

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

Action

Present: Elisa Campanaro (EC), Margaret McIntyre (MM), Ruth McCluskey (RM), Alex Cameron (AC), Shirley Robison (SR), Betty Macneill (BM), Alison Devlin (AD), Iain Dyer (ID), Munir Choudry (MC), Jonah Chireka (JC), Surjit Chowdhary (SC), Liz Ely (LE).

In attendance: Paul McVey (PV), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Pauline Fletcher (PF), Des Phee (DP), Kate Macdonald (KM), Aileen Radford (AR), Steven Cunningham (Alexander Sloan).

**Item 1:
Apologies &
Attendance** No apologies received.

**Item 2:
Conflict of
Interest** RM noted a conflict of interest in Item 12 SFARS / Factoring Report.
JC noted a conflict of interest in Item 7 KPI Indicator Report and Item 14 Tenant Satisfaction Survey Action Plan

**Item 3:
SHA Annual
Audited
Accounts** Steven Cunningham, from Alexander Sloan, went through the main points within the accounts.

Statement of Comprehensive Income

- Revenue has increased from £14,057,197 to £14,837,768.
- Operating costs increased from £12,617,817 to £13,218,080.
- Operating Surplus for 2022/23 of £1,619,688
- Surplus for the year £1,566,895 compared to £1,422,540 last year.
- Deficit of (£141k) on the SHAPS pension scheme
- Total comprehensive income of £1,425,895

Statement of Financial Position as at 31.03.23

- Non-current assets £139,436,603 (increase from previous year)
- Deficit in SHAPS pension has risen to (£191 k) from (£76k) last year.
- Net assets £49,135,939

Statement of Cash Flows as at 31.03.23

- Cash at end of financial year £5,048,299

Statement of changes in Equity as at 31.03.23

- SHAPS deficit (£191k)

Steven advised of amendments to be made to the Related Party Transactions in relation to arrears owed. The figures and number of related parties are to be reduced.

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

AC advised that these accounts were reviewed at the latest Audit Committee and recommended for approval at the Management Committee.

ID asked if the Association should be making extra contributions towards the deficit within the SHAPS pension scheme. Steven commented that after the next pension valuation the Association would be advised if this would be required. It should be noted that the pension figures change continuously in line with external market conditions.

Committee approved the Annual Accounts – proposed by EC and seconded by SC.

Letter of Representation

Steven advised that this is a standard letter issued each year.

Management Letter

Minutes redacted to remove confidential information

An issue was raised about the wording on page 14 regarding matters on which we are required to report by exception. Steven advised that this is standard wording and follows accounting standards. However, he confirmed there are no problems or issues.

The wording within the Letter of Representation was also discussed and Steven will look to amend this.

Both the Management Letter and Letter of Representation were approved by Committee – proposed by MM and seconded by SC.

**Item 4:
Minutes of
meeting
29.06.23**

Corrections

No corrections of noting.

Committee approved the minutes – proposed by AC and seconded by JC.

**Item 5:
Matters
Arising**

PM went through the main points within the report.

Net Zero Application – 150 Berryknowes Avenue

Response received which requires further discussion with the Scottish Government and the Association's consultant. More information to follow over the next few months.

DR

Orchard / MRI Review

This is ongoing and a report will be brought to Committee next month.

NT

Lease Agreement to SFARS for MMR

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

Agreement still with the solicitors and awaiting changes which we have instructed. Final agreement will be brought back to the next meeting.

PM

Annual Assurance Self-Assessment

DP organising sessions and these will take place next month.

DP

Mid-Market Rent / CCG Leases

CCG solicitors and SHA solicitors are working on this. CCG will take over landlord responsibility from 1st October 2023, however arrears do not move over. These will be passed to a debt recovery agency.

Audit Sub-Committee

Access to papers now on admin control.

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

**Item 6:
Review of
Care &
Repair**

KM gave committee the highlights within the Care & Repair team over the last year.

Care & Repair covers three main areas:-

- Advice and information to homeowners and private rented tenants
- Handyperson service
- Home from Hospital service

Care & Repair were also involved in a two-year fire and safety initiative which helped to supply and install interlinked alarms as well as carbon monoxide detectors.

KM advised that value for money is achieved in most of the services offered. The client satisfaction is also very high and positive.

A joint review has taken place with Glasgow City Council and Health & Social Care Partnership. This has been ongoing since 2021, however funding has now been agreed for two years instead of annually. The extra funding will allow for the temporary admin worker to be permanent and the part time adviser post to be full time.

KM is also involved in setting up a Care & Repair Advisory Group. This will align services to meeting national and GCC/HSCP local priorities and outcomes.

The team have also applied for Quality Mark Accreditation, and this will evidence that the Association is managing and delivering this city-wide service in a professionally recognised capacity.

Committee agreed that the team are carrying out really important work which makes a real difference and this is recognised.

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

**Item 7:
KPI Indicator
Format &
Quarterly
Performance
Report**

PM advised that KPIs are produced based on the Charter KPIs. However, there is some concern on benchmarking and the detail of this. Now looking for more positive management KPIs. The Association is working with Scottish Housing Network (SHN), and this will help form benchmarks for Quarter 1.

PM commented on the difficulties in retrieving data and management information from the current system.

The report looks at each department and some of the indicators relate to the Charter and some do not.

- Re-lets and voids – significant improvement with re-let times (down to using alternative contractors and adopting a new approach with our procedures).
- Arrears – down from the end of last year, although the % reduction looks better than it is due to the rent increase.
- New indicators for housing – now looking to keep an ongoing track on other indicators e.g., Abandonments, Evictions and Mid-Market Rent indicators.
- Emergency and Non-Emergency Repairs – improved however the integrity of the data is questionable. Working to develop a contractor portal.
- New indicators for Property Services – EESSH, EICRs, SHQS compliance
- Factoring Debt – too high and need to look at the review in detail.
- Staff and Overhead costs – marginally down
- Corporate Services – these are new indicators and absence management has improved.

PM advised that the format is a work in progress.

**Item 8:
Quarterly
Performance
Reports**

Tenant Safety

- Gas Safety not 100% as one has fallen through the net. This was a new acquisition which has now been serviced.
- Gas Safety audit – looking to put this in place. 10% survey of CP12 certificates will be carried out.
- Forced access – 9 over the last quarter.
- Stairlift installed at 177 Nithsdale Road while the lift is being replaced.

Projects

- St Andrews Drive handover is imminent. One point waiting to be signed off with Planning. Flats are ready but GCC still to approve.
- 29 flats at St. Andrews Drive are for shared equity. 28 have been signed up to date.

Minutes of Management Committee meeting – Thursday 27th July 2023 In Southside House at 6.00pm

Complaints

- Overall complaints are down from 51 to 37.
- 52% stage 1 complaints upheld.
- 83% stage 2 complaints upheld.
- Timescales – stage 1 4.2 days
- Timescales – stage 2 15.6 days
- 71% of stage 1 complaints closed on time.
- 83% of stage 2 complaints closed on time.

Repairs and Maintenance are the biggest proportion of all complaints. Staff related complaints are down and contractor complaints remained the same.

Analysis of damp and mould – 8 over the last quarter and 3 this quarter.

PM advised that a working group has been formed to look at the damp and mould issues and this will allow the Association to develop a better understanding of the problems.

Information Governance

- 2 x FOISA requests (1 x former tenant of Cathcart & District HA and 1 x BBC journalist)
- No requests under EIR
- 2 x Subject Access requests (1 x applicant for housing asking for all the personal data held and 1 x former tenant of Cathcart & District HA)

DP advised that the quarterly statistical return has been submitted on 20th July 2023.

As part of ongoing mitigation against breach of data protection legal obligations, SHA is carrying out a review of key documentation and processes in relation to this.

Item 9: Corporate Risk Register

DP advised that this was presented to the Audit Committee recently. The recommended changes are set out within Table 1 of the report. The Leadership Team review the Register on a regular basis.

- Risk 5 – the relationship with DRS was considered and there are no real concerns. It was agreed to reduce the risk from 9 to 6.
- Risk 14 – failure to realise the full benefits from new IT system and other business improvement projects. It was agreed to increase the net risk to 20 as this is approaching the critical stage.

The Business Plan review session will perhaps look at the risks in detail.

Minutes of Management Committee meeting – Thursday 27th July 2023 In Southside House at 6.00pm

The Emerging Risks Summary looks at political, social, economic, and technical developments which may post a current or potential future risk. There are two new risks identified (i) the ongoing review of SFARS and (ii) onboarding of multiple new contractors delivering the reactive repairs contract.

SR noted that the development risk factor dropped, however would gas boilers for the future not be a risk. Also, the pension deficit is climbing again.

DP noted that the new build developments was highlighted last year, and the pension was in a better place last year but a different picture just now – this will be reviewed.

Item 10: Chief Executive's Report

Commercial Lease – 135 Fifty Pitches Road

PM highlighted the information in Appendix 1 relating to the utilities in the top floor (Amey moved out in 2020 and Aberlour took over 1st May 2023). **Minutes redacted to remove commercially sensitive information**

There is also a problem with the air conditioning in the top floor and mobile units have been hired until a solution can be found.

An engineer's report has been sought and it may be that a short fix solution can be found. The issue has also highlighted that a life cycle costing exercise is required.

PM will look at closer management of commercial lets for the future.

Internal Audit

Risk identified relating to 2025 deadline for EPCs graded band D and above. This is being dealt with through our disposal strategy and future investment – a number of these are within 150 Berryknowes Avenue.

There is an Allocations Internal Audit due this week.

Website / Twitter

The Association launched Twitter on 1st July. Uptake not great, but hopefully it will allow us to capture more people.

GWSF/SHR Discussions

Key issues were discussed and GWSF note of the meeting identified where some concerns are:

- SHR tenant user panel – not representative
- Rent messaging – do not put out rent tables as previously.
- Troubled members and options appraisals

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

- Health & Safety

Procurement & Tender Evaluations

Three tender reports being discussed later in the agenda.

Disposals & Acquisitions

This is ongoing. 5 Mossview Quadrant now sold with a further five properties having offers accepted. A further three properties are about to go out on the market also.

****Minutes redacted to remove commercially sensitive information****

1 acquisition for July plus 5 more in the pipeline.

Recruitment

There are 5 interviews for the Director of Finance & Corporate Services post taking place on Thursday 3rd August.

There was some discussion around funding for EPCs band D and above. PM advised that some will be available. With regards to funding for 40 Nithsdale Road, SHA will need 50% funding to allow us to carry out the works. DR advised that 50% is for internal works.

The Council has funded the acquisition of the properties and may offer a different route for the refurbishment works.

**Item 11:
Eviction
Report**

Eviction No. 3004523

Committee noted the very high level of arrears and asked why nothing had been paid and have we learned any lessons. PF commented that this could have been carried from the COVID hangover. PM added that this is another reason to move arrears over to housing officers who would be carrying out new tenant visits and would hopefully catch any issues early on.

Eviction No. 3004533

LE noted that this is now going to court and asked if the tenant is signposted to obtain legal representation. PM advised that if the person is not represented then a Minute of Recall can be obtained.

Committee approved both evictions – proposed by MM and seconded by BM.

**Item 12:
SFARS /
Factoring
Report**

****Minutes redacted to remove commercially sensitive information****

**Item 13:
Report on
reinstatement
of Lincluden**

DR noted that this was approved at last month's meeting, however committee asked for extra information.

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

**Path /
McCulloch
Street**

SHA has re-profiled the life cycle cost across the 30-year Business Plan and the Business Plan will be revised. There is a £350k saving. In addition, money from the insurance company has been received and MW is looking at how to invest this in the short term. The sum involved is £3.1m from the cash settlement.

DR noted that Lincluden Path properties are not all damaged, however the Association took the decision to replace all the component parts.

RM asked about the tender price of £2.3m against the full reinstatement costs of £3.5m. DR advised that the tender price noted excludes VAT. Then consultant fees, stabilising works and costs for lost rent and decants are then added.

Committee approved the shortfall of £165k – proposed by MM and seconded by AD.

**Item 14:
Tenant
Satisfaction
& Equalities
Action Plan**

Research Resource carried out a Tenant Satisfaction Survey earlier this year and following on from this a small working group was set up to analyse the key data and outcomes.

PF advised that column will be added to the Action Plan and improvement will be monitored.

Repairs – already started to put actions in place.

Bulk – high satisfaction, however not all tenants knew about the service. Communication to be improved.

Quality – below Scottish average – windows, doors, heating, and boilers. Now have a damp mould working group which will help with better recording.

Value for Money – long term process. 2018/19 looked at a rent review, however this needs to be updated.

Cost of Living – Suzanne Lavelle previously reported on the impact and the Association has put in another bid for funds from SFHA. SHA must continue to promote the Welfare Rights Service.

AC asked for approval to suspend standing orders – proposed by MM and seconded by RM.

SC asked why Punjabi was not noted in the survey as this is spoken by most Pakistani and Indian residents. PM commented that languages will be picked up in the Equalities Action Plan being worked on by DP and PM.

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

AC spoke about the component spend against dissatisfaction. PM noted there are a lot of window renewals this year and this allows SHA to focus on where these issues are e.g., 150 Berryknowes Avenue has had no investment.

**Item 15:
Governance
& Financial
Management
Improvement
Plan**

DP advised that this will be re-badged for future and will be in a different format in December.

Committee discussed the report and approved the removal of completed actions 2.1 and 3.3 and the removal of Action CH2 from the Action Plan.

Committee approved the report – proposed by MM and seconded by RM.

**Item 16:
Tender
Reports**

PM gave a detailed presentation to Committee on the three following tenders:

- i. **Emergency Out of Hours** – currently delivered by City Building and contract expires 31.08.2023. One tender received from Property One Ltd offering good value for money, locally based, and working with other RSLs.
- ii. **Void Property** – currently delivered by City Building as well as other contractors. Contract expires 31.08.2023. Now 2 contractors in each area. 14 tenders received. Tenders scored on 60% quality and 40% price.

Pollokshields/Southside – IB Contracts Ltd and Timetra
Cardonald/Halfway – MJM Ltd and CRD Ltd

- iii. **Reactive Repairs** – contracted to City Building. Now 2 x joiner, 2 x plumber and 2 x electrician. 5 tenders scored (more received but were incorrectly completed).

Pollokshields/Southside – Joiner CRD, Plumber Property One, Electrician Alwork Ltd.
Cardonald/Halfway – Joiner IB Contracts, Plumber MP Group, Electrician CRD.

PM advised that contracts will be awarded tomorrow and there will be a standstill period until next week. TUPE also applies. Costs are dependent on usage and internal procedures are vital e.g., customer service, repairs, and finance. Community benefits are leveraged into all the contracts.

SR noted that there will be a lot more work in managing all these extra contracts and has the Association got the staff to deliver. PM advised that City Building takes up an inordinate amount of time already and he is confident that staff will manage the new contracts.

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

Committee approved the three tenders – proposed by AC and seconded by RM.

Common Area Landlord – Electrical Systems Upgrade (Mini Multis and High-Rise Blocks) – DR advised that the costs are in the budget for this year and the next financial year. The properties included are noted within the report. The tender was issued to 6 contractors and 4 were returned. Committee is asked to accept the tender from A. Alexander Son and front fund owners (55).

Committee queried what happens if the Association front funds and it becomes arrears. DR advised that a notice of potential liability is put on the property and the debt is chased.

Approved by Committee – proposed by BM and seconded by MC.

**Item 17:
Policies for
approval**

Treasury Management Policy

Alister Berwick, of ATFS, brought the Tenant Management Strategy to committee last month and this is the second piece of work asked of them. The policy forms a framework which follows all key aspects of Treasury Management as set out in the CIPFA Treasury Management Code of Practice. The SHR recommend RSLs comply with this code. MW advised that the minimum working balance of £2.5m, as approved by the Management Committee in January 2023, is embedded in the policy.

Committee approved the policy – proposed by MM and seconded by AD.

Remote and Hybrid Working Policy

This is an update on the policy brought out during COVID. Tracked changes are noted throughout the policy.

Committee approved the policy – proposed by MC and seconded by RM.

**Item 18:
Annual
Procurement
Report**

DR advised that this is an annual report as there is significant expenditure over £50k for goods and services and over £2m for works. The report is submitted to the Scottish Government.

SR noted that the Association has been quite specific about community benefits within the repairs contracts. DR commented that the policy states that community benefits can be in projects over £4m. This is something that should be considered in all our projects and an area that needs to be improved on.

Committee approved the report – proposed by MM and seconded by JC.

**Minutes of Management Committee meeting – Thursday 27th July 2023
In Southside House at 6.00pm**

- Item 19:
Nine Year
Rule Review** DP advised that this is a pre-AGM report relating to those members standing down. This year BM and SC are due to stand down and come under the 9-year rule. Both were asked to leave the room.
- Committee reflected on discussions they had prior to the meeting on succession planning and unanimously approved that both continue the management committee.
- Item 20:
Secretary’s
Report on
compliance
with rule 68** DP again this is a pre-AGM report providing assurance to the Management Committee that we are compliant with rules 62-68.
- Approved by Committee.
- Item 21:
Governance
Matters** **Application for Membership**
Application No. 403 – **Name redacted to protect third party personal data**
- Approved by Committee.
- Item 22:
Relationship
with other
bodies** **EVH** – Eamonn Connolly retiring in October. Monthly report attached for information.
- SFHA** – Governance Conference – 1st September 2023. If anyone is interested, please let DP know asap.
- Item 23:
SHR
Guidance** Nothing to note.
- Item 24:
Any other
competent
business** SC asked about feedback for the Sikh Temple. PF advised that the feasibility study is being carried out for St. Andrews Drive/Crescent and feedback will follow on.
- DR asked for a Deed of Servitude to be signed by a board member. This is for Last Mile Electricity Ltd in relation to St. Andrews Drive Phases 2 and 3.
- Committee approved the Deed of Servitude and approved Iain Dyer as signatory.
- PF advised that the environmental works at Queensland Court & Gardens is complete. There will be an opening on 2nd September.
- Item 25:
Date of next
meeting** The next meeting will take place on 31st August 2023 – this will be the AGM followed by a short management committee meeting.