

**Minutes of Management Committee Meeting – Thursday 28th January 2021
Held via Zoom with all attendees at 6.00pm**

	Action
Present:	Margaret McIntyre (MMcI), Betty Macneill (BM), Alex Cameron (AC), Surjit Singh Chowdhary (SC), Jonah Chireka (JC), Ruth McCluskey (RM), Alison Devlin (AD), Munir Choudry (MC), Iain Dyer (ID), Shirley Robison (SR) (Observer), Bob Turnbull (BT) (Observer).
In attendance:	Patrick Mc Grath (PMcG), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Allan Forfar (AF), Des Phee (DP), Chris Milborrow (CM), Thomas McIlvaney (TMcI), Aileen Radford (AR).
	MMcI welcomed everyone to the meeting and advised that SR and BT were observers at the meeting. MMcI will speak to both outside the meeting, and if still interested in becoming a Committee member, this can be approved at the February meeting.
	MMcI
Item 1: Apologies & Attendance	No apologies.
Item 2: Conflicts of Interest	No conflicts of interest to note.
Item 3: Minutes of meeting 26.11.2020	Corrections: <i>Page 2 Item 7 – amendments in first paragraph ‘strategy was not’ and ‘ association is now ‘heading’ and ‘Phase 2 of the Orchard Project’ and add on to final sentence ‘and building the digital services through continuous improvement’</i> <i>Page 3 – spelling to be corrected ‘Strathbungo’.</i> Matters Arising: none to note. Minutes approved by Committee – proposed by MC and seconded by ID.
Item 4: Matters Arising Schedule	PMcG advised that there was nothing further to add to the report. PMcG will speak to Heather Ballantyne as soon as possible about a further training session to cover PESTLE.
	PMc G
Item 5: Committee Workplan 2021	Nothing to add.

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**Item 7:
Feedback on
Rent
Consultation**

AF apologised for the paper being issued late and gave some background to the figures reported.

The consultation was on 1% increase and the feedback was as follows:

- About Right – 74%
- Too High – 23%
- Too low – 3%

There was a reduction in returns this year with only around 3-4% being returned. Comparison over the last couple of years:

2019/20 – About Right 62% and Too High 35%

2018/19 – About Right 75%

The recommendation to move on with the 1% increase was approved by Committee – proposed by AD and seconded by RM.

**Item 6:
Presentation
on Orchard
System**

CM advised that the main system is in place with tenancy and property data moved over to Orchard. A SQL server has also been installed.

The finance system is up and running including invoice scanning and authorisation.

The main Orchard housing system is in Phase 1 and hopefully moving to Phase 2 shortly. There are some challenges however these are being prioritised and dealt with.

TMcl gave a presentation on how the new system works. TMcl advised that a lot of the manual work has been taken away and is a great investment for the organisation.

Committee raised a few questions.

MC commented on the amount of data being held for each person and how can the Association ensure that there is no data breach? TMcl advised that there is security in place and there are various levels of access depending on use.

AC asked if the software is GDPR compliant. CM advised that the Association will look to carry out a GDPR audit once the system is fully up and running.

CM

Committee thanked both CM and TMcl for their time and information.

**Item 8:
Annual**

DP commented that the Improvement Plan was drawn up in 2019 and had 20 actions. This paper is brought to Committee twice a

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**Assurance
Statement
Improvement
Plan**

year. One new action has been added – 6.5 Committee Member Induction Process.

There are 7 actions substantively completed with 14 left. 5 are related to committee training, progress to the Improvement Plan, annual report, membership and equality and diversity.

DP asked Committee if completed actions should be removed. Committee agreed that moving on these should not be within the Plan.

MC queried Whistleblowing (corruption and other wrong doings) and what this covers. DP advised that it covers allegations of fraud and criminality and public interest.

MC noted 3.6 Benefits and Salaries and demographics of staff. Should there be a framework for this.

**Item 9:
Strategy and
Development
Funding Plan**

DR commented that this was approved by the Senior Management Team on 23rd December 2020. This was then submitted to the Council on 24th December 2020 on the proviso of approval this month by the Management Committee.

Committee asked for an update on Niddrie Road. DR advised that she has a meeting next week and it is hoped to be on site in March.

This was approved by Committee – proposed by JC and seconded by AC.

**Item 10:
Quarterly
Performance
Report – ARC**

AF advised some difficulties getting figures from the new system.

- Void days considerably more – due to contractors only being able to have one in a property at a time.
- Repairs – looking okay however still waiting on information from City Building.

AC noted the reduction in refusals. AF commented that for the first 6 months lettings were not allowed and then the majority of lets were going to homeless applicants.

Committee noted the report.

**Item 11:
Quarterly
Performance
Report –
Management
Accounts**

MW advised that the figures are slightly abbreviated – currently working between the old and new system.

The Management Accounts reflect the budget from September and there is a fairly substantial variance which relates to the maintenance expenditure.

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There is an increase in the cash which reflects little or no spend on major investments.

AC raised a query regarding I.T. costs – the wording is ‘ahead’ but should be ‘behind’ budget. MW will amend wording in future reports. **MW**

MC queried the maintenance costs and the note of 43% ‘behind’. There was some discussion around this and MW advised she would check the 43% figure. **MW**

The management accounts were approved by Committee – proposed by RM and seconded by AC.

**Item 12:
Quarterly
Performance
Report –
Tenancy
Safety and
Development**

Tenant Safety

AF advised that there is not much to report on this as most of the works within the report are external works which are continuing.

AF commented that the fire door contract at the mini multis in Pollokshields will start on 22nd February 2021.

Development

DR advised that there was no update on any of the report.

Committee noted the report.

**Item 13:
Quarterly
Performance
Report –
Complaints**

DP commented that there are 39 complaints. 35 at Stage 1 and 4 at Stage 2.

59% have been closed within the 5 day timescale. The average days taken for Stage 1 is 5.45 days and for Stage 2 it is 14 days.

Currently 13 complaints open and these should be closed. The majority are factoring and these will be discussed at the next SFARS Board meeting.

MC asked about the unresolved categories regarding repairs. DP commented that these relate to ongoing issues that the customer has with no resolution. The new system will allow for further breakdown.

DP also noted that the quarterly reports capture SFARS and Care and Repair complaints and this differs to what is contained within the ARC report.

PMcG commented about the number of SFARS complaints and staff perhaps not using the system properly e.g. could be relating to a roof repair which can sometimes take up to a year. DP noted that the complaint can be marked as resolved by advising what is actually being done. The repair does not have to be completed.

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Committee noted the report.

**Item 14:
Director's
Report**

PMcG went through the main points within the report.

EVH Affiliation Fees – Committee approved the annual fees. Proposed by MC and seconded by BM.

Extension to Handelsbanken Loan Facility – PMcG advised that when SHA took out the loan this was through competitive tender and committee signed off on this as well as the extension. It was felt to be prudent to extend this facility for 2 years. The cladding at 150 Berryknowes will require significant money to be drawn down and it is better to have the flexibility. The cost to extend the facility is £50k (0.6%) and this was agreed at tender stage.

AC asked for clarification that this would mean the money could be drawn down over the next 2 years and would the value of interest be more than the fee? PMcG advised that the overall facility is for £25m and the money will start to be drawn down soon with Phase 2 at St. Andrews Drive and Allison Street. There is also a funding requirement with the investment programme. MW confirmed that there is no detailed cost benefit analysis however the interest rate on the loan and what SHA could make in interest is not cheaper than the £50k fee. MW also advised that she is in regular contact with Handelsbanken and expects to start accessing the funds fairly soon.

Annual Accounts & AGM Dates – MW advised that given the challenges of the finance team now working with a smaller team and the new IT system being implemented, there could be significant impact on the timing of the completion and audit of statutory accounts. The auditors can only accommodate SHA in mid-July which would mean the accounts would not be available for the July meeting.

Committee is asked to approve the proposed revised dates for the annual accounts to August 2021 and the AGM to September 2021. This was approved, proposed by JC and seconded by RM.

Internal Audit Services – Committee are asked to approve the extension of the internal audit services as outlined within the report. This was approved, proposed by BM and seconded by RM.

Committee Timetable – at the moment the workplan shows no meeting in April (which we tried to implement last year, but due to the pandemic an April meeting was held). It is proposed to have no meeting in April this year.

PMc G

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MMcI asked that we look at this again in February due to the number of reports over the next couple of months.

Item 15: Staff Restructuring Update PMcG advised that the formal process of consultation has started with staff. The recent Investors in People assessment noted positive feedback from staff on the proposed new arrangements but it was also acknowledged that there was some pressures on staff to adapt to changes in the staff structure, remote working and a new IT system. It was agreed that the next few months will be challenging.

Committee noted the report.

Items 16-18 Nothing to report.

Items 19 – 22: Minutes of Sub-Committee meetings These minutes are for information only

Item 23: Relationship with other bodies *Cardonald Area Partnership* – MMcI gave an update on a recent meeting.

- Bulk uplift – requests at the moment are still free. General uplift 8 days and recycling 14 days.
- Bollards have been removed from Paisley Road West (causing accidents)
- Police advised that parking at the school is still an issue. They are also promoting a special doorbell in households who are at risk from domestic abuse.

Pollokshields Area Partnership – PMcG advised that he will be attending the February meeting.

Item 24: Consents, Disposals & Acquisitions Nothing to report.

Item 25: SHR Notifiable Events Committee noted the following six notifiable events – Reference 1004221, 1004231, 1004242, 1004264, 1004272 and 1004281. 3 relate to COVID, 2 in relation to the rules and 1 settlement agreement. Committee noted there were no outstanding actions required.

Item 26: Any other competent business *Review of Registers* – AR advised that the registers are normally reviewed and signed off by the Chairperson at the end of the January meeting.

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Given that meetings are now online, the registers cannot be signed. The information from each register is noted below:

Conflicts of Interest

30.01.20 – MC Item 6 SDFP

30.01.20 – BM Item 16 Director's Report

Register of Frauds

Nothing to report.

Previous Schedule 7 Register

30.01.20 – Staff member offered a 2 bedroom MMR property

Gifts / Hospitality

Feb 2020 – Biscuits for Care & Repair value £5

Seal Register

Feb 2020 – Membership Certificate No. 651

Staff were asked to leave the meeting – only PMcG and AR remained. **Discussions within confidential minute**

**Item 27: Date
of next
meeting**

The next meeting will be held on Thursday 25th February at 6.00pm via Zoom.