensation being present;
3. Background to former tenants write offs and next steps regarding meeting with the homelessness team within GCC.

Action notes:

1. Following discussion, Members noted and approved the Customer Service Report and agreed to the former tenants bad debt write offs.

For redaction:

5.7.1.c

5.8 Factoring Review Update

5.8.1 The Director of Customer Services presented the Factoring Review Update report and highlighted the following areas of the report:

- a) The background to the review as described in section 4 of the report noting that the increase in the factoring service annual management fee from 1 April 2023 was approved at last month's meeting;
- b) The proposed changes to our Written Statement of Services (WSS) as detailed in full in section 5 and Appendices 1 and 2 of the report;
- c) New schedule of proposed fees and charges as included in section 6 and Appendix 3 of the report and potential income generated from new charges and changes to existing charges;
- d) Background to process changes in relation to delegated authority noting that delegated authority has increased to £2k per block and explaining the reasons for the increase;
- e) Factoring arrears and debt recovery process as described in section 7 and Appendix 4 of the report

Discussion points:

1. New processes for recovering debt;
2. Customer consultation arrangements;
3. New processes regarding repairs;
4. New process regarding taking on new properties.

Action notes:

Following discussion, Members noted the Factoring Review Update report and approved the recommendations at section 2 of the report noting that the new fees and charges will take effect from 1 April 2023.

For redaction:

5.9 Govan Home Team 5 Year Budgets

5.9.1 The CEO presented the Govan Home Team 5 Year Budgets Report including the following Appendices:

- Appendix 1: Statement of Financial Position;
- Appendix 2: Statement of Comprehensive Income;
- Appendix 3: Direct Maintenance Costs;
- Appendix 4: Office Overhead Breakdown;
- Appendix 5: Statement of Cash Flow;
- Appendix 6: Statement of Monthly Cash Flow (year 1).

5.9.2 The CEO advised that very little had changed from the draft budget presented at last month's meeting; the main difference is that the 92 units at Water Row have now been included in the budget.

- 5.9.3 The CEO turned to the statement of financial position at Appendix 1 of the report and noted that the cash at hand and in bank figures demonstrate that the Home Team is projected to make a profit each year with the cash balances. The figures include the Home Team paying Corporation Tax and Gift Aid to the Association from 2025 onwards of £100k per year.
- 5.9.4 The CEO advised that the budget contains provision for the Home Team to pay back the outstanding loan to the Association.
- 5.9.5 The CEO noted that the planned maintenance programme will continue without the need for change.
- 5.9.6 The CEO stated that the costs included for the window replacement programme are for UPVC windows and explained that the Association cannot afford any other type of window replacements.

Discussion points:

1. Difficulty recruiting Electricians.

Action notes:

Following discussion, Committee noted and approved the Govan Home Team 5 Year Budgets report.

For redaction:

5.10 Govan Housing Association 30 year Budgets 2023/24

5.10.1 The CEO presented the Govan Housing Association 30 year Budgets 2023/24 Report including the following Appendices:

- Appendix 1: Statement of Financial Position;
- Appendix 2: Statement of Comprehensive Income;
- Appendix 3: Office Overhead Breakdown;
- Appendix 4: Statement of Cash Flow.

5.10.2 The CEO advised that very little had changed from the Draft 30 year Budgets presented at last month's meeting.

5.10.3 Redacted for confidentiality purposes.

5.10.4 Redacted for confidentiality purposes.

5.10.5 The CEO advised that the cash in hand figures continue to increase from year 3 onwards as most of the planned works will be completed and both subsidiaries will be paying £100k each in Gift Aid per year.

- 5.10.6 The CEO stated that Corporation Tax has been included in the budget however, the figure will reduce as a result of Gift Aid from the subsidiaries.
- 5.10.7 The CEO explained that following year 5, there is potential for the Home Team to pay more in Gift Aid. At this point Committee will have to decide what to do with the additional income.
- 5.10.8 The CEO advised that employee costs will reduce as a result of the TUPE transfer of staff to the new subsidiary. The Association will however continue to pay for money advice via a management fee to the new subsidiary.
- 5.10.9 The CEO advised that she met with the External Auditors along with the Head of Finance & Corporate Services to review the 30 years Budget 2023/24 figures in particular regarding the projected profits.
- 5.10.10 The CEO confirmed that the budget has also been reviewed and externally verified by Arneil Johnston as part of the Strategic Options Appraisal.
- 5.10.11 The CEO advised that the budget may change very slightly depending on the position at year end.

Discussion points:

1. Potential use of profits;
2. Gift aid process.

Action notes:

Following discussion, Committee noted and approved the Govan Housing Association 30 year Budgets 2023/24 report.

For redaction:

5.10.3, 5.10.4

6. Reports for Discussion/Information

6.1 Govan Home Team Financial Management Report for the 11 months to February 2023

- 6.1.1 The CEO presented the Govan Home Team Financial Management Report for the 11 months to February 2023 for information only. The CEO noted that the start of the Govan Home Team 5 Year Budgets at section 5.9 follows on from the current Financial Management Report.

Discussion points:

Action notes:

Following discussion, Committee noted the Govan Home Team Financial Management Report for the 11 months to February 2023.

For redaction:

6.2 Govan Housing Association Financial Management Report for the 11 months to February 2023

6.2.1 The CEO presented the Govan Housing Association Financial Management Report for the 11 months to February 2023 for information only. The CEO noted that the start of the Govan Housing Association 30 Year Budget 2023/24 at section 5.10 follows on from the current Financial Management Report.

Discussion points:

Action notes:

Following discussion, Committee noted the Govan Housing Association Financial Management Report for the 11 months to February 2023.

For redaction:

6.3 Window Contract

6.3.1 The CEO presented the Window Contract report and highlighted the following areas:

- a) The recommendations as detailed in section 2 of the report noting the proposal that replacement timber windows within the conservation area are put on hold due to the increased costs of windows. UPVC windows will be installed out with the conservation area at Summerton Road;
- b) The proposal to delegate authority for the CEO to continue discussions with GCC Planning Department in relation to fitting UPVC windows in the conservation area or for GCC to provide heritage funding for the difference in costs from UPVC to Timber as noted in section 2.3 of the report;
- c) Committee approval to fit UPVC windows in the conservation area if permission is granted by GCC Planning as described in section 2.4 of the report;
- d) To retender the remaining windows for UPVC if approval is granted by GCC Planning Department as detailed in section 2.5 of the report.

Discussion points:

- 1. Volume of enquires received regarding when replacement windows will be fitted;
- 2. Increase in costs of timber windows by 103% compared to the original tender in 2019.

Action notes:

Following discussion, Committee noted the Window Contract Report and approved the recommendations at section 2 of the report.

For redaction:

7.0 Any Other Competent Business

7.1 Anti Social Behaviour at Shaw Street

7.1.1 The Director of Customer Services provided an update regarding the anti social behaviour issues at Shaw Street since January 2023 and explained next steps and action being taken to address the issues.

7.1.2 The CEO complimented the Customer Services Team in their handling of these issues.

7.2 The Chair advised that Karen Russell has requested a leave of absence in light of her recent bereavement. Committee unanimously approved the request.

Discussion points:

1. Anti social behaviour problems being experienced in the area and throughout the city.

Action notes:

Following discussion, Committee approved the leave of absence request submitted by Karen Russell.

For redaction:

7.2 and action notes

8. Date of Next Meeting

8.1 The date of the next full Management Committee meeting is Thursday 27 April 2023 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

B.P.L. je
