

**Minutes of Management Committee Meeting – Thursday 26th October 2023
In Southside House at 6.00pm**

Action

Present:	Alison Devlin (AD), Surjit Chowdhary (SC), Iain Dyer (ID), Betty Macneill (BM), Ruth McCluskey (RM), Margaret McIntyre (MM), Shirley Robison (SR).	
In attendance:	Paul McVey (PM), Norma Taylor (NT), Donna Reilly (DR), Pauline Fletcher (PF), Laura Brennan (LB), Des Phee (DP), Aileen Radford (AR),	
Item 1: Apologies & Attendance	<p>Apologies received from Munir Choudry, Liz Ely and Alex Cameron, Elisa Campanaro. With Alex' absence RM assumed the role of Chair.</p> <p>4</p> <p>AR advised that taking a leave of absence had been discussed with Elisa Campanaro. Elisa would like to put in a leave of absence until March 2024. This was approved by Committee.</p>	
Item 2: Conflicts of Interest	No conflicts of interest for noting.	
Item 3: Minutes of meetings	<p>Management Committee Meeting – 28.09.2023</p> <p>AD advised that she attended the meeting – the minutes will be updated as well as the attendance record.</p> <p>SR asked for wording on page 4 to be amended. Audit Sub-Committee - SR agreed to take on the role of Chair on a temporary basis until the review of governance arrangements was completed. Minutes will be amended.</p> <p>Minutes approved by Committee –</p> <p>Proposed by AD and Seconded by BM.</p> <p>Special Management Committee meeting – 05.10.2023</p> <p>RM advised that if there was to be any discussion on these minutes, she will ask staff to leave the room.</p> <p>No corrections or discussion and committee approved the minutes –</p> <p>Proposed by MM and Seconded by AD.</p>	<p>AR</p> <p>AR</p>
Item 4: Matters Arising	<p><i>Single Building Assessment</i> – Still waiting on an update. Received communication from Scottish Government laying out housing priorities and this includes cladding works.</p> <p><i>Governance Review</i> – PM will bring fresh committee remits possibly November or January 2024.</p>	<p>PM</p>

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Management Letter Actions – Appendix 1 attached is a duplicate of what went to the recent Audit Sub-Committee.

Legal Issues with SHAPS Pension – Court hearing set for Autumn 2024. Risk Register has been updated for this.

Action Plan – Annual Assurance Statement – The intention is to create a Global Action Plan which will keep all action plans in one document. This will include Internal and External Audits, Tenant Satisfaction Survey etc.

PM

Queries over Qtr 1 Management Accounts – agreed that improved information will help to enhance reporting and provide more detail. The cash in bank was reduced from £5m to £2.5m and the information gives committee details of where the money has been spent. There was confusion over the void budget codes, and they will be aggregated into one line. SR commented that the issue was the component, and this should not be in the accounts as component accounting will take it out.

CEO Appraisal – this has been circulated to all committee members. MC raised a query with SR regarding the deadlines not being clear. SR will speak to Alex Cameron.

**Item 5:
Committee
Workplan**

DP advised this is for information and completed actions are highlighted in green. The small number of actions marked in red highlights reports that have still to be taken to committee e.g. Tenant Involvement Strategy, Equalities Action Plan, Committee Review & Renewal Policy.

Committee noted the workplan.

**Item 6:
Standing
Orders
Update**

PM commented that the updated Standing Orders take account of some of the recent discussions at meetings. This will be revisited when the Governance Review takes place in the New Year. 4.4 to 4.6 notes the changes and 4.8 is a new paragraph regarding appointing vice chairs at sub-committees.

No amendment in the Committee Role Description.

Committee approved the Standing Orders and the Role Description –

Proposed by ID and Seconded by SR.

**Item 7.1:
KPI Report –
Qtr 2**

PM reaffirmed previous discussions on the IT system and difficulties this causes. The attached appendix gives more detail and looks at key indicators. There are areas to improve on and reports will also improve over time.

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Re-lets and Voids – performance is good. This is down to the housing and repairs teams working together and utilising new procedures as well as improved contractors' performance.

Rent Arrears – no significant improvement. Meeting with the team to discuss re-alignment of duties next week. This may be disruptive and will involve training.

Tenancy Offers – these have reduced.

Property Services – these figures will improve. A couple of gas services missed however good progress in EICR certificates. In terms of repairs – a great deal of this is backlog clearing by City Building which has a detrimental impact on illustrated performance.

Finance & Corporate Services – accounts will be reported quicker moving forward.

Complaints – a lot of work being carried out on complaints in terms of weekly meetings and discussions but process improvements can be made.

SR was pleased with the explanation in repairs and hopefully an improvement will be seen by the end of the year, however noted that there is still a long way to go. PM commented that he spoke at a Scottish Housing Network event about how repairs are being carried out at Southside. There are others still struggling with City Building and other contractors, and more RSLs are considering alternative models for service delivery.

PM also noted that asset management and component replacement has not been carried out in recent years in the way that it should have been. Although significant works have and are taking place in terms of communal extract fans, lifts etc - this has almost been at the expense of kitchens and bathrooms. Not replacing these components can lead to more repairs. This will need a lot more work to ensure that we have an Asset Management Plan which aligns perfectly with our financial plan and budgets – otherwise there will be confusion and lack of adequate investment.

AR

SR added it is disappointing that our IT systems do not report on this.

SR queried the number of members that are noted in the accounts. The report states a very different number. AR will check this. There will be work in 2024 to review at the Membership Policy and how we can attract new members.

AR

Committee noted the report.

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Item 7.2: Gas Safety
Tenant Safety Two properties missed but now have procedures in place to stop this
– Qtr 2 happening again.

Lift at 177 Nithsdale Road
All complete

Common Extract Fans at Queensland
All complete

Damp & Mould
Working Group reviewing the policies and procedures. Some of the issues are overcrowding, poverty etc which will require more work and organisation than dealing simply with the condensation issue.

Committee noted the report.

Item 7.3 – DR advised that Committee would receive information on projects
Projects – Qtr from other departments. DR will meet with others to discuss a
2 change in the format of reporting for the future.

DR gave an update on some of the projects noted in the report.

St. Andrews Drive – DR advised that sign off was still outstanding from GCC Geo-Technical, however after staff considered the risk to be low agreement was reached to allocate the remainder of the homes in Phase 2. Staff were confident should any issues arise following a response from Geo-Technical these could be dealt with on site and without disruption to tenants. Phase 3 all works are complete and have been signed off by Building Control. Once the certificates are received these properties will be handed over.

Mosspark Church and St. Alberts Church – separate reports will be brought to Committee in the New Year.

DR

Moss Heights Lifts – DR advised that there will be tenant consultation prior to the work being carried out. This will look at individual household circumstances to identify any issues with the lift being replaced during the works phase.

Committee noted the report.

Item 7.4: DP highlighted the main points within the report.
Complaints –
Qtr 2

- Volumes have increased this quarter from 37 to 60. DP commented on previous years figures and highlighted a trend which showed complaints volumes peaking over Qtr 2 and 3
- Average timescale for resolving Stage 1 was 6.3 days. Only 50% were resolved within timescale.

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- Average timescale for resolving Stage 2 was 11.6 days. 94% were resolved within timescale.
- 63% relate to repairs and maintenance.
- 2 complaints recorded for damp and mould. The working group will meet to discuss.
- Volume of complaints is up across all neighbourhoods.

Two SFARS cases scheduled to be considered by the First Tier Tribunal. One case involved an MMR tenant which has settled without a hearing. The other involves a factored owner which is scheduled at the First Tier Tribunal in November.

Committee noted the report.

**Item 7.5:
Information
Governance –
Qtr 2**

- 3 FOISA requests received this quarter.
 - 1 from an SHA tenant
 - 1 from Glasgow Live reporter
 - 1 from Scottish Labour Party MSP Researcher
- No requests made under EIRs.
- 3 Subject Access Requests – DP gave details.
- 1 personal data breach

GWSF held a meeting to discuss the upsurge in FOISA/EIR requests, subject access requests and complaints. Some RSLs are experiencing an upsurge in information requests. This was worthwhile to see what other associations are dealing with.

DP advised that the updated SHA fair processing notice will be put on the Association's website. DP advised that 'stand-alone' fair processing notices will remain for employees, recruitment, membership, housing applicants and Glasgow Care and Repair.

SR raised a query regarding recording of telephone messages. DP advised that calls are recorded and retained currently for ninety days, this however is taking up a lot of available server space and the Association is currently carrying out a review of the retention period for call recordings. PM added that having the recordings is helpful in validating what staff or customers say.

Committee noted the report.

**Item 8:
Internal
Management
Plan Review**

PM advised that delivery plans will be looked at following the Business Planning Review session at the end of November.

The report notes some of the achievements to date. The following six months will have significant activity on the items noted within the IMP as well as changes to organisational structure/design, establishment of a Project Team to work on data and document strategies and system procurement and new approaches and improvements within our Finance team.

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Committee noted the report.

**Item 9:
Chief
Executive's
Report**

Commercial Lease – 135 Fifty Pitches Road – this is ongoing, and the lease will be signed by April 2024.

Internal Audit Update – PM advised that substantial assurance was given at the recent Allocations audit. Information now on Admin Control. The Financial Controls audit will not be as positive.

RAAC Investigations – properties have been identified as potentially containing the material and the cost to carry out a more detailed survey is £30-£40k. Neil Brown is qualified to carry out this work along with an Architect. Neil has identified possibly some RAAC in walls and more investigation is required. A lot of this will be within the ex-GHA stock. PM is also consulting with other RSLs on this issue.

Post Meeting Note: *Survey work completed on identified properties within scope of possibility of containing RAAC. No presence of RAAC found in any SHA properties. Update provided to the SHR.*

150 Berryknowes Avenue – PM advised that a comprehensive cost benefit analysis will be required. A detailed report will be brought to Committee in November or January.

A lot to consider e.g. need to understand the client group for the future, the need to categorise the building if it was for a particular age group. Also knowing the cost, can the Association afford to carry out the work and what would happen if the work was not carried out.

PM

Factoring – a lot of work to be carried out. Where should this sit – SFARS or SHA. Issues with staffing and should this all be pulled back into SHA.

DP

LB

MMR Lease – report will be brought to committee next month.

Budget and Rent Increase – hope to have a first draft next month which will allow consultation on rents to start.

Committee noted the report.

**Item 10:
Tenancy
Agreement
Audit**

****Minutes redacted to remove confidential information****

**Item 11:
Corporate
Risk Register**

DP advised that this Register was presented to the Audit Sub-Committee last week.

DP highlighted the main changes within the Register.

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- Risk 11: increase Net Risk Score from 6 to 9
- Risk 14: remove current Risk 14
- Risk 15: increase Net Risk Score from 6 to 9
- Incorporate new Risk 14a, 14b and 14c to reflect new housing system procurement and implementation.
- Introduce new Risk 17 to reflect risks with regard to strategic direction of wholly owned subsidiary SFARS.

Committee approved the changes that the Audit Sub-Committee put in place.

Proposed by MM and seconded by BM.

**Item 12:
Tender for
Commercial
Heating & Hot
Water System**

PM advised that this tender is for the maintenance of commercial systems. The contract period is for 3 years with a further two one-year options to extend.

The validity of the quote has been checked and very positive references received. The cost is also in the budget.

Committee agreed to accept the tender from Richard Irvin FM for the sum of ****Minutes redacted to remove commercially sensitive information****.

Proposed by SR and seconded by MM.

**Item 13:
Governance
Matters**

Application for Membership:

The following applications for membership were approved:

- 404 – ****Minutes redacted to remove third party personal data****
- 405 – ****Minutes redacted to remove third party personal data****

Proposed Use of the Seal

The following applications for membership were approved for proposed use of the seal:

- ****Minutes redacted to remove third party personal data****
- ****Minutes redacted to remove third party personal data****

**Item 14:
Relationships
with other
bodies**

EVH – meeting in December. BM advised that she had received an e-mail from the new Director seeking donations for EVH charity CHAS.

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GWSF – some staff have recently attended events organised by GWSF. These have been very informative.

Item 15: PM advised that the Association had approached the Regulator
SHR regarding the IT system and whether this should be a notifiable event.
Guidance etc The Regulator advised that it is not a notifiable event.

A final consultation document has been received on the Revised Regulatory Framework.

Item 16: Nothing to report.
Any other competent business

Item 17: PM proposed that the November meeting be moved forward one
Date of next meeting week. This will allow Mandy Wright to attend with LB to deliver the draft budget. This was agreed. **23rd November 2023 at 6.00pm**