

**Minutes of Management Committee meeting – Thursday 26th August 2021
Held via Zoom with all attendees at 6.00pm**

Action

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

In attendance: Patrick Mc Grath (PM), Norma Taylor (NT), Des Phee (DP), Aileen Radford (AR), John Mulholland (JM) (MHC Consultancy) [REDACTED] [REDACTED] (Observer).

MM welcomed everyone to the meeting and individuals introduced themselves to [REDACTED] who was attending as an observer.

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

**Item 2:
Conflicts of
Interest** MC noted a conflict of interest in Item 13 as he works for GCC.

**Item 3:
Minutes of
meeting
29.07.2021** **Corrections:** Page 1 Item 3 – 4th paragraph amend but to and.

Matters Arising: none for noting.

Minutes approved by committee – proposed by ID and seconded by AD.

**Item 4:
Matters Arising
Schedule** **SHQS Update** – agreed to carry this over to September 2021. **DR**

Resolved and Open Complaints – DP has carried out an analysis on Qtr 2 statistics and volume of complaints still high – 54. More positively out of 14 open complaints, 9 are within the timescale, however the 5 out of time relate to SFARS.

Neighbourhood Committee – PM will redraft the Remits after the AGM. **PM**

**Item 5:
Committee
Work plan** This is for information, however after some discussion it was agreed that this is only required quarterly. Committee also asked for tick box to confirm the reports, policies etc have been to the meetings.

**Item 6:
Business Plan
2021-2025** MM advised that this was agreed last month, however as some papers were not received in time, it was agreed to bring back this month for approval.

Committee approved the Business Plan 2021-2025 – proposed by ID and seconded by RM.

Item 7: PM advised that due to various reasons the accounts are not ready and the audit committee has also been cancelled.

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Annual

Accounts (SHA and SFARS)

Mandy Wright has spoken with MM and agreed to hold an extra management committee meeting on Tuesday 31st August at 4.00pm.

The only item on the agenda will be the accounts. This was agreed by committee. Accounts and zoom invite will be issued on Friday.

Item 8:

Annual loan

portfolio

Return to SHR

Committee approved the attached loan portfolio return. Proposed by AD and seconded by BM.

Item 9:

Self-

Assessment

against

regulatory

standards

DP noted that following the March committee meeting, MHC Consultancy was approved as the independent assessor and John Mulholland has been working with the Association between April and August this year. DP thanked John for all his help with the independent assessment.

John advised that the work carried out previously by the Association in relation to self-assessment has been very good, and he has looked at more detail this time and how the association is performing. He has looked at the Business Plan, Stock Condition Survey, Disposals, Technical Reports etc. John also spoke to the Chairperson, Director and some staff.

Overall the association is fully compliant with the standards, although some suggestions are noted below.

- Carry out a review of the reasons for refusal of offers of housing and consider whether improvements can be made
- Analyse the reasons for refusal of offers and investigate causal links for an increase in re-let times
- Review of internal complaints handling process
- Implement repairs satisfaction telephone surveys
- Improve the recording of landlord safety information

Two further areas which are a priority are:

- Undertake an asset management and landlord safety review
- Succession planning for the Director

AC asked if the report had taken into account the new equality and diversity policy from SFHA. DP advised that the association is aware of the new guidance and will be taking steps before 2022.

SR commented that the association can take comfort that there are no areas of non-compliance and asked if there is a reporting format for the asset management review. John advised that it is important on how the information is stored and he has worked with staff to help formulate a compliance checklist to make this easier.

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DP asked for approval to amalgamate the Annual Assurance Improvement Action Plan with a new Governance and Financial Management Improvement Plan to be reported in the same frequency to Committee. This was approved by committee – proposed by JC and seconded by AC.

**Item 10:
Quarterly
Performance
Report –
Tenant Safety**

It was agreed that this report was now in a better format and next quarter will receive a detailed spreadsheet.

There was some discussion around the numbers of people being trapped in lifts, particularly in Queensland where the lifts are relatively new. Moss Heights lifts are due for renewal next year. It was agreed to ask for an explanation on this from City Building.

MC asked what contingencies are in place if the lifts break down. PM advised that the call out timescales are very quick and the contractor usually attends within half an hour.

**Item 11:
Quarterly
Performance
Report – ARC**

PM advised that there are some issues with re-let times, refusals and complaints handling.

JC queried the emergency repairs figure. PM advised that overall repairs during COVID were lower, however many of the repairs were put through as emergencies in order to have as many repairs carried out as possible.

There was a wide ranging discussion on the high rates of refusals on offers of housing. It was unclear whether this reflected weakness in policy and practice that might be overcome by a review of procedures, or whether there was a more fundamental and structural problems with falling demand in some neighbourhoods or for some property types.

This would have obvious implications for Asset Management. It was agreed that there was no simple or quick answer to some of these questions. The Director agreed to reflect on the discussions and to seek input from operational staff. It was recognised that the Association might require specialist advice on understanding demand patterns within the city and the likely future trends with these.

**Item 12:
Secretary's
Report on
Compliance
with Rules 62-
68**

DP advised committee that this is a pre-AGM requirement. The report sets out our compliance with Rules 62 to 68.

Committee approved the report – proposed by MC and seconded by BM.

**Item 13:
Report on Bulk
Uplift**

PM highlighted that the report does not give much consideration to the concierge and mobile team who have been carrying out the bulk uplift work. Unfortunately the Association has vacancies in both these teams and is struggling to fill the posts, but it should be noted that one full team spend their time lifting bulk and sometimes carrying out overtime at the weekends.

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Other associations use a third party for the bulk uplift and this may be something SHA should look at.

SR advised that there are various social enterprise companies that carry out this work. This will be a cost to the Association and could this be added to the service charges. PM commented that the association does not have service charges anymore and the costs are put into the gross rent. However there may have to be an additional increase in the rent for this.

AD advised that the mobile team are doing a great job lifting the bulk.

**Item 14:
Annual Review
of Medical
Adaptations**

SHA manage the Care & Repair service. The expertise for medical adaptations is within Care & Repair and SHA pay for this service for SHA tenants.

SR asked if some of the costs are covered by grants and is there any benchmarking on costs and value for money. PM advised that grants are available and will look at the benchmarking for future.

DR

**Item 15:
Interim
IT/Business
Improvement
Management
Arrangements**

NT gave some background on the post which has been in place for the last three years. This post was taken on to look at the infrastructure of the I.T. etc and then procure the new system and ensure its implementation. Chris Milborrow's post concludes at the end of October and he has secured a new post with BDO. NT advised that it is important to get to a 'business as usual' point.

With the increased investment in IT software solutions, remote working, development of customer digital platforms and the ever increasing reliance on IT it is critical that the association has adequate support in place. This will ensure that we get the best results from our investment, the best user experience and excellent data and reporting. Critically we also need to ensure that we have robust Cyber Security regimes in place.

NT proposes that the association appoint BDO to provide the continued support from November 2021 for one year. A further proposal is that an additional post is taken on to provide on the ground IT support on a permanent basis.

After some discussion, Committee agreed for BDO to provide the support for a period of 6 months with a review at this point. This was proposed by MC and seconded by AD.

Committee also approved the appointment of an IT support post. This was proposed by ID and seconded by BT.

**Item 16:
Director's
Report**

PM advised that the report is for noting.

DR

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There was some discussion around the single building assessment and in particular the cladding at 150 Berryknowes Avenue. Donna Reilly will keep committee updated.

- Item 17:
Application for
Membership** No new applications for membership. MC asked if the association could encourage BME membership. PM advised that the membership drive recently came via the digital/media drive. In the past new tenants were encouraged to join at sign up stage. This will be looked at again.
- Item 18:
Proposed use
of the seal** Committee noted the attached list of 19 new applications for membership.
- Item 19:
Use of the seal** Nothing to report.
- Item 20:
Minutes of
Sub-
Committees** No minutes for noting.
- Item 21:
Relationship
with other
bodies** Nothing to report.
- Item 22:
Consents,
Disposals &
Acquisitions** Nothing to report
- Item 23:
Guidance
Notes,
Notifiable
Events** MM noted one Notifiable Event ref: 22261. The Regulator has been notified and is currently being investigated and Committee will be updated as and when.
- Item 24:
Any other
competent
business** **AGM** – the AGM has been arranged for Tuesday 21st September 2021 at 3.00pm. This will be held via zoom.
- Item 25:
Date of next
meeting** The next meeting will be held on Thursday 30th September 2021 at 6.00pm