

**Minutes of Management Committee meeting – Thursday 23<sup>rd</sup> February 2023  
In Southside House at 6.00pm**

**Action**

<b>Present:</b>	Alex Cameron (AC), Munir Choudry (MC), Iain Dyer (ID), Ruth McCluskey (RM), Alison Devlin (AD), Margaret McIntyre (MM), Betty Macneill (BM), Shirley Robison (SR), Jonah Chireka (JC)
<b>In attendance:</b>	Donna Reilly (DR), Norma Taylor (NT), Paul McVey (PM), Mandy Wright (MW), Des Phee (DP), Pauline Fletcher (PF), Aileen Radford (AR).
<b>Item 1: Apologies &amp; Attendance</b>	Apologies received from Liz Ely and Elisa Campanaro.
<b>Item 2: Conflicts of Interest</b>	JC, AD, BM and MM noted a conflict of interest in Item 6 – Rent Consultation Feedback.
<b>Item 3: Minutes of meetings</b>	<p><b>Minutes of Meeting – 19.01.2023</b></p> <p>Minutes approved by Committee – proposed by ID and seconded by RM.</p> <p><b>Minutes of Meeting – 26.01.2023</b></p> <p>Minutes approved by Committee – proposed by MM and seconded by ID.</p> <p><b>Minutes of SFARS meeting 07.12.2022</b></p> <p>These minutes were noted by Committee. Amendment to date of next meeting which should be 8<sup>th</sup> March 2023.</p>
<b>Item 4: Matters Arising Schedule</b>	<p><b><i>*Minutes redacted to remove confidential information*</i></b></p>
<b>Item 5: Annual Budget – 2<sup>nd</sup> Draft</b>	<p>MW gave an update from the first draft that was brought to Committee in November.</p> <ul style="list-style-type: none"><li>• Surplus is down to £386k from £544k. This relates to additional project within major repairs.</li><li>• Income has increased by £283k. There is the increase in rent uplift and rechargeable heating of £100k.</li><li>• Expenditure budget has increased by £451k. The major repairs have increased with 4 projects (cold water storage tanks St. Andrews Crescent and 31 St. Andrews Drive; common fire</li></ul>

**DR**

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alarm system replacement at 32 Newark Drive; common entrance door replacements at 4 & 14 St. Andrews Crescent and Halfway Park contingency as further assessment required).

The major repairs capital budget increase of £1.3m relates to the heating programme. Tender of *\*minutes redacted to remove commercially sensitive information\** received with an estimated contract period of 14 months and a site start of June 2023. This brings forward the anticipated timescales for delivery and increases the budget for 2023/24.

Revenue spend for Queensland Project is £72k which is the net cost after grant funding. This is a timing difference and not a real cost to the Association.

There is a business plan projection of £2.5m loan drawdown which is prior to re-profiling of the £1.3m of heating programme spend.

No breach in covenants.

SR asked about the £3.5m drawdown in a year and major repairs will need to be very tight due to interest cover. MW advised that £3.5m drawdown is what is agreed at the moment but the Business Plan is being re-profiled. Also looking at future profiling of investment spend and Handelsbanken are open to informal waivers being put in place.

### Item 6: Rent Consultation Feedback

PM commented that in January Committee discussed the Business Plan and agreed to consult with tenants on a 6% rent increase.

The consultation has now taken place with a mix of online and hard copy feedback. 260 responses received with 50.38% saying the increase is 'about right'. The report noted some of the positive and negative comments for information. PM will sit with staff and look at all comments received and the Association will look to respond and try and help tenants understand why the rent is being increased and also help with some of their issues.

Committee approved the rent increase of 6% - proposed by RM and seconded by MC.

There was some discussion around the imbalance in mini multi rents and new build rents for the same size property. PM will be looking at all rents to ensure fairness and transparency, albeit the stock is varied in terms of concierge and lift cover.

### Item 7.1: Quarterly Report –

MW advised that the attached management accounts are up to 31<sup>st</sup> December 2022.

- £1.3m surplus which is above the projected surplus of £1.1m.

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- Management Accounts**
- Income is in line with projections
  - Expenditure – repairs and maintenance slightly below budget
  - Service costs – recent increase to property electricity contract for common areas was effective from 1<sup>st</sup> January 2023 and therefore not reflected in the costs
  - Community Initiative spend is lower than the set budget. Mainly down to timing of expenditure with the projects.
  - Balance Sheet – cash in the bank of £3.9m
  - No breaches in loan covenants

SR asked why nothing in the report about the EVH salary increase and no report which was requested previously. MW advised that this will obviously be an increase in the next quarterly report. There is also a slight increase in the pension costs as more staff are remaining in the pension scheme.

MC asked how often the bank balance is as low as £3.9m. MW commented that it usually sits around £4m, however in future the balance may be as low as £2.5m which is now in the Business Plan.

Committee approved the quarterly management accounts – proposed by MC and seconded by ID.

**Item 7.2  
Quarterly  
Report - ARC**

PM commented that the quarterly performance figures are up and down and not where we want to be.

*Average Time to re-let properties in the last year* – this figure is too high. There are a lot of problems with utility providers and meters. Too many long term voids.

*Gross Rent Arrears* – again too high, however there are actions we can take. Monthly rent in advance is now in place for any new sign ups.

*Average days taken to resolve Stage 1 complaints* – this is above target, however there are more complaints being dealt with than previously.

*Average length of time taken to complete emergency repairs* – still issues with City Building

*% of properties with a gas safety record* – 100% and still having to force access.

SR asked why the report shows fewer KPIs than before e.g. no figures on SHQS or EESSH. Also, prior to setting targets can we look at benchmarks? PM will look into the SHQS and EESSH figures and why they have not been included. PM also looking at setting new KPS targets and will ensure these are realistic. DP

**PM**

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confirmed that there are KPI's which were previously included not in the report, which is an error.

### Item 7.3 Quarterly Report – Tenant Safety

This report focussed on seven key areas of tenant safety and outlines current developments as well as the current position in terms of compliance.

- Communal Fan extra Systems – 100% completed for annual service
- PAT Testing – 100% complete
- Air Source Heat Pumps – annual service has commenced
- Electrical Safety contract for 2022/2024 has been awarded to Magnus Electrical Services Ltd – pre start meeting w/c 20<sup>th</sup> February.
- Contract for EICR's outstanding has been awarded to Wright Kerr – 44 required before end March 2023 and the new contract will start with the backlog from 22/23 following the failed contract.
- Fire Safety – smoke, heat and carbon monoxide detectors 97% compliance. Access has been the major issue. 7 day warning letters will be issued to deal with remaining 65 properties.

### Item 7.4 Quarterly Report – Projects

DR went through the report and highlighted some of the main projects.

*St. Andrews Drive Phases 2&3* – Final inspections are being carried out by Roddy Campbell and handover of two blocks scheduled for the end of March/beginning of April.

*640 Pollokshaws Road* – Committee were advised that Planning Permission was approved on 21<sup>st</sup> January 2023 and that site acquisition was programmed to take place before the end of March with a projected site start in June 2023. A tender report will be presented to committee for approval prior to site start.

*Heat / Smoke Detectors* – approximately 70 properties with no access. The Association will now issue letters and force access.

DR will look at revamping the report and print in a new style.

### Item 7.5 Quarterly Report - Complaints

DP went over the report in detail.

- Overall volume of complaints receive has increased from 69 to 85.
- Timescales showing an improvement – Stage 1 - 3.4 days and Stage 2 - 15.9 days.
- Repairs/maintenance issues account for two thirds of complaints.
- Type of complaints regarding staff – DP will look at this for the next quarterly report.

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- Dampness and mould – a lot of focus on this and 13 complaints received this quarter.

SR asked if the complaints relating to dampness and mould are coming via a 3<sup>rd</sup> party. DP advised that these are coming mainly from tenants.

There was some discussion around anti-social behaviour and it was noted that these are reported in the KPIs.

**Item 7.6  
Quarterly  
Report –  
Information  
Governance**

4 x FOISA received (1 x SHA tenant, 1 x Architect, 1 x Property Owner, 1 x BBC Scotland Journalist)

The request from the Architect was rejected and processed through Environmental Information (Scotland) Regulations.

3 x Subject Access Requests received – 2 from tenants and 1 from an owner. One request asked for all personal data the Association holds or processes and one concerned about the release of photographs and repairs documentation.

The request from the owner was initially received as part of a FOISA request with elements instead being progressed as a Subject Access Request for their own personal data.

There was some discussion around one of the requests being treated as vexatious complaining. This will be reviewed.

**DP**

**Item 8.1  
Managing  
Unacceptable  
Actions  
Policy**

DP advised that this is a review of an existing policy.

Section 2 shows amendments made – job or team titles, authority to leadership team etc.

12.4 sets out the standard of service expected.

Committee approved the policy – proposed by MM and seconded by AD

**Item 8.2  
Donations  
Policy**

DP commented that this is a newly developed policy. The policy provides a framework for the practical application for making a donation and sets out the levels of delegated authority and accountabilities in relation to donations.

SR asked how the Association would deal with groups applying each year for £1k. This could be looked at as regular income. PM commented that donations are sometimes refused. The Association has to be clear what the money is being used for. All donations made will be reported to Committee.

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SR asked if there had been many donations made to the Association. DP advised that there have been none to date, however it is important to have the information within the policy.

SR noted that the policy mentions cash donations and is the Association comfortable with this. NT added that quite often Care & Repair will be given cash donations as they are paying for equipment purchased.

Committee approved the policy – proposed by AD and seconded by JC.

**Item 9  
Disposal  
Strategy**

PM advised that the Association has acquired a number of properties from various sources and this has led to issues where the Association is not the factor.

SHA is in partnership with Glasgow City Council where we acquire properties to develop common repairs schemes or initiate factoring responsibilities to improve and regenerate the area.

At present SHA owns 51 properties where there is no factor. 13 of these are MMR and a number are within our areas of demarcation where we are adopting a strategic partnership.

SHA owns 162 properties which are factored by a 3<sup>rd</sup> party. This is a mixture of those within the strategic demarcation areas, MMR and shared owners.

These properties will not be targeted, however when they become vacant they will be sold off.

Previously discussed moving the factoring element of SFARS back into SHA, however not sure this is the right action to take and this will involve more discussion.

The implication of disposals

- Each property will be considered on an individual basis
- GCC would look for grant monies to be repaid
- 80% of the receipt for SST properties would be paid back
- Each disposal a notifiable event

Committee noted the report and approved the recommendation – proposed by RM and seconded by BM

**Item 9.1  
Disposal of  
Property**

**5 Mossview Quadrant Flat 3/2**

This property has been void since November 2020 and requires a lot of work to be carried out including roof replacement. The Association has not been the factor for some time in this building. The property would be valued for around £70k with 80% due to be repaid to the Council.

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Committee approved the recommendation to dispose of this property – proposed by MC and seconded by MM.

**Item 10  
Orchard  
Software  
Systems  
Report**

***\*Minutes redacted to remove commercially sensitive information\****

AC asked committee for an extension to Standing Orders – this was agreed

**Item 11:  
Queensland  
Heating  
System**

Back in 2020, the Management Committee approved the installation of Quantum Storage Heating System to the properties who did not take up Air Source Heat Pump heating.

The programme has been delayed significantly due to the lack of response by Scottish Government to the Association's net zero funding application.

DR commented that tenants were promised that the programme would be on site last August. The contractor has provided a programme that notes all works would be complete in 14 months.

Scottish Government have apologised and would like the Association to submit for future funding for the blocks. If a fresh application was submitted this would only cause further delays with no guarantees that the application would be successful.

Committee approved the tender submitted by Saltire Facilities Management (Option 1)

Proposed by JC and seconded by ID.

**Item 12  
Chief  
Executive's  
report**

**Governing Body Appraisals** – this is out to tender and MM will assist in the scoring exercise.

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**Shields Road Office** – open on 6<sup>th</sup> March for 3 days each week in the beginning.

Also may have the opportunity to lease out the vacant space in 135 Fifty Pitches Road.

**City Building Contract** – *\*Minutes redacted to remove commercially sensitive information\**.

**Operational Changes** – are going well within the teams.

**Affordable Housing Supply Programme** – for information.

**IT Environmental Improvements** – looking to upgrading operating systems to Microsoft 365. Carrying out investigation on premise server capacity. Private hosting solution as opposed to purchasing 2 new servers.

**Queensland Park** – works are now on site and due to complete at end June 2023.

**Pollokshields Renaissance Group** – recently discussed the two “fire sites” on Albert Drive. A business case will likely be put forward for the future of the sites if Southside are identified as the lead developer in this instance.

**Item 13  
Governance  
Matters**

**Use of the Seal** – the following were approved for use of the seal

- Application for Membership No. 682
- Application for Membership No. 683

**Application for Membership** – the following was approved

- Application No. 402 – *\*Minutes redacted to remove third party personal data\**

**Proposed use of the Seal** – the following was approved

- Application for Membership – *\*Minutes redacted to remove third party personal data\**

**Item 14  
Relationship  
with other  
bodies**

**EVH** – BM recently attended meeting at EVH. Nothing to report.

**Cardonald Area Partnership** – MM updated committee on the main items of the meeting:

- Police Scotland advised of an increase in the number of break-ins locally.
- A number of cars being set on fire
- Car thefts on the increase



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- A large number of false alarm fire calls

**EVH Consultation Paper** – committee considered the questions and answered as follows:-

- If an organisation chooses to have a Mental Health First Aider in place would you support that the employee receives the first aid allowance set by the terms and conditions of employment – **YES**
- Both the physical first aid and mental health first aid roles are distinct from each other, and employees must carry out the necessary training. It is unlikely than an employee would carry out both roles, however if they did would you support them receiving the allowance for each role. **THE ROLES ARE SEPARATE.**
- It is recommended that if an eligible parent chooses to use Shared Parental Leave that they should receive the enhanced pay outlined above (minus any maternity/adoption pay already used). Do you agree with this? **YES**

**Item 15  
SHR  
Guidance  
etc.**

Letter received from the Regulator with an update on Tenant and Resident Safety Survey – for information.

**Item 16  
Any other  
competent  
business**

**Cardonald Larder** – this will be opening on Tuesday 7<sup>th</sup> March.

AD advised that Pat Shields had passed away at the weekend. Pat was formerly a member on the Cardonald Neighbourhood Committee.

**Item 17  
Date of next  
meeting**

**The next meeting will take place on Thursday 30<sup>th</sup> March 2023.**