

**Minutes of Management Committee meeting – Thursday 28th September 2023
In Southside House at 6.00pm**

Action

- Present:** Liz Ely (LE), Margaret McIntyre (MM), Betty Macneill (BM), Munir Choudry (MC), Shirley Robison (SR), Alex Cameron (AC), Alison Devlin (AD).
- In attendance:** Paul McVey (PM), Des Phee (DP), Pauline Fletcher (PF), Donna Reilly (DR), Laura Brennan (LB), Aileen Radford (AR), Mike Hyatt (Landscape Architect).
- AC welcomed everyone to the meeting.
- Item 1:
Apologies &
Attendance** Apologies received from Surjit Chowdhary and Ruth McCluskey.
Elisa Campanaro has sent in her resignation from Committee. AC will respond.
- Item 2:
Conflict of
Interest** No conflicts of interest to note.
- Item 4:
Minutes of
Committee
and Sub-
Committee
meetings** **Management Committee Meeting – 27.07.2023**
No corrections or matters arising to note. Minutes were approved by Committee – proposed by SR and seconded by MC.
Management Committee Meeting 31.08.2023
No corrections or matters arising to note. Minutes were approved by Committee – proposed by MM and seconded by BM.
Minutes of Audit Committee meeting 20.07.2023
For information only.
SR asked for information on the SHAPS pension with regards to the legal action outstanding. DP advised that there were issues with the trustees, and this is ongoing action. More information will be brought back to committee next month. **PM**
- Minutes of SFARS meeting 06.09.2023**
For information only.
- Item 5:
Matters
Arising** *Single Building Assessment* – still awaiting update.
150 Berryknowes Avenue – Minutes redacted to remove commercially sensitive information. **DR**
Orchard / MRI – extra meeting arranged for 5th October at 3pm **PM**
Governance Review – there may be a delay, however PM has an outline on where the Association should be and will come back with **PM**

**Minutes of Management Committee meeting – Thursday 28th September 2023
In Southside House at 6.00pm**

proposals. Committee agreed that they would be happy for staff to bring forward proposals.

MMR / CCG Leases – Clyde Valley are managing the properties on behalf of CCG. MMR leases with SHA terminate at the end of September.

Eviction Outcome – Ref 3004523 was carried out in August. Ref 3004533 did not proceed due to legal representation.

Position and role of ex-officio – PM has taken advice and office bearers can attend sub-committee meetings either ex-officio or as an actual member. It is not good practice for the Chair to chair the Audit Sub-Committee. Either the Chair or Vice Chair can be on the Staffing Sub-Committee, but not both.

PM

This was discussed but agreed that we should amend the standing orders to clarify this.

PM/DP

Eviction Ref 3004905 – arrears cleared through an external charity.

**Item 3:
St. Andrews
Environmental
Study**

Mike Hyatt, Landscape Architect, spoke to Committee on how the project has been approached and the key findings. The main points covered were:-

Housing

- Footpaths and lighting are poor.
- Complaint about the bins, particularly at 4-14 St Andrews Dr L Block.
- New builds are enclosed, in contrast to the open landscape at the mini multis.

Engagement

- Residents drop in.
- Nan Mackay Centre
- SHA staff and concierge service
- Community council
- Glendale Women's café
- St. Alberts Primary School
- GCC Flood Team, Roads, Environmental Health

Issues

- Bins and rats
- Speed of cars
- Flooding
- Parking
- Footpaths and lighting

Ideas

- Creating own spaces
- Enhance planting / gardening.

Minutes of Management Committee meeting – Thursday 28th September 2023 In Southside House at 6.00pm

- Children's play areas
- Environmental improvements to help residents mix and meet.

Proposals and Costs

- Looked at the lack of crossings – GCC will not fund, and a cheaper option would be traffic calming.
- Path network – costly to upgrade as there are several paths.
- Spaces at the front of the mini multis are too open – need to try and enclose these and make more private space.
- Rain garden –to allow water to seep out slowly.
- Securing the bins – more secure bin store (possibly consider the bin pilot being implemented elsewhere in Pollokshields).
- Wildflower areas in gardens
- More private space and fence off areas.
- Create seating areas.
- Mini skateboard areas
- Community growing space / area
- Open area for community events
- Hedging and colour within the paths

Proposal to Committee

Minutes redacted to remove commercially sensitive information.

Committee approved the proposal to move on to the next stage as outlined in Pauline's cover report. Proposed by AD and seconded by MC.

Mike was thanked for presenting to the Committee and his work on this commission, and he left the meeting at 6.45pm.

Item 6: Appointment of Sub- Committee Chairpersons

PM advised that Elisa Campanaro has resigned from the management committee, which creates a further vacancy. It was agreed to progress recruitment for these vacancies but also to discuss if a leave of absence would be considered by Elisa.

SFARS Board – PM detailed the members of the SFARS Board. Iain Dyer was previously suggested as Chair – this was approved.

Staffing Sub-Committee – PM noted the members of this Sub-Committee. MM proposed SR and this was seconded by BM.

Audit Sub-Committee – again PM noted the members of this sub-committee. There was discussion around the Chair being a temporary arrangement as there may be a Finance & Corporate sub-committee in the future. SR agreed to take on this role on a temporary basis and this was approved by committee.

Item 7:

Minute attached for information.

PM went over the lessons learned and the following was agreed.

**Minutes of Management Committee meeting – Thursday 28th September 2023
In Southside House at 6.00pm**

**Draft AGM
Minute and
Review**

- Nomination information to be sent out earlier (possibly one month prior to the AGM).
- Any letters/communication being issued will have a notification that photographs will be taken during the event.
- Work to be carried out on membership strategy.
- Ensure members list is available at the meeting for signing in purposes and if non-members turn up – they may be allowed to attend but would be advised that they cannot participate.
- Set up staff hubs to allow questions to be dealt with. The AGM is for transacting specific business items.

**Item 8:
Qtr 1
Management
Accounts**

It was agreed that September is too late to be looking at management accounts from Qtr 1.

Overall Results – at the period end the management accounts reported a surplus of £64k compared to a forecast of £76k. This lower surplus includes:

- Release of £100k in respect of City Building for reactive repairs
- Lower rental income due to delay by GCC in certification of new build at St. Andrews Drive
- Income and expenditure are out of step with the budget due to the including of expenditure and subsequent timing of grant receipts on the Queensland project.

Income – discounting the Queensland project grant income, the income is slightly behind the expected budget.

- Base rent came in below budget due to the delay by GCC releasing new properties.
- Void rent loss position showing significant improvement and is running at 1.5% which is less than the budgeted assumption of 2.5%
- Total grant income is above budget and represents the bulk of the variance for the overall income budget.

Expenditure – higher than the budget for the period with a variance of 19%.

- Reactive repairs and void works are higher than the budget. Alternative contractors were brought in to carry out the backlog of void works. This meant that the void works exceeded the budget by £165k.
- Planned maintenance is ahead of the planned budget – main reason is Queensland project.

**Minutes of Management Committee meeting – Thursday 28th September 2023
In Southside House at 6.00pm**

Balance Sheet – net increase in housing of £545k which includes developments at St. Andrews Drive and investment in private acquisition properties.

No loan covenants have been breached.

MM asked why invoices are still outstanding for voids? PM advised that City Building have closed off repairs with no invoices, or we are waiting on invoices being sent. A lot of work has been carried out and this is around 95% complete.

SR asked if the Association is being prudent regarding the accruals. PM will check this and report back.

PM

SR commented that while a deadline has been given to City Building, could they come back later? PM advised that we will seek mutual agreement that no invoices after a certain date.

SR asked if a more detailed report could be brought on the repairs spend. There are advantages in having more detail and this gives some assurances to Committee. PM noted that the next six months are crucial and with the new contracts in place this will allow more detailed information to be available and will help SHA monitor contractors also. It was noted that jobs are being carried out, completions are received and invoices are being sent in.

SR noted that the cash position has been allowed to drop and more information on where the cash has been spent would be helpful. AC advised that Queensland was front funded, and this came out of cash. PM noted that cash will have been used for development rather than drawing down from Handelsbanken, however this will be checked.

SR commented on the reactive repairs spend for voids which has no heading in the budget. Can this be rectified quarterly and not annually? It is clear that SHA needs to get better processes and LB will be working on this in the months ahead. If an invoice comes in, we can identify it as component, and this should be coded differently and not in voids.

The management accounts were approved by committee – proposed by AD and seconded by BM.

**Item 9:
Annual
Assurance
Statement**

DP advised that the last report was in May and committee approved a more collaborative approach and a rolling programme to look at standards. This year the following was reviewed -

- Regulatory Standard 2
- Regulatory Standard 3 (prioritised for further assessment due to the on-going financial and economic environment)
- Regulatory Standard 5

Minutes of Management Committee meeting – Thursday 28th September 2023 In Southside House at 6.00pm

In addition, the following Regulatory Requirement areas were also subject to self-assessment by the sub-group.

- Tenant and Service User Redress
- Whistleblowing
- Equality and Human Rights
- Statutory Guidance
- Organisational Details and Constitution

Overall, the working group were able to recommend compliance against all 8 areas. There are improvement actions, and these will be brought to Committee in the form of an Action Plan. The Annual Assurance Statement requires to be submitted by 31st October 2023. **DP**

AC advised that a lot of work has been carried out and he is happy to sign off the statement.

This was approved by Committee – proposed by MM and seconded by AC.

LE asked if work has been carried out on how this is communicated to tenants. DP commented that this year was more collaborative internally and next year could improve again by involving more tenants. PM added that a tenant satisfaction survey was carried out this year to help give assurance on certain areas of the business.

Item 10: Policies for approval

Gas Safety and Management Policy

This policy sets out how the Association will manage the safety of gas appliances in domestic properties. It also sets out how SHA will meet its legal and regulatory responsibilities to ensure the safety of tenants and other residents in our properties where there are gas installations and appliances.

Section 2 of the report gives a summary of changes following the review of the policy.

Further amendments within the policy are the frequency of monitoring and reporting which will be quarterly (as part of the quarterly reports). Also, a reference to include reconciliation of properties to include disposals, acquisitions and new builds, in the reports. **DP**

The policy was approved by the management committee – proposed by MM and seconded by AD.

Disturbance Payments and Allowances Policy

This is a newly developed policy which provides a framework for both statutory payments in relation to home loss, and disturbance payments and for dealing with situations where a customer may have to be decanted from their home temporarily.

**Minutes of Management Committee meeting – Thursday 28th September 2023
In Southside House at 6.00pm**

Committee noted the policy, and this was approved – proposed by MM and seconded by SR.

DP asked committee to approve suspending standing orders due to the time. This was approved.

**Item 11:
Chief
Executive's
report**

Commercial Lease – 135 Fifty Pitches Road – works on repairing the top floor air conditioning units starts next week. A new tenant will be moving in to one of the vacant spaces in the New Year and they will repair the air conditioning within their new space as part of the rent-free period.

Internal Audit Update – papers are now on admin control. Recent audit on Allocations was very positive, gaining substantial assurance. Reports to follow at next Audit Sub Committee.

New contracts – this is going well. Few teething issues regarding schedule of rates. Some contractors now working with one another and also discussions to take place on community benefits at their monitoring meetings.

Disposals / Acquisitions – 6 properties sold or going through conveyancing. Some money will require to be repaid to GHA/GCC. 5 properties either on the market or about to be advertised.

With regards to the two properties at 40 Nithsdale Drive – there are works being planned and the costs for the structural works are £60k for each owner. Each owner is receiving funding and for SHA there would be a total cost of £60k for the two flats, even if funding was granted. This would also limit SHAs ability to sell in future. It is also expected that there will be maintenance works required in the future at this block. Committee to consider whether to sell or sign up to the works taking into account all of the relevant information.

Queensland leaks – PM advised that there are a number of reasons that have led to leaks and the age of the pipework is not helping. This will need to be considered in the future and also with 150 Berryknowes.

Factoring – **Minute redacted to remove confidential information.**

Holiday Food Programme – funding has been received to cover the October and Spring programmes.

Committee training – programme attached for information. This will be updated as further training to be added.

MMR – New lease agreement has been drawn up and agreed between SHA and SFARS, to be used with immediate effect.

**Minutes of Management Committee meeting – Thursday 28th September 2023
In Southside House at 6.00pm**

Also, the allocation policy for MMR has changed. Due to how these properties are now allocated, this allows employees or committee members and their contact to be on the list for MMR and be allocated a property should they be successful, subject to the necessary Entitlement, Payment & Benefits Policy.

Committee agreed to sell the two properties at 40 Nithsdale Drive and approved the new MMR Lease – proposed by MM and seconded by SR.

Item 12: Nothing for noting.
Governance Matters

Item 13: *EVH* – BM attended the last meeting, and the meetings will now be held quarterly.
Relationships with other bodies

EVH Salary Feedback - Committee agreed that EVH should be coming to employers with recommendations. PM will provide feedback to EVH.

PM

Cardonald Area Partnership – MM attended the recent meeting. Presentation given from TURF who are working with various groups in the community. Police are struggling with budget cuts and a new Chief Constable in post. They are trying to target drug issues. The Neighbourhood Regeneration Fund has allocated funds for playparks and SHA will benefit, but not until 2024/25.

Authorised Signatories for DRS Housing Services – the attached form details the approved signatories issued to DRS – these were approved by committee – proposed by AC and seconded by SR.

Item 14: Noting to note.
SHR Guidance Notes etc

Item 15: The report details the disposal of a property at Flat 3/2, 3 Mossview Quadrant which is in line with the recently approved Disposal Strategy. This was approved by Committee – proposed by MM and seconded by BM.
Disposals & Acquisitions

Item 16: MC advised that he is now attending Mossspark/Corkerhill Community Council.
Any other competent business

Item 17: The next meeting will be held on Thursday 26th October 2023.
Date of next meeting