

Minutes of Management Committee meeting – Thursday 24th February 2022
Zoom call with all attendees at 5.30pm

	Action
Present:	Margaret McIntyre (MM), Alex Cameron (AC), Jonah Chireka (JC), Iain Dyer (ID), Surjit Chowdhary (SC), Munir Choudry (MC), Ruth McCluskey (RM), Bob Turnbull (BT), Shirley Robison (SR), Betty Macneill (BM).
In attendance:	Patrick Mc Grath (PM), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Des Phee (DP), Shahnaz Shakoor (SS), Aileen Radford (AR)
Item 1: Confidential Staffing Matter	Confidential Minute
Item 2: Apologies & Attendance	Apologies received from Alison Devlin.
Item 3: Conflicts of Interest	No conflicts of interest for noting.
Item 4: Minutes & Confidential Minutes 27.01.2022	<p>Minutes:</p> <p><i>Corrections:</i> no corrections for noting.</p> <p><i>Matters Arising: *Minutes edited to remove commercially sensitive information*</i></p> <p>DR also advised that tenders have been returned for works at Berryknowes Avenue and this will be reported to the March meeting.</p> <p>Minutes approved by committee – proposed by MC and seconded by JC.</p> <p>Confidential Minutes:</p> <p><i>Corrections:</i> page 2 second last paragraph – amend attach to attached.</p> <p>Confidential minutes approved by committee – proposed by RM and seconded by BM.</p>
Item 5: Matters Arising Schedule	<p>PM highlighted some changes.</p> <p><i>Review of Furniture Provision:</i> this will be put back to May/June.</p>

DR

DR

NT

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Steering Group: The Steering Group has now been set up and PM will liaise with Pauline Fletcher to ensure that the Neighbourhood Committees are included.

PF

**Item 6:
Letting Plan
2022-2023**

SS highlighted some of the main points within the report.

Page 1 Equalities Impact Assessment – this will need to reflect that this is significant and the Letting Plan is addressing this. SS will update the report.

SS

Section 3 – this highlights the new build projects and the measures in place for larger homes and wheelchair access.

Tables 5 and 5A Letting Categories – Table 5 notes the lets in the previous year and Table 5a shows lets up to the current date. The 112 properties noted in Table 5a will increase by around 20 at the end of March.

Table 6 – this table notes the termination reasons.

Section 4 Letting Performance – not much change in the number of evictions however this may increase in the last quarter.

SS noted that the turnaround time of 37 days is an increase on last year when it was 16 days. This relates to the contractors poor performance, staff shortages and COVID.

Table 9 – shows the demand in houses by apartment size.

Section 9 – details the breakdown of quotas. This year's Plan has a new addition - Afghan Resettlement Programme.

MC asked why the homeless figure has increased. SS advised that Glasgow City Council would like it higher, however the Association shows Section 5 Referrals, Saffron, Queen Mary Avenue, Scottish Refugee Council and Temporary Furnished Flats all as homeless. MC asked for a paper copy of the Letting Plan. SS will arrange for this to be issued.

SR asked if the Association would consider offering incentives for under occupying and multi storey properties which are more difficult to let. SS commented that in the past incentives were offered e.g. decorating allowance, removals, however people want to stay in the larger homes as it may be their family home. With regards to the multi storey properties, decoration vouchers, carpets etc. are offered.

The Letting Plan for the coming year was approved by Committee – proposed by MC and seconded by AC.

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**Item 7:
Consolidated
Annual
Accounts** MW advised that the SHA Accounts were approved in August 2021 and the SFARS Accounts in December 2021. The consolidated accounts for the Group represents the combined figures for both entities, excluding any inter-company balances.

Committee approved the Consolidated Annual Accounts – proposed by BM and seconded by BT.

**Item 8:
Quarterly
Management
Accounts** MW advised that these accounts are to the end December 2021. MW advised that some anomalies have arisen within the budget coding and changes to the financial systems has been challenging.

The surplus is over £200k behind the budgeted surplus and this relates to spend on the repairs budget. A number of invoices have been received and are being processed on the invoice approval system but there is a high volume due to a backlog from City Building. For this reason we carry a provision in the accounts to cover this type of delayed expenditure. Also the volume of repairs has been higher than anticipated which has contributed to the higher expenditure on Repairs.

Salary costs have increased which is partly down to the increased uptake by staff in to the pension scheme. A number of new staff members have joined the Association as well as a number of agency staff being taken on. There are also some misclassifications of IT costs as revenue where they should appear as capital. This has arisen as a result of the new coding structure in the finance system and will be amended going forward.

The Balance Sheet shows the bank balance which is being monitored closely. £3.3m in the bank at the end of December. However, as previously reported to the Committee, the bank balance has been fluctuating around the £4m mark. The December balance reflects a point in time prior to receipt of grant funds. The first loan drawdown is anticipated to be early in the next financial year.

SR asked if the planned maintenance figure of £848k will be fully spent. MW advised that the majority of programmes have been completed. DR advised that there is very little still to be put through. There are some delays in the smoke alarm programme due to no accesses and shortages of materials. MW noted that the figure does include money for Bike Shelters. This has matched funding of £110k.

SR asked about covenant compliance and whether a report providing assurance for this is given. MW advised that this detailed report would normally be attached as an Appendix, but this is unavailable while the system is being developed. It will be included for the management accounts in the new financial year.

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Committee approved the quarterly management accounts – proposed by SR and seconded by AC.

**Item 9:
Review of Air
Source Heat
Pumps
(ASHP)**

DR spoke to the report and drew attention to Section 5 – Project Outcomes. This section also looks at the cost difference on savings which was logged during the winter. DR advised that staff worked closely with Scottish Power to get tenants on to a better tariff. Some residents won't have switched over yet. DR will bring a report with more up to date figures.

DR

DR also credited Sonia Mehmi who managed this difficult project on her own.

MC asked about the 15% savings. DR confirmed that the saving was to the Association on the cost of the works.

MM asked what type of heating would be considered for other homes. DR confirmed that the front runner is Dimplex. Information will be prepared and these works will be programmed for the next financial year.

Committee noted the report.

**Item 10:
Draft Budget**

MW advised committee that this is the first draft. This Budget has been reviewed by SMT and work has still to be carried out on savings.

The income reflects the uplift approved by committee for the rent. There is also a significant uplift built in for the City Building contract for repairs. While the salary budget has a substantial uplift it should be noted that £300k is ring-fenced for additional staff and staff time for the IT implementation and is not expected to repeat in future years. There is an uplift for insurance and the index valuation for rebuild costs is 7.88%. Premiums have increased due to our claims history this year e.g. the fire at McCulloch Street.

Capital Spend relates to planned maintenance and repairs. DR commented that we may need to be more ambitious in what we can deliver.

BT asked about the increase from £25k to £120k in community engagement. MW advised that there has been a change in the coding structure for the activity related to community engagement and we have brought it all under the one heading rather than spread across a number before.

SR asked if there has been an update on the salary increase for the coming year and also the amount put in against pre-payment meters. MW confirmed that there has been no information from EVH yet. DR advised that a report was previously sent to committee regarding the pre-payment meters. DR will send the report to SR for information.

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SR noted that the 2.75% salary increase noted in the budget may be more than EVH will report. PM commented that the wage settlement has been meagre over a number of years and the Union may ask for an increase relating to inflation. PM felt it was prudent to plan around the 2.75% figure.

SR asked if the pension deficit was continuing. MW commented that the association has continued to budget for this. The valuation is due around early summer and payments were due to end September 2022. However the payments have been put back to continue to the end of March 2023 as a stop gap to cover potential further deficits while the impact of the valuation is assessed.

Committee are happy to approve in principle the direction of the budget. Proposed by SR and seconded by JC.

**Item 11:
Equalities
Action Plan**

DP advised that the Equality and Diversity Policy was approved by Committee last March. This Action Plan sets out how we will deliver the objectives within the Policy. Section 3.3. sets out the five separate criteria:

1. Knowing our customers and equality mapping
2. Leadership, partnership and organisational commitment
3. Community Engagement and satisfaction
4. Responsive Services and Customer Care
5. A progressive and diverse workforce

DP also noted there are 21 actions within the Plan.

ID asked about the groups difficult to engage with. DP noted that this relates to younger people and some communities e.g. Roma community with a language barrier.

BT asked about the length of some of the timescales, in particular P1.1 (December 2023). DP highlighted that the process will start immediately, however to collect data over all 9 protected characteristics may prove difficult. It is hoped that this will be delivered quicker than the timescale noted.

Committee approved the Action Plan – proposed by BM and seconded by BT.

**Item 12:
Compensation
&
Discretionary
Awards Policy**

DP explained that this is a new policy which sets out parameters. Committee also noted the Equality Impact Assessment and more policies will have this noted in future.

MC asked about compensation – apology or redress - and if the customer insists on financial compensation, who would decide whether money is given or an apology. DP noted that it will be very much on a

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case by case basis but as long as there is no detriment to the customer.

SR accepts the need to clarify compensation however the amount in relation to complaints at Stage 1 seems generous. There was some discussion on this and how thresholds are set as the highest amount.

Committee asked about whether contractors are liable for any of the compensation payments, given some of this relates to their performance.

Committee highlighted various points within the policy and it was agreed that DP would look at the finer details and review before bringing back to committee at a future meeting.

DP

**Item 13:
Director's
Report**

Update on Queensland Community Park – PM advised that funding has been received which will plug some of the financial gaps. We need to have the Collaboration Agreement signed by Glasgow City Council before going out to tender. Detailed income and expenditure will be set out in the report being brought to committee in March.

PF

City Building Contract: A report will be brought to the March meeting. However City Building are seeking a 15% uplift backdated to July 2021. Performance has not been great however if we force City Building to withdraw a tender exercise for a new contractor could generate financial implications.

PM has met with City Building and advised that there would be no backdate on any uplift. An option is to look at 10% uplift at April this year with a guarantee of no further uplift in 2022/23. There is also a lump sum payment of £150k being asked for. This is due to the volume of repairs put through by the Association, and the number of these that were put through as emergency repairs in error.

Committee are not prepared to back date any uplift. SR noted that the repairs budget is already well over and is the Association being reasonable in what it is offering? PM commented that the contract runs to 2023 and there is a notice period from both sides of 3 months. City Building recognise the weakness in their service however they have worked through the pandemic and the Association has met some targets because of this. It was agreed that any uplift could be linked to better performance and this may help stabilise the contract for this year.

PM will bring a more detailed report next month.

PM

GWSF Affiliation Fee £6690 – PM recommended that this be paid. Committee approved – proposed by SR and seconded by BM.

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Committee noted the remainder of the report.

**Item 14:
Move to
hybrid
working for
office based
staff**

NT is looking for approval to go forward with proposals for staff in relation to hybrid working. This is not a covid related measure, it was always going to be addressed with the new systems in place. This proposal will not apply to every post.

JC asked what challenges there may be in working from home. NT commented that there could be a lack of space and interruptions at home.

SR noted that feedback from staff would be helpful. One day a week is quite light to offer. Also feedback from customers would be good.


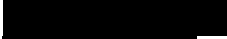

NT commented that there would be an expectation for teams to be represented in the office each day.

RM noted the flexibility of home working but managers are not seeing how staff are working and need to see good practice for new staff.

Committee noted the next steps and approved the consultation with staff on the move to trial hybrid working

**Item 15:
Application
for
membership**

Committee approved the three applications for membership:

391 – 
392 – 
393 – 

**Item 16:
Proposed use
of the seal**

Committee approved proposed use of the seal for three applications for membership – nos 391, 392 and 393.

**Item 17:
Use of the
seal**

No items for noting.

**Item 18:
Minutes of
sub-
committee
meetings**

No minutes for noting

**Item 19:
Relationship
with other
bodies**

EVH

- Monthly newsletter attached for information.
- Nomination form for EVH Executive Committee

GWSF

- Briefing on rented sector strategy attached for information

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Cardonald Area Partnership

- Re-organising to include more citizen panels
- People Make Glasgow present at the meeting
- Bike Library – looking for bike mechanics
- Police in attendance – problems with match day parking

Pollokshields Community Council

- MC advised that he was made very welcome at his first meeting.
- Police attended and MC has asked for a report on figures, which he is still waiting on.
- GCC not doing enough in relation to roads, lighting etc. MC asked about their Service Level Agreement

Item 20: Nothing to report.
**Consents,
Disposals etc**

Item 21: Nothing to report.
**SHR guidance
etc**

Item 22: MM advised that she had met with [REDACTED] to discuss membership of the management committee. MM gave some background and Committee agreed that [REDACTED] should be invited as an observer to the April meeting.
**Any other
competent
business**

Item 23: The next meeting will take place on Thursday 31st March 2022 at 6.00pm.
**Date of next
meeting**