

**Minutes of Management Committee meeting – Thursday 27<sup>th</sup> January 2022**  
**Zoom call with all attendees at 6.00pm**

**Action**

**Present:** Betty Macneill (BM), Surjit Chowdhary (SC), Shirley Robison (SR), Iain Dyer (ID), Bob Turnbull (BT), Margaret McIntyre (MM), Alison Devlin (AD), Ruth McCluskey (RC), Munir Choudry (MC).

**In attendance:** Patrick Mc Grath (PM), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Des Phee (DP), Aileen Radford (AR).

**Item 1:  
Apologies &  
Attendance  
Record** Apologies received from Alex Cameron and Jonah Chireka.

**Item 2:  
Conflicts of  
Interest** No conflicts of interest noted.

**Item 3:  
Minutes of  
meetings  
25.11.2021 &  
08.12.2021** **Minutes of meeting 25.11.2021**

*Corrections:*

Page 2, Item 5 – 2002 should read 2022.

Page 5, Item 17 – Michael McCuaig is co-opted to the Audit Committee (not Management Committee).

*Matters Arising:* No matters arising for noting.

These minutes were approved by Committee – proposed by BM and seconded by MC.

**Minutes of meeting 08.12.2021**

*Corrections:* No corrections for noting

*Matters Arising:* No matters arising for no

These minutes were approved by Committee – proposed by RM and seconded by BM.

**Item 4:  
Matters Arising  
Schedule**

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

*Affordable Housing Strategy & Development Plan* – this was submitted at the end of December.

**DR**

*Update on arrangements for hybrid meetings* – NT advised that the new IT staff member has now started with the Association and this is something they will be working on and hopefully may be able to have a hybrid meeting at the end of February.

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*Heating Invoices at MHA:* NT advised that this has been delayed due to pressures of work. Quarterly invoices have been issued and this will continue moving forward.

**Item 5:  
Committee  
Workplan** The workplan was noted and no amendments made.

**Item 6:  
Confidential  
Agenda Item** *\*Minutes edited to remove confidential information\**

**Item 7:  
Feedback on  
Rent  
Consultation** PM advised that the closing date for responses was last Friday, after the report was written. 469 responses received which is a response rate of over 20%. This high response is a result of the hard work put in by the Customer Service Department. PM advised that the results haven't changed since the report was written, just reinforcement of the trend. Also a strong support for the bulk uplift.

ID asked if responses say 'no increase' are tenants asked what they would cut from their services. PM advised that previously this had been asked, but it doesn't give much indication of priority. The questionnaire issued was supported by what the rent pays for.

Committee approved the 2.75% rent increase – proposed by MC and seconded by ID

Committee approved the 0.5% increase to support a new bulk uplift service – proposed by ID and seconded by RM.

**Item 8:  
Qtr Perf. Report  
– Management  
Accounts** This report will be brought to the February Management Committee meeting.

**MW**

**Item 9:  
Qtr Perf Report  
– ARC** PM advised that there are some positives within the ARC report but also room for improvement.

- Time to re-let properties has increased
- Rent arrears also up slightly
- Days to resolve Stage 1 complaints has reduced to 5 days and Stage 2 to 9 days.
- Time taken to complete emergency repairs has increased
- Gas safety 100%

PM has advised staff that we want to be working to normality as of 1<sup>st</sup> April and draw a line under this past year.

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SR noted that complaints performance has improved and this is a positive. PM commented that there has been no training yet but meetings are held every week to try and control and manage the performance.

There was some discussion around the emergency repairs timescale and instead of the Association's target of 2 hours, bring this in line with the sector standard of 4 hours. This will be discussed in more detail with the Maintenance Manager.

**PM**

Committee noted the report.

**Item 10:  
Qtr Perf Report  
– Tenant Safety**

It was noted that there is room for significant improvement within tenant safety. Once the new module is in place there should be a noticeable improvement.

SR commented on the recent survey from the Regulator and the range of headings involved. Should the quarterly report be amended to be in line with the Regulator survey? PM noted a discussion with another housing association on the same issue and he will discuss with the Maintenance Manager, Lynne Buchanan.

**PM**

Another aspect in the survey was thermostatic control valves in heating systems. At the moment this is not reported on and it may be added to the next report.

**PM**

Committee noted the report.

**Item 11:  
Qtr Perf Report  
– Projects**

DR commented on a couple of the projects.

*Niddrie Road* – delay in this project and handover will not be March, possibly April. Difficulties with material deliveries is causing problems.

*640 Pollokshaws Road* – Architects will attend the next meeting with proposals for this site.

**DR**

MC asked if there was any feedback on the Air Source Heat Pumps and whether this is a cheaper option. DR advised that there will be a detailed report next month for committee.

**DR**

Committee noted the report.

**Item 12:  
Qtr Perf Report  
– Complaints**

DP advised that there has been a rise in complaints. 82 complaints this quarter. An increase in Stage 2 – 21 this quarter as opposed to 2 in the previous quarter. Some Stage 1 complaints are being delayed which impacts on this figure.

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50% of Stage 1 and 48% of Stage 2 complaints have been upheld.

Repairs and Maintenance allow for 77% which is 63 complaints. Contractor issues were an element in 53 of these complaints. COVID has been an issue with City Building as well as scarcity of materials. The two hour timescale for emergency repairs is proving difficult to achieve.

MM asked if some of the complaints are common within blocks. DP advised that there are no trends apart from possibly failure to attend.

Committee noted the report.

**Item 13:**  
**Qtr Perf Report**  
**– Information**  
**Governance**

DP went through the report in detail.

2 x Freedom of Information requests received this quarter and both have been processed. Both appear to be generic requests sent out to multiple RSLs. One was refused and the other is a generic request to a number of organisations. Information is still being gathered for this request.

Committee noted the report.

**Item 14:**  
**Governance &**  
**Financial**  
**Improvement**  
**Plan**

DP advised that the title of this has changed and replaces the Annual Assurance Statement Action Plan as recommended within the Independent Self-Assessment Report.

There are 10 actions carried over and 2 new actions – Asset Management Strategy and Succession Planning arrangements. DP is working on these.

DP asked for approval to merge 2 of the actions – 2.1 and CH3 which are basically the same. This was approved by Committee proposed by RM and seconded by BM.

MM asked if there was any movement on the Neighbourhood Committees. PM advised that he was working on this and Pauline Fletcher is looking at a working group within the staff.

**PM**

SR queried if action should be noted in the Plan to review Health & Safety as a result of the recent survey for SHR. DP advised that one of the new actions reviews landlord compliance and he will expand on that.

Committee noted the report.

**Item 15:** **Confidential Minute.**

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**Verbal Update  
on serious IT  
issue**

**Item 16:  
SFARS Review**

PM commented on two drivers for this SFARS review. Firstly we need to look at practical efficiencies. Business going through the subsidiary does create more work. Secondly, clarity of purpose. We need a joined up agreed direction.

This is an opportune time to look at the merits of having a separate company or moving factoring back into the parent company. There is the complication of mid-market rent which cannot legally be delivered by SHA. Private letting is the same.

RM commented that SFARS needs a direction and purpose. A lot of work is apportioned to factoring and not financially viable for SFARS.

PM would like to start a working group to look in depth at this issue, but over a short period of time.

The following were approved to form the Working Group:

- Ruth McCluskey
- Elisa Campanaro
- Alison Devlin
- Shirley Robison

PM will be in touch with more information, but keen to get this process started.

**PM**

**Item 17:  
Director's  
Report**

PM went over the points for decision.

*Pollokshields Community Council* – it is good for the Association to be involved in this, along with staff input when appropriate. PM has discuss this with MC, who is willing to trial the role. Committee approved this – proposed by BM and seconded by RM.

*150 Berryknowes Avenue* – DR is pursuing Scottish Government for support with funding. ***\*Minutes edited to remove commercially sensitive information\****

**DR**

**Item 18:  
Correspondence  
– Application for  
Membership**

No correspondence or applications for membership.

**Item 19:**

No items for proposed use of the seal.

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**Proposed use of the seal**

**Item 20:** No items for use of the seal.  
**Use of the seal**

**Item 21:** No minutes for noting.  
**Minutes of Sub-Committees**

**Item 22:** *EVH* – no meeting in January.  
**Relationship with other bodies** *Cardonald Area Partnership* – MM attended the last meeting in December. Laura Moran (Cleansing Dept) attended, but is being replaced by Thomas Reid as the representative for the Cardonald area. Police noted an increase in drug arrests and are putting on more patrols in Bellahouston Park.

**Item 23:** One disposal from SHA to SFARS for the purpose of mid-market rent.  
**Consents, Disposals & Acquisitions**

- ■ Waverly Gardens ■

This was approved by Committee – proposed by AD and seconded by BT.

**Item 24:** *Update on SHR Requirements – Recruitment of Senior Officer.*  
**SHR Guidance etc** PM advised that a Steering Group has been formed with the office bearers and SR. The Regulator has advised that an Options Appraisal should be carried out and a proposal from Arneil Johnston is attached for information. Committee approved the appointment of Arneil Johnston to carry out the Option Appraisal – proposed by ID and seconded by BM.

Committee approved two additional committee members to work with the office bearers and SR to act as a Project Board for the above work. ID and BT were identified. **PM**

Committee noted the progress to date of the Recruitment Group with regards to the senior officer recruitment.

*Notifiable Event.*  
DP advised that a Notifiable Event (No. 22480) had been submitted to the Regulator. This relates to the retirement of the senior officer.

**Item 25:** *EVH Affiliation Fees:* AR advised that the fee request has been received for this year's fees. The cost is £5133. It was noted that EVH do provide the Association's Terms and Conditions,  
**Any other competent business**

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including salary scales etc. This was approved by Committee – proposed by RM and seconded by BM.

*Registers:* The following registers were noted

- Use of Seal Register
- Gift Register
- Benefit Register (previous Schedule 7)
- Conflict of Interest Register
- Fraud Register

Committee approved the signing of these registers for the year and the Chairperson's signature will be added to each one.

All staff left the meeting to allow Committee to be updated on an issue by the Chairperson.

**Item 26:**  
**Date of next**  
**meeting**

The next meeting will take place on Thursday 24<sup>th</sup> February 2022 at 6.00pm.