

**Minutes of Management Committee meeting - Thursday 28th October 2021
Zoom call with all attendees at 6.00pm**

Action

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

In attendance: Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Des Phee (DP), Lynne Buchanan (LB), Aileen Radford (AR).

**Item 1:
Apologies &
Attendance** Apologies received from Shirley Robison, Iain Dyer and Patrick McGrath.

Confidential Minute

**Item 2:
Conflicts of
Interest** No conflicts of interest for noting.

**Item 3:
Minutes of
meeting –
30.09.2021** **Matters Arising** – no matters arising for noting.
Corrections – Item 15 – spelling. This will be corrected.
Committee approved the minutes – proposed by MC and seconded by AD.

**Item 4:
Matters Arising
Schedule** **SHQS Update** – this is delayed and will be brought to Committee next month. **DR**

Single Building Assessment – no update yet. **DR**

**Item 5:
Committee
Workplan
2021/22** NT advised that as and when the first meeting of each sub-committee takes place, their plan for the year will be put into this document.
NT also noted that the policies have not been put into this document and that a separate exercise will be carried out. **NT/DP**

**Item 6:
Asset
Management
Action Plan** DR commented that the last Action Plan in 2018 was prepared by Arneil Johnson and a traffic light system was used. It has been agreed not to use this system moving forward. DR will be working closely with LB in monitoring progress. DR highlighted the challenges noted within the report relating to tenements, high rise properties, electric heating and multi tenure stock. However a programme of works is in place and this will be followed. MC asked if the Air Source Heat Pump programme was due to complete on time. DR advised that yes it would be, however only around 50% of properties have decided to take this system. There **DR**

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will now be a programme to look at what other heat sources can be put into the other properties.

Committee approved the report and action plan – proposed by AD and seconded by BM.

**Item 7:
Remit of
Neighbourhood
Committees**

NT advised that the attached is a re-draft, taking into account feedback and recommendations highlighted previously.

Committee approved the remit – proposed by AD and seconded by BT.

**Item 8:
Annual
Assurance
Statement**

DP advised that this was for information. The Annual Assurance Statement has been submitted.

Committee noted the report.

**Item 9:
Quarterly Report
– Management
Accounts**

MW went through this report in detail and highlighted the difficulties throughout the year working with both the old and new system.

At the end of this second quarter, the surplus is £861k compared to a forecast surplus of £549k.

There was a lot of discussion around the bank balance being under £5m and MW advised that this is due to timing of invoicing and grants being received. It is important to start drawing down funds at the correct time and the trend is going down month on month.

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

**Item 10:
Quarterly Report
– ARC**

NT noted that there has been a lot of slippage in the figures and analysis is being carried out to understand why. Generally not a great performance.

MC asked why the gross rent arrears are high. NT commented that there is no more explanation than in the report e.g. COVID, furlough and Universal Credit. The Association is now live with Mobyssoft and this will provide alerts much sooner to allow staff to deal with arrears more quickly.

BT noted that the stress staff have had to deal with is difficult and was there anything committee could do. NT advised that staff are struggling at the moment – I.T. implementation, re-structure etc. However there may be the need for extra support to get through this period and it is good to know that we have committee support.

MC noted that staff sickness levels have been higher with short term absences and hopefully next quarter there will be a reduction.

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Item 11: MM welcomed LB to the meeting.
Quarterly Report
– Tenant Safety LB advised that she has made changes to the reporting of this and has concentrated on key areas of tenant safety (compliance issues)

- Asbestos Management & Asbestos Register – for information
- Gas Safety (Commercial)
- Gas Safety (Domestic) – one household non-compliant
- Electrical Safety – EICR
- Fire Risk Assessments – on schedule to complete in November
- Smoke, Heat & Carbon Monoxide Detectors
- Water Hygiene and Legionella Monitoring

Other services reported on are:

- Legionella Management
- Solar Panels
- PAT Testing
- Communal Bathroom Fan Extract Systems
- Height Safety Systems
- Lightning Protection Systems

LB advised that once the IT Asset Module is in place these services will be updated more easily. LB has identified a number of weaknesses within the services, however these are being addressed.

****Minutes edited to remove confidential information from this agenda item****

SC asked for more information on the new gutter vac system. LB gave committee some background on how this works and advised that it is very much a trial. LB will look at various options for cleaning gutters prior to the next contract procurement.

BT asked if LB was managing to get on top of all the tenant safety. LB advised yes and noted that compliance is very important and there will be some training and a lot of hard work required. Committee noted the report.

Item 12: DR spoke to the report and highlighted one project – ****Minutes edited to remove commercially sensitive information from this agenda item**** DR hopes to have a presentation to committee early 2022 to show site plans and proposals.

DR

Committee noted the report.

Item 13: DP advised that SFARS complaints have been removed this quarter and this now aligns to how complaints are reported annually. A

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**Quarterly Report
– Complaints**

quarterly report is also taken to the SFARS Board noting these complaints.

70 complaints this quarter. Stage 1 completed in 5.4 working days and Stage 2 completed in 21 days.

Currently 4 open complaints relating to repairs/maintenance. Since the report was issued one of these complaints has been closed.

There are trends showing in relation to contractors, in particular ****Minutes edited to remove commercially sensitive information from this agenda item****. There is also an issue with calls not being responded to and long waiting times. MM advised that ****Minutes edited to remove commercially sensitive information from this agenda item**** have not been great and there are problems with leaks. MM has also been approached regarding telephone calls not being answered. NT advised that there will be a report to committee next month from the Customer Service Department and this will highlight some of the issues and how these can be resolved.

NT/DK

SC asked why there are so many failures with contractors not attending. DP commented that some contractors are working under COVID restrictions and this hasn't helped.

**Item 14:
Quarterly Report
– Information &
Governance**

DP commented that this quarterly report covers the Association's legal and regulatory obligations with respect to Information Governance – which includes compliance obligation in regard to the Freedom of Information, Environmental Information and General Data Protection.

- One request through Freedom of Information this quarter which was responded to in full and within timeframe.
- One exemption in previous Freedom of Information which was due to ARC figures not being available. This has now been responded to.
- Two Subject Access requests – both completed on time.

MC asked if there had been a case where someone is not happy with the information given and taken this up with the Scottish Information Commissioner. DP advised that yes there has been in 2018 and a review did take place. Elements were found partially in favour of both parties and DP gave some background.

**Item 15:
Director's
Report**

NT went through each item in the report.

Special Management Transfer Request - This Special Case requires retrospective approval from Committee. This was agreed – proposed by JC and seconded by RM.

Bulk Uplift - Action Plan from GWSF attached for information.

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Single Building Assessment - This is ongoing and DR will follow up.

DR

Committee Workplan – discussed earlier.

Compliance with Regulatory Standards - This is a follow up from last month's report.

Business Improvement - Update on Systems

ARC Data Returns - Errors still to be corrected.

SS/JS

Furniture Provision – SHA inherited some furnished lets from GHA, however there are no resources to manage this effectively. NT is looking at options to manage this externally or to remove furnished lets. Committee approved a review of this provision – proposed by BM and seconded by RM.

NT

Item 16: Nothing to report.
Correspondence
Application for
Membership

Item 17 Nothing to report.
Proposed use of
the seal

Item 18: Nothing to report.
Use of the seal

Item 19: Committee noted the attached sub-committee minutes, however is was agreed to bring these to the management committee only once they have been approved by the individual sub-committee.
Minutes of Sub-
Committee
meetings

Item 20: Nothing to report.
Relationship
with other
bodies

Item 21: Nothing to report.
Consents,
Acquisitions &
Disposals

Item 22: **Minutes edited to remove confidential information from this agenda item**
SHR Guidance/
Correspondence

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**Notifiable
Events**

Item 23: BT asked when it would be possible to meet together in the office.
Any other NT advised that she is looking at technology to allow some people in
competent to the office with others being at home. MM commented that not
business everyone will want to come in and committee and staff have to be
allowed the option.

Item 24: The next meeting will take place on Thursday 25th November 2021
Date of next at 6.00pm via zoom.
meeting