

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

Action

Present: Jonah Chireka (JC), Munir Choudry (MC), Surjit Singh Chowdhary (SSC), Iain Dyer (ID), Alison Devlin (AD), Betty Macneill (BM), Ruth McCluskey (RMcC), Margaret McIntyre (MMcI), Shirley Robison (SR), Bob Turnbull (BT)

In attendance: Patrick Mc Grath (PMcG), Donna Reilly (DR), Mandy Wright (MW), Des Phee (DP).

Item 1: Election of Office Bearers MMcI welcomed everyone to the meeting and handed over to JC secretary in the absence of the Vice-Chair to seek nominations for Chairperson.

RMcC nominated MMcI for the position of Chair and this was seconded by BM. As this was the only nomination, MMcI was elected Chairperson. MMcI accepted the election and advised that this would be her last year as Chair as permitted by Standing Orders.

The meeting was handed back to MMcI who invited nominations for the position of Vice-Chair. AD nominated AC and this was seconded by BM. As this was the only nomination, AC was elected Vice-Chair.

MC sought clarification that a member can be nominated if they are not present at the meeting. MMcI clarified that this was permitted

MMcI invited nominations for the position of Secretary. RMcC nominated JC and this was seconded by BM. As this was the only nomination, JC was elected Secretary.

The temporary office bearer position of Honorary President created to represent the Association during its fiftieth anniversary was extended until the end of 2021. ID will continue in this role.

Item 2: Apologies & Attendance Apologies received from Alex Cameron.

SR raised a correction in relation to her recorded attendance record at Committee meetings in August and September. PMcG noted this and will correct the record.

PMcG

Item 3: New Model Code of Conduct for Governing Body Members DP presented the new SFHA Model Code of Conduct to Committee and explained that the new model is updated to align with changes to the Regulatory Framework and to the model Entitlements, Payments and Benefits Policy. DP advised that the changes set out at section 2 of the accompanying report were in the main relatively cosmetic. DP did bring to the attention of Committee the development of a stand-alone Protocol for Investigation of a Breach of the Code of Conduct which had previously been an appendix of the Code of Conduct. Revised

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

Code of Conduct and Protocol for Investigation of a Breach of the Code of Conduct were approved by Management Committee.

Proposed by BM and seconded by AD.

**Item 4:
Declaration
of Interest
form**

Declaration of Interest Form to be completed and signed by all Committee members and returned to Aileen Radford as soon as possible.

**Item 5:
Conflicts of
Interest**

No conflicts of interest for noting.

**Item 6:
Minutes
26.08.2021
and
31.08.2021**

Minutes 26.08.2021 – approved by Management Committee.
Proposed by AD and seconded by RMcC.

No corrections or matters arising were recorded.

Minutes 31.08.2021 – Special meeting to approve the audited Annual Accounts, approved by Management Committee.
Proposed by JC and seconded by MC.

No corrections or matters arising were recorded.

**Item 7:
Matters
Arising
Schedule**

SHQS – PMcG advised that an update as part of the Asset Management action plan will be brought by DR to the October meeting.

DR

Neighbourhood Committees – Amended Standing Orders to transfer the authorities previously delegated to the neighbourhood Committee being presented to Management Committee for approval at this evening's meeting.

Single Building Assessment – PMcG advised that there is nothing further directly in relation to this, however PMcG drew Committee's attention to publication of two Scottish Government publications in relation to High Pressure Laminate external wall systems. SMT had discussions in relation to this at their weekly meeting. DR to pursue issue with Humza Yousef MSP in light of new published reports.

DR

**Item 8:
Review of
Standing
Orders and
Management
Committee
Remits
(Including
updated
Neighbourho**

PMcG presented draft amended Standing Orders and Governing Body remits which reflect the previous decision of Committee to remove the Neighbourhood Committees from the governance structure. PMcG drew Committee's attention to the main changes set out in appendix 2. Which lists all of the duties which are delegated by Management Committee to relevant sub-committees or operational staff. All the authority delegated previously to the Neighbourhood Committees have been reassigned, in the main back to the Management Committee. PMcG raised an issue of approval for initiating court action was previously delegated to

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

**od
Committee
remit)**

Neighbourhood Committees, but delegation to senior staff may be a more appropriate delegation.

MMcI commented that the Vice-Chair by previous Standing Orders is the default Chair of the Staffing and General Purposes (S&GP) sub-committee, however the Vice-Chair is also currently Chair of Audit Committee, this may be a substantial workload for one Committee member, and could the Standing Orders be further revised to address this. PMcG commented that there is nothing outwith the current Standing Orders that compels the Vice-Chair to be the Chair of the S&GP sub Committee, and it may be a solution to revise the Standing Orders to allow the S&GP sub-committee to elect the Chair from its own membership

DP

Revised Standing Orders, Management Committee Remits and revised Scheme of Delegated Authority were approved by Committee – Proposed by ID and seconded by BM

**Item 9:
Appointment
s to Sub-
Committee,
SFARS and
Outside
Bodies**

PMcG presented a report setting out the appointments to Sub-Committees, SFARS Board and external bodies.

Staffing Sub-Committee: Alex Cameron, Betty Macneill, Jonah Chireka, Alison Devlin and Munir Choudry and Shirley Robison.

Audit Sub-Committee: Alex Cameron, Surjit Chowdhary, Iain Dyer, Ruth McCluskey, Bob Turnbull and Elisa Campanaro co-opted from the SFARS Board

PMc G

SFARS: Lucy Gillie, Ruth McCluskey, Elisa Campanaro, and Michael Davie.

RMcC commented that the SFARS Board requires more members, and commented that previous adverts for members had been placed by MW. PMcG commented that it would be prudent to separate the issue of Management Committee members joining the SFARS Board from co-opting members externally. It would be helpful to have more representation from Management Committee members. JC and ID both expressed a willingness to serve as member of the SFARS Board.

EVH: Betty Macneill and Margaret McIntyre as substitute representative.

GWSF: Surjit Singh Chowdhary and Iain Dyer.

Cardonald Area Partnership: Margaret McIntyre and Alison Devlin as substitute representative.

With regard to other external bodies, PMcG advised that the Association does not have current representation on the Pollokshields Area Partnership, but this may change in the future as it is an anomaly that the Association is represented on

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

Cardonald Area Partnership but not Pollokshields. PMcG also commented that the Association also does not have a current Management Committee representative on the Scottish Federation of Housing Associations (SFHA). No Management Committee members expressed an interest at this time.

PMcG highlighted section 4 of the report and advised that there has been interest from a number of individuals in joining the Management Committee or sub-committees. RMcC commented that MMR tenant representation on the SFARS Board was a current gap which would be helpful to address from interested individuals.

**Item 10:
External
Auditor
Management
Letter
2020/21**

MW presented the Management Letter from the Association's auditors Alexander Sloan and advised this is usually presented to Management Committee with the audited Annual Accounts however this was not possible due to logistical issues last month. MW referred to Pages 4 and 5 respectively of the Management Letter relating to Key Audit Issues and Qualitative Aspects of the Financial Statements and advised that Auditors raised no significant issues. With reference to page 8, MW advised that the Auditor had noted an internal control weakness with regard to implementation of the new Orchard system and its impact upon reconciling the ledger balance to the nominal ledger. A difference in the year end ledger of £21K while not material, was noted.

SSC enquired about the £21K difference for the year end in terms of rent collection. MW explained that while a range of complex factors contributed the crux of this is down to the changeover in customer management system, consequent period end date issues at the changeover point and also MMR rents for the subsidiary SFARS having leaked into the SHA financial ledger in the new system changeover. MMcl enquired is the £21K differential 'up or down'. MW advised that rather than 'up or down' this was more of a system differential.

SR enquired with regard to the COVID-19 pandemic review of the Association's Going Concern Assessment on page 4 of the Management Letter. MW advised that the Auditors have introduced this from this year, taking into account the COVID-19 impact and looking at a twelve months projection of the annual accounts.

External Auditor's Management Letter was approved by Management Committee. Proposed by ID and Seconded by BM

**Item 11:
Annual
Assurance
Statement**

DP introduced a report and self-assessment with regard to the Association's compliance with the Regulatory Requirements set out at chapter 3 of the SHR's Regulatory Framework. DP advised that this complemented MHC's independent self-assessment against regulatory standards report presented to Management Committee in August 2021 as part of the Association's overall

DP

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

programme of annual assurance. DP advised that the self-assessment provides a 2021 update on the two previous year's assessment of compliance. DP highlighted to Committee a 'four lines of defence' approach to assurance mapping supporting evidence for compliance with each requirement. In terms of the assessment the self-assessment of compliance with the Regulatory Requirements made the following findings:

- In place and effective – 15
- In place, but could be improved – 8
- Not in place - 0
- Not applicable - 2

DP highlighted a number of areas for consideration by Management Committee in relation to Materiality with regard to requirements AN3 in relation to landlord safety and COVID-19 impacts upon Allocations and the repairs and maintenance service during the period of the second 'lockdown' period from 5 January 2021. DP advised Committee that although normal service was disrupted the Association acted in accordance to the letter of Scottish Government temporary legislation in relation to COVID-19 restrictions. DP also highlighted a deterioration from last year's assessment in relation to TS2 – complaints handling in relation to response timescales at Stage 1 and Stage 2.

BT enquired what are the reasons for the poor performance in relation to responding to complaints within timescales. DP responded that this was likely a mix of a number of contributory factors, the COVID-19 impact, staffing issues, new system changeover from CIRRUS to Feedback Manager of the Orchard system, and staff training in relation both to general complaints handling and new complaints system training. DP also pointed out that complaints volumes had increased exponentially with the creation of the new Customer Services Team, and that while this was encouraging it may also cause further strains for teams experiencing shortages of staff. PMcG advised that he and the Depute Director were meeting weekly with the Customer Service Manager in relation to complaints. PMcG also commented that there appeared to be a culture of 'resolution of whole issue' rather than closing the complaint within timescales which points to training issues.

SR commented that staff have been open in relation to their self-assessment of compliance, and remarked that complaints

Performance may be disclosed as a COVID-19 impact on the Annual Assurance Statement. DP advised Committee that the draft Annual Assurance Statement presented to Committee also contained a statement which outlined the Association's position in relation to future compliance with Equality and Human Rights requirements.

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

Annual Assurance Statement with advised Committee amendments approved for submission to the SHR subject to signing off by the Chair. Proposed by BM, Seconded by SR.

The five year financial projection submission was approved by Committee – proposed by MC and seconded by AC.

**Item 12:
Asset
Management
Strategy
2021-25**

DR presented the updated Asset Management Strategy to Management Committee. DR advised Committee that a revised Asset Management Report, which builds on the 2016 report which was developed in assistance with Arneil Johnston consultants, will be presented to Management Committee for approval in October.

DR

In addition an Asset Management Action plan will be presented which will outline proposed works to properties including expenditure for the next 2 financial years.

DR also advised that Arneil Johnston or other consultants may be engaged for further individual stock options appraisals similar to the work carried out recently in relation to 150 Berryknowes Avenue.

Management Committee approved the Asset Management Strategy 2021-25. Proposed by JC, seconded by MC.

**Item 13:
Committee
Training Plan**

PMcG introduced a revised Committee Training Plan and advised Committee that much of the revised plan was developed from the outcomes of the Management Committee annual appraisal process

**Item 14:
Handelsbank
en Svenska
AB Loan
Facility
Agreement
Amendment**

MW presented a draft amendment to the Handelsbanken loan facility agreed with the lender. MW outlined to Management Committee that this amendment reflects a banking sector wide change in the way interest rates are calculated from the previous London Interbank Interest Rate (LIBOR) definition to the Sterling Over Night Index Average (SONIA) benchmark. MW advised that this necessitated the entire loan facility to be revised, including current agreed waivers in relation the Air Source Heat Pump programme, and that the services of TC Young solicitors and ARK Consultancy were employed to review the new amended agreement.

MW further commented that the new amendment should be 'cost neutral' to both the Association and Handelsbanken. MW advised that this move to SONIA would also affect current agreements with Nationwide, and ARK Consultancy will develop a briefing note in relation to this for Management Committee for the October meeting.

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

SSC sought assurance around the move to SONIA not working out as more expensive for the Association. MW commented that financial regulators have produced guidance documents around this and it suggests that this is a cost neutral technical adjustment to reflect the phasing out of LIBOR.

Management Committee approved the amended loan facility agreement. Proposed by BT, seconded by ID.

**Item 15:
Director's
Report**

PMcG went through the report and highlighted the main issues.

ARC Data – PMcG highlighted two potential amendments to the Association's ARC submission. An annual gas safety inspection on a boiler on a commercial contract had been missed during 2020/21 which would affect the Association's 100% compliance recorded in the ARC submission.

PMcG also highlighted a potential issue with the submitted figure for annual rent collected as a percentage of annual rent due. This figure is likely to have been overstated as a result of issues with customer management system changeover during the year and calculations using two systems. The change should produce a more positive looking figure than what has been submitted in the ARC 2020/21.

SR enquired if there was an effective IT system in place which recorded and tracked the number of annual gas services to be carried out. PMG advised that there was but that this system wasn't insured against human error as the Association is constantly adding or subtracting stock in-year. SR commented that she is sure that staff will learn from this to ensure that this is resolved going forward.

MMcI enquired if any further progress had been made with Humza Yousaf MSP with regard to 150 Berryknowes Avenue. PMcG advised that DR will be following up on previous correspondence.

**Item 16:
Corresponde
nce/Applicati
on for
Membership**

Nothing to report

**Item 17:
Proposed
Use of the
Seal**

Nothing to report

**Item 18: Use
of the Seal**

Nothing to report

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

Item 19: EVH – Nothing to report
Relationship SFHA - Nothing to report
with Other GWSF - Nothing to report
Bodies GCC - Nothing to report
CiH - Nothing to report

Cardonald Area Partnership – MMCI advised that police reported a rise in anti-social behaviour in relation to youths using quad bike and motorised scooters, and a general increase in vandalism. Local councillors also updated on flooding issues and advised that gullies appear to be a major issue. Paisley Road West, Penilee Road and Lochmaben Road being prioritised for resurfacing works.

Item 20: Any PMcG advised that revised Health and Safety documents relating **PMcG**
Other to Management Committee and its employer role would be issued
Competent to members to sign and return.
Business

SR enquired how staff are coping currently, and is the Association **PMcG**
returning to normal after a relative period of COVID-19 disruption
recently. PMcG acknowledged that this is something that
Management Committee should be regularly updated on. PMcG
highlighted that the Association has moved to a system currently
where all staff have the ability to come into the office once a week
on a designated day/s and in accordance with established
'bubbles'.

PMcG also highlighted that due to various circumstances not all
staff have received both or either COVID-19 vaccinations. PMcG
also advised that contractors working on behalf of the Association
appeared to be experiencing a rise in cases. PMcG also
highlighted that the Concierge Team Leader had also reported
that recent fuel issues if they continue would have having a
potential detrimental effect on the mobile concierge service.

BT enquired on balance how is the business coping and what can
the Management Committee do to support. PMcG advised that
currently there is a temporary issue with staff absence particularly.

In some key service areas. With relation to voids and allocations,
due to the current situation things were taking longer and it may
be the end of the year before we see a return to normal
timescales.

BM expressed thanks to the Chair, Director and staff for their on-
going work through the pandemic and stressed the need for
everyone to understand the unprecedented conditions presented
by the pandemic

SSC raised the issue of a potential property factoring
management opportunity for SFARS. This was noted by PMcG.

Minutes of Management Committee meeting – Thursday 30th September 2021
Zoom call with all attendees at 6.00pm

Item 21: The next meeting will be held on Thursday 28th October 2021.
Date of next meeting

Management Committee meeting ended at 7.33pm.