

**Minutes of Management Committee meeting – Thursday 27th October 2022
Southside House and remotely via Zoom at 6.00pm**

Action

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

In attendance: Paul McVey (PM), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Des Phee (DP), Aileen Radford (AR).

AC welcomed everyone to the meeting and EC to her first management committee meeting.

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

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

**Item 3:
Minutes of
meeting
29.09.2022** **Corrections** – no corrections for noting.
Minutes were approved by Committee – proposed by BM and seconded by RM.

**Item 4:
Matters Arising** **Single Building Assessment** – DR advised that this is being rolled out and an update will be available in the New Year. **DR**

**Item 5:
Committee
Timetable and
Workplan 22/23** This is for information and planning for the coming year.

**Item 6:
Quarterly
Management
Accounts** MW advised Committee that there have been many challenges in creating these accounts and highlighted the main points. The accounts are for the six months to 30th September 2022.

- Surplus £858k
- Overall income of £6.5m is in line with forecasting
- Grant income relating to Holiday Food Programme and Energy Savings Trust not included in original budget will be added to the revised budget for 2022/23.
- Expenditure of £5.7m is lower than the budget of £6.6m.
- Reactive repairs spend is higher than budget at £989k. We have experienced challenges with the new repairs IT system and delays in invoicing from City Building who are working 10-12 weeks behind schedule. This spend includes committed.

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- Planned Maintenance spend of £291k is well behind the budget of £653k. This is due to the removal of £414k of budget for prepayment meters work at Moss Heights as well as electrical distribution programme budget moving to the following financial year.
- Stair lighting invoicing from GCC is late which shows Service Costs below budget.
- IT budget is being reviewed as this is higher than expected. There is additional work being delivered by MRI/Orchard and also costs for licenses for the Mobysoft arrears management software.

The Balance Sheet shows an increase in housing, land and buildings of £7.3m which includes developments at St. Andrews Drive and investment in the private acquisition properties.

Cash at bank is just above £6m. The first drawdown of £6m was made from Handelsbanken to fund new build activity with a further £4m anticipated between now and the end of the financial year.

No loan covenants have been breached.

SR asked about the £80k in interest charges being well below budget. MW explained that this was due to us originally expecting to draw down the loan earlier in the financial year and forecasting for the related interest costs.

SR asked if the Reactive Repairs budget of £1.9m is going to be achieved. PM commented that there is an increase on the Schedule of Rates costs (10%) and City Building will be looking for more once the invoice issue is fixed. There is also the increase on utility costs to be noted which will be reflected in the revised budget.

MM queried the inter-company difference within expenditure. MW advised that this is a timing related difference. There are elements of SFARS transactions still to come through later in the year.

AC asked about the inter department charges. MW commented that this relates to internal recharging costs for the mobile facilities team.

The Quarterly Management Accounts were approved by Committee

– proposed by ID and seconded by MM.

**Item 7.1:
Quarterly
Report – ARC**

PM advised that this is an update on performance against the ARC indicators. There is improvement required across the majority of the indicators. A positive is the indicator on average days to let. The longer term voids are now being let which shows an improvement. MM asked about using another contractor, and PM noted that this

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has been done. It is more expensive however the voids are now more up to date.

EC commented that some of the issues may relate to COVID, but others have performed better and they were dealing with COVID as well. PM commented that the association is better on some indicators and worse on others but a lot can depend on the indicator and the actual Association e.g. problems with repairs, contractors availability or sourcing materials, tenancy offers and refusals could be the way the process is set up and rent arrears could be due to a culture of late or no payment, for example. PM intends to delve deeper into these issues over time.

LE asked how the charter report will be communicated to tenants. PM commented that this report will be issued online along with the annual report by 31st October 2022. Postcards will be put through doors with a QR code to scan for access and hard copies will be available on request.

SR asked about what the pre-covid figures look like and are any of these highlighted for internal audit. PM noted that they should be on the Internal Audit Plan but where not, these can be reviewed when considering future years. It will also be a good exercise to look at pre-covid figures against our current performance to highlight areas for improvement.

Committee noted the ARC report.

**Item 7.2:
Quarterly
Report –
Tenant Safety**

Lynne Buchanan, Repairs Manager put together the report which identifies areas of work on tenant safety. The recent internal audit has also given a substantial level of assurance.

Section 2 details cyclical and preventative work which are either in progress or scheduled to commence over the course of 2022.

Sections 3, 4 and 5 are safety elements including gutter cleaning, asbestos management and gas safety. All are at different stages.

Section 6 is Electrical Safety and the EICR contract for 2022-2025 is now at procurement stage.

Section 7 Fire Risk Assessments shows the recommendations and costs following a recent review.

Section 8 Fire Safety – SHA is 96% compliant for interlinked smoke and heat alarms, however access is the major issue. 84 no accesses are being dealt with on a case by case basis.

Committee noted the report.

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**Item 7.3:
Quarterly
Report –
Projects**

DR advised that the attached list of projects gives a brief overview of the type or project and status of each one.

MM noted that the draught excluding and heating is showing an end date of December 2023. DR commented that some works have started however the heating programme has fallen behind schedule. DR will firm up on a timeline and issue information to tenants.

DR

BM asked for an update on 107 Niddrie Road. DR advised that all tenants are now in and monitoring the efficiencies will be ongoing.

JC asked about the delay in the Mosspark Church project. DR commented that the timescale for this project moves constantly. No planning permission yet and a meeting has been arranged for November to discuss further. There is also an exercise of reviewing the costs within the Business Plan for this project.

****Minutes edited to remove commercially sensitive information****

Committee noted the report.

**Item 7.4
Quarterly
Report –
Complaints**

DP noted that the report is for the period 1st July to 30th September 2022. There is an overall increase in complaints – 54 up to 69 this quarter. 58 were investigated at Stage 1 and 11 at Stage 2. Stage 1 average timescale 3.9 days and Stage 2 12 days. 79% of Stage 1 complaints were closed within timescale.

Weekly meetings are now held with staff and this is showing in the improvements.

Repairs and maintenance related complaints represent two thirds of social housing function complaints received this quarter. Beyond contractor related issues there are no significant identifiable trends or patterns to complaints received.

Volumes of complaints per neighbourhood remain consistent to previous quarter.

JC asked if complaints are discussed with the contractors. DP confirmed that the Repairs Manager raises any issues direct with each contractor. PM noted the comparably high number of complaints Cloch HA recorded on the Q1 benchmarking data, and highlighted this is indicative of an organisational culture which welcomes complaints. PM emphasised the importance of recording all areas of dissatisfaction. This will show an increase in complaints for the Association, however this will also help the association to learn from complaints

Committee noted the report.

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**Item 7.5
Quarterly
Report –
Information
Governance**

Requests received over the last quarter are:

3 x FOISA – Appendix 1 sets out a summary of requests received and responded to for the year to date.

1 request progressed under the EIRs which was previously refused under FOISA

2 – Subject Access Requests – both from tenants of the Association. Both responded to within the timescale of one month.

DP confirmed that the definition of ‘environmental information’ under the EIRs was a broad one, and requests which concern external fabric of buildings and the built environment in general would normally be progressed under the EIRs.

Committee noted the report.

**Item 8.1
Notifiable
Events Policy**

DP advised that this is a review of the existing policy which was issued in 2019. The report noted the summary of changes within the policy.

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

**Item 8.2
Procedure for
handling a
serious
complaint or
grievance
against the
senior officer**

DP commented that this is a review of the existing policy which was previously approved in November 2019. The attached report shows the summary of changes made.

Committee approved the Policy – proposed by AC and seconded by RM.

**Item 9:
Annual
Assurance
Statement**

DP introduced the report and highlighted that this represents a ‘wrap up’ report following previous self-assessment reports presented to Committee in June and September looking at how the Association complies with and the level of assurance against Regulatory Standards 1 and 3. DP advised that any improvement actions arising from those will be added to the Governance and Financial Management Improvement Plan.

DP drew attention to section 3 of the report which outlines what the Association has done over the past two years in terms of obtaining and evidencing assurance, and it is relatively comprehensive process since 2019.

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DP also highlighted section 4 of the report which sets out what the Association has done in terms of this year's Annual Assurance Statement process.

DP advised Committee that he had anticipated a final report from the consultant JWD Asset Services who has been undertaking a deep dive review of our landlord safety compliance duties would be available. However that report wasn't ready on time and will be instead presented to Committee in November.

DP advised however that section 4.9 to 4.15 of the report specifically sets out the level of assurance the Association has in terms of landlord safety and the six key landlord safety criteria.

DP then highlighted the draft Annual Assurance Statement, and advised that this document sets out that the Association does comply with all the all the regulatory requirements set out at chapter 3 of the SHR Regulatory Framework.

DP also commented that the Association has focused particular attention on six headline areas within the draft statement. A number of which the SHR has requested RSLs highlight their level of assurance against

Committee discussed the report and approved the Annual Assurance Statement 2022 for submission to the SHR. and this was proposed by JC and seconded by MM.

**Item 10:
Chief
Executive's
Report**

Economic Crisis & Rent consultation – there was some discussion on this. Scottish Government will be making a decision on the rent freeze no later than 14th January 2023. However the Association is reviewing the Business Plan now to understand what the rent consultation will look like. PM commented that the rent increase consultation will be unlikely to go near the inflation figure. The Business Plan paper in November will propose a rent figure to consult on and the decision will then be whether to consult before or after Christmas. There will also be some discussion on a Hardship Fund given that a high percentage of our rents are paid through housing benefit and universal credit.

The Well – water connection is now agreed for 7th November. Once the Building Warrant is issued a final date of entry can be agreed.

86 Craigie Street (former Police Station) – this is a conversion of the police station which will deliver an additional two new homes. The funding will be split 60% (GCC) and 40% (SHA). A detailed report will be presented to Committee in November 2022.

Disposals & Acquisitions – Committee noted the sale of 23 Melville Street. An updated Disposal and Acquisition paper will be brought to committee in November.

DR

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107 Niddrie Road – all properties have now been let. Reports on monitoring of the energy use will follow in due course.

DR

Moss Heights – there are some issues ongoing and a petition has been received detailing various estate management issues, in the main. Staff will meet next week to produce a bulletin for Moss Heights.

SR asked if there are any national discussions with tenants regarding the rent increase from organisations like TIS and TPAS. PM noted that GWSF are developing information and feedback from other organisations is to hold off on consultation until there are decisions on the rent freeze. The rent increase figures that others are looking at are 4%, 5%, 6% and 7%. The Association needs to look at what will allow the Business Plan to be delivered. There is no need to increase the rents in April and it is important to have a decision internally in the first instance.

Committee noted the report.

**Item 11:
Governance
Matters**

Application for Membership – Application No. 398 was approved by Committee.

Proposed use of the seal – committee approved proposed use of the seal for Application No. 398

Use of the Seal – Committee approved use of the seal for Membership Certificate No. 698

All proposed by BM and seconded by RM.

**Item 12:
Relationship
with other
bodies**

Nothing to report.

**Item 13:
SHR Guidance
etc**

Nothing to report.

**Item 14:
Any other
Competent
Business**

Confidential Minute

**Item 15:
Date of next
meeting**

The next meeting will take place on Thursday 24th November 2022 at 6.00pm.