

**Minutes of Management Committee meeting – Thursday 27th May 2021
Held via Zoom with all attendees at 6.00pm**

| | Action |
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| Present: | Margaret McIntyre (MM), Alex Cameron (AC), Jonah Chireka (JC), Betty Macneill (BM), Surjit Chowdhary (SC), Ruth McCluskey (RM), Alison Devlin (AD), Shirley Robison (SR), Munir Choudry (MC), Bob Turnbull (BT) |
| In attendance: | Patrick Mc Grath (PM), Norma Taylor (NT), Des Phee (DP), Suzanne Lavelle (SL), Pauline Fletcher (PF), Aileen Radford (AR) |
| | MM welcomed everyone to the meeting and thanked all members for attending the recent appraisal meetings. A report will be brought to the June meeting. |
| Item 1: Apologies | No apologies noted. |
| Item 2: Conflicts of Interest | No conflicts of interest for noting. |
| Item 3: Minutes of meeting 29.04.2021 | Corrections – no corrections for noting. Matters Arising – no matters arising for noting. Minutes approved – proposed by BM and seconded by AD |
| Item 4: Matters Arising Schedule | <i>Communal Heating</i> – NT working on this and report will be brought to June meeting NT <i>Orchard Audit</i> – PM will check when this will be carried out. PM <i>Consultant to carry out Self-Assessment</i> – DP advised that the audit committee recently appointed MHC Consultancy,*. It will start in June and a report will be brought to the August committee meeting. DP <i>*minute edited to remove commercially sensitive information in relation to this agenda item*.</i> |
| Item 5: Committee Workplan | Committee noted the tracked changes within the Plan. |
| Item 6: Queensland Community Park | PF advised that the report is to provide reassurance around the costs relating to this project. £700k has been secured for the project, however there is a shortfall of £129k on what the contractor has put in the tender. There is no expectation for SHA to cover this shortfall and the project will be adapted to meet the funds available. |

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Although, when originally approved, there was no cost to the Association a further proposal was put forward which noted some costs to SHA.

JC noted that the original submission and costs were back in 2018 and would the costs now not increase? PF advised that the consultants had estimated costs and the real time costs are noted in Page 2 of the report.

SR commented that this is a very exciting project, however the shortfall seems a reasonable amount. SR asked how SHA can approve the Council's appointment of a contractor as GCC are leading the project. PF advised that GCC want to ensure that the Committee has approved SHA's costs and they need confirmation that the Association is comfortable with the budget. PF also commented that they are now close to a final version of the Collaboration Agreement.

PF

PF advised that applications have been submitted for around £200k. PM reiterated that works can be removed at any time if this funding is not successful.

PF is also looking to consult with tenants to put a residents group in place.

Committee approved the recommendations within the report – proposed by RM and seconded by AD.

**Item 7:
Annual
Return on
the Charter
2020-21
(ARC)**

PM advised committee that this is a key annual return to the Regulator. They then look at the data and risk assess the Association and also look at the trend analysis of Associations.

PM noted that this year has been an exceptional year. There has been pressure on staff with remote working and the introduction of a new IT system. Housing Management and Finance went live with the new System in October but in order to produce the ARC staff have been working with the old and new systems.

PM also commented that although the figures are validated internally, the Association has an external validator coming in to the office in July.

Corrections: SHQS figures have changed slightly due to guidance received from the Regulator. PM will bring a report to committee on SHQS over the coming months.

PM

Highlights:

- Staff turnover and sickness – this is down since last year – possibly due to COVID and no one wanting to move

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- Sickness – this was high in 2019 and has dropped down. The recent high numbers of absence will impact in next year's ARC.
- Nos. of lets – this has dropped significantly – no letting last year for several months.
- Section 5 Referrals – this figure has gone up
- Emergency repairs completed has increased, however still meeting target
- Non-emergency repairs dropped however these were not being carried out for a period of time
- Gas safety – 100%
- % of repairs satisfaction surveys carried out – this is nil as none were carried out as survey cards were not issued.
- % of tenancy offers refused – this has increased. 60% of offers were to homeless cases
- % of referrals under Section 5 – increased (as above)
- Average time to re-let properties – increased dramatically. The association was limited in how it could allocated properties.
- % of new tenancies sustained – 100%
- Rent collected as % of total rent due – this has gone down.
- Gross Rent arrears – increased – however not as high as thought
- % of rent due lost through properties being empty – this has doubled but is still relatively low.

BM asked what the reasons are for refusing a house. PM advised that the property may not be in a familiar area and there is also a stigma around high rise properties. PM will follow this up.

PM

SR noted that the SHQS figure dropped relates to the electrical checks. PM agreed that this is linked to the electrical testing and will dig into this.

PM

Committee approved the ARC – proposed by MC and seconded by AC.

**Item 8:
Business
Plan 2021-25**

PM advised that this has been postponed until June. PM will liaise with MM on this and also the challenges on the financial projections. A final version will be brought for approval in July.

**Item 9:
Duty of
Candour
Report**

NT advised that the care service had one instance of COVID relating to a service user. There was no contact with staff, therefore no spread. The Care Inspectorate, Commissioning Officer and Staffing Sub-Committee were made aware of this.

Committee noted the report.

**Item 10:
Quarterly
Report –**

PM advised that the format will be amended for the next quarter.

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**Tenant
Safety**

Fire Risk Assessment – new guidance has been in place as at March 2021. SHA now has concerns about the age of the existing Fire Risk Assessments and these will be renewed to align with our Self-Assessment Standards.

The Asbestos Database also requires to be upgraded. This is due to be updated with the new IT system in September.

Committee noted the report.

**Item 11:
Quarterly
Report –
Projects**

PM advised that this report now includes the investment projects and not just development.

SR asked if there was an update on GCC funding for the private acquisition properties. PM has received a letter and will forward this to members. It relates to Pollokshields.

PM

BT asked for more information on The Well. PM advised that they are looking at the commercial unit within the new build in Allison Street. PM will arrange a detailed report for Committee next month on the commercial unit at 43 Allison Street.

DR

**Item 12:
Quarterly
Report –
Complaints**

DP gave an update on complaints over the last quarter.

- The volume of complaints are up quarter on quarter.
- Half of stage 1 and 2 complaints have been upheld
- Timescales for closure is disappointing – stage one should be 5 days and is 8.2 days. Stage 2 is 20 days but sitting at 24 days.
- MMR and factoring complaints have run considerable over time. DP will look into this for more information.
- Communication is an issue for a lot of complaints.
- Air Source Heat Pumps and Halfway Park have generated a lot of noise complaints.
- Kinning Park is not an area where SHA receives a lot of complaints, however there are a number over this last quarter.

DP

SR asked if COVID has had an impact on the Stage 2 complaints taking longer. DP agreed that this as well as staff absences, however some of the complaints are quite complex so are taking longer.

RM commented that the SFARS board discussed the complaints and feel that working from home, absence, jobs being moved around have not helped. Hopefully the new Customer Service Department will help in the future. However it is a concern and should be noted.

DP also noted that training is a requirement for staff and this will be put in place over the summer months.

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**Item 12:
Quarterly
Report –
Information
Governance**

DP advised that this is a new quarterly report which will report on Freedom of Information request, Environmental Regulations and Subject Access Requests.

DP advised that there have been 6 FOI since 1st January 2021. MC asked about the timescales for these requests.

DP advised that FOI is 20 working days, Environmental Information Regulations is 20 days and Subject Access Requests are 1 month. DP advised that some requests can be very involved and technical.

SR thanked DP for the detailed information. It would be useful to know if requests were SHA specific or across the sector. DP commented that the Living Rent was SHA specific, however there was Labour Party Activist requests that were across the sector.

Committee noted the report.

**Item 14:
Review of
Advice
Services**

SL went over the main points within the report.

- Only closed cases report on. However there have been a lot of advisory services provided by the Welfare Rights Team over the last year.
- Assistance from staff and other associations has been very helpful
- Many tenants received fuel vouchers but at the same time were signposted to financial services and this information was also given to employers.
- Grant funding has been received and this goes towards staff costs and the service provided to other associations. Other associations pay for the days staff work for them, plus and admin fee.

Committee thanked SL for a very detailed report and noted the good work being carried out by the team.

SL advised that the Strategy Action Plan will be brought to Committee in June for approval.

**Item 15:
Director's
Report**

PM went over the main points within the report.

Data Breach - correspondence attached for information

*Staffing – *minute edited to remove confidential information in relation to this agenda item**

Letter from SHR regarding quarterly returns – letter attached from SHR in relation to quarterly returns. It is hoped the new IT system will help with this.

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Items 16-18: Nothing to report.

Item 19: *EVH* – monthly report attached for information.

**Relationship
with other
bodies**

Cardonald Area Partnership – MM gave an update. Police gave a report. Fire Service are now carrying out home visits. Lengthy discussion around the old DSS building on Paisley Road West. In disrepair and local Council and Police dealing with this. PM advised that DR looked at this and may be worth approaching the Council.

DR

Item 20: Nothing to report.

**Consents,
Disposals
etc**

Item 21: DP advised that the notifiable event was an update to the repairs service during COVID and in line with government guidelines these recommenced as of 26th April 2021.

**Notifiable
Event**

Committee noted this report.

Staff left the meeting for the final agenda item.

Item 22: **Confidential Minute – 29.04.2021**

**Any other
competent
business**

Corrections – none

Matters Arising – none

Committee approved the confidential minutes – proposed by BM and seconded by JC.

Item 23: **The next meeting will take place on Thursday 24th May 2021 at 6.00pm.**
**Date of next
meeting**