

Minutes of Management Committee meeting – Thursday 25th November 2021
Zoom call with all attendees at 6.00pm

Action

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

In attendance: Patrick Mc Grath (PMcG), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Des Phee (DP), Pauline Fletcher (PF), Dianne Keenan (DK), Sonia Mehmi (SM).

Item 1: MM welcomed everyone to the meeting,
Apologies Apologies received from Aileen Radford.

Item 2: MM advised those tenant members present that there was no
Conflicts of Interest requirement for them to declare a Conflict of Interest in respect of Agenda Item 8 – Rent Consultation Proposals.

No conflicts of Interest were noted.

Item 3:
Minutes & Confidential Minutes – 28.10.2021

Minutes of meeting 28.10.2021

Matters Arising: No matters arising.

Corrections: No corrections noted.

Minutes approved by Committee – proposed by Ruth McCluskey and seconded by Munir Choudry.

Confidential Minute of meeting 28.10.2021

Matters Arising: NT updated Committee on the current position in respect of the recent IT incident and advised Committee that the matter had now been drawn to a close.

Committee were assured that standard testing and additional security measures have been put in place by the Association's IT provider.

Committee were advised that The Prodiان System which manages the heating invoices for all Moss Heights residents was no longer in operation and a new system was being sourced. Estimated invoices will be issued in the short term until the system is operational.

AD questioned why Heating Invoices at Moss Heights had not been issued for 3 months. NT agreed to investigate.

NT

Corrections: No corrections noted.

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Minutes approved by Committee –

Proposed: JC Seconded: AD.

**Item 4:
Matters Arising
Schedule**

PM spoke to the report noting the following points:

Item 2. Committee were advised that the correspondence regarding 150 Berryknowes Avenue has been forwarded to Shona Robison MP) by Humza Yousaf. DR to continue to chase for a response.

DR

Item 4. Committee were advised the timescale for this item was March 2022 and not 2021 as noted in the report.

Item 7. Committee were advised that the ARC Data Error has been notified to the SHR.

PMcG

**Item 5:
Update on
Customer Service
Department**

DK spoke to the report and gave Committee a brief summary on progress to date following the introduction of the Customer Service Department (CSD) within the organisation.

Committee noted the challenges identified within the report and were assured that a robust Plan of Action was in place going into 2022 which would address some of the challenges.

Committee noted that the current working from home arrangements and the delay with the implementation of the New Orchard system were key factors affecting the success of the CSD. BT felt the report was very detailed but did state that he felt it raised a number of concerns which should be considered further by Committee.

PM gave a brief summary on the impact on other teams where staff had moved into the CSD.

Committee acknowledged the short time the CSD had been in existence and requested quarterly progress reports going forwards.

PMcG

**Item 6:
Community
Involvement &
Engagement
Action Plan &
Strategy**

PF spoke to the report.

Committee were asked to note that in line with the Community Involvement and Engagement Strategy, the Action Plan outlines the Association's approach to involvement and engagement with customers during the period 2021 – 2024.

Committee were further advised of the proposal to form a 'Steering Group' who would have responsibility of monitoring the plan and advised that she would report back to Committee on progress at its meeting in February 2022.

PF

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PF took the opportunity to advise Committee of the current challenges facing the proposals for the Queensland Community Park. PF advised that a review of the current proposals was ongoing as well as the active sourcing of additional/other funds.

On a positive note Committee were delighted to hear that the Project itself had been announced as a winner of 'The Building with Nature National Award' in the Landscape Institute Awards ceremony which took place on 25th November 2021.

The Management Committee approved the updated Community Involvement & Engagement Strategy –

Proposed: RMcC Seconded by AD.

The Management Committee approved the New Action Plan

Proposed: AD Seconded: BM.

Item 7:
SHQS & EESSH
Delivery Update

DR spoke to the report.

Committee noted the Association's current position in relation to meeting the SHQS and EESSH Standards. SR questioned the works being carried out at the tenement property at 107 Niddrie Road and acknowledged the challenges faced by the Association in replicating these works across our tenement stock. There was agreement from both staff and Committee that the cost of meeting EESSH Standards in tenement stock across the city will be challenging.

Item 8:
Rent
Consultation
Proposals

The Management Committee discussed and considered a rent increase for 2022/23 of 2.75%. This figure, if approved would form the basis of consultation with tenants. The proposed increase would allow the Association to meet its Business Plan priorities and service delivery requirements. There was recognition that this proposal would also have to be supported by efficiencies within the organisation.

The Management Committee also considered an addition of 0.5% increase to all rents to offset as the cost of offering a bulk uplift service to tenants. (A service previously provided by the Local Authority). A tenant consultation exercise will take place prior to seeking final approval of the rent increase and a final report will be presented to Committee in early 2022.

Committee discussed proposed increase by other RSL's.
Committee approved the 2.75% increase

PMcG

Proposed: RMcC Seconded: JC.

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Committee also approved the 0.5% increase in relation to offering a bulk service to tenants.

**Item 9:
Report on Fire at
McCulloch Street**

DR spoke to the report and advised Committee of the updated position with regards the fire damaged property at 144 McCulloch Street/12 Lincluden Path. Committee considered and approved the appointment of the Design Team and Contractor for the proposed reinstatement works.

Proposed: JC Seconded: MC.

**Item 10:
Private
Acquisition
Programme
Update**

DR spoke to the report.

Committee discussed and acknowledged the success to date of the Private Acquisition Programme and noted the number of units acquired and the level of grant assistance provided by GCC.

Following discussions the Management Committee approved the acceptance of the tender submitted by Contract Building Services in the sum of **Minutes edited to remove commercially sensitive information from this agenda item**.

Proposed: BT Seconded: AD.

**Item 11:
Annual Report to
tenants on the
ARC (Draft)**

Committee noted the Annual Report to tenants on the ARC which had now been issued to the printers for issue.

**Item 12:
Treasury
Management
Policy & Practice**

MW confirmed that the Management Committee had approved the transition of the Handelsbanken Loan from LIBOR to SONIA at their meeting in September.

The Nationwide Building Society have recently approached us to discuss our options in transitioning our LIBOR loans with them.

MW directed Committee to the report prepared by Phil Porter of ARC Consultancy report which provided a more detailed background on the cessation of LIBOR and the alternative reference rates. The report also recapped on the Handelsbanken loan switch to SONIA.

After discussion the Management Committee approved the transition of the seven LIBOR Nationwide Loans to Base Rate indexation.

MW

Proposed: BM Seconded: JC.

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**Item 13:
Six month review
of IMP** The Committee considered and discussed the presentation by PMcG on the key areas of the Internal Management Plan and outlined the progress made to date.

**Item 14:
Corporate Risk
Register** DP spoke to the report and advised that as per the Risk Management Framework the Corporate Risk Register is maintained by the SMT with input from both the Audit Committee and Management Committee.

Committee were asked to note that the Corporate Risk Register was presented to the Audit Committee for review and approval at its November meeting. Following that review the full revised Risk Register is now provided for Management Committee.

Committee approved some minor changes recommended by the Audit Committee

Proposed: RMcC Seconded: BT.

**Item 15:
Group Policy on
Entitlements,
Payments &
Benefits** DP advised committee of the amendments to the updated policy. Committee noted and approved the following amendments:
Section 2.7, 2.9 & 2.10.

Committee approved the revised Policy

Proposed: RMcC Seconded: JC.

**Item 16:
Strategy &
Development
Funding Plan** DR spoke to the report which included the Association's proposed Development Plan for 2022/23 – 2026/27. The proposed plan was approved by the Association's Senior Management Team at its meeting on Wednesday 17th November 2021.

Committee were asked to note that following approval the Association is required to submit the completed SDFP to Glasgow City Council no later than Wednesday 22nd December 2021.

Committee approved the SDFP.

Proposed: BM Seconded: RMcC.

**Item 17:
Director's Report**

PM spoke to the report.

Committee discussed and approved the proposal to extend the current Insurance Contract for a further 2 years.

Proposed: MC Seconded: JC.

Committee discussed and approved the request for Michael McCuaig to be co-opted to the Audit Committee.

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Proposed: BM Seconded: MC.

- Item 18:** No correspondence or applications for membership to note.
Correspondence – application for membership Committee noted the list of names to be removed from Membership. **AR**
- Item 19:** No items for proposed use of the seal.
Proposed use of the seal
- Item 20:** No items for use of the seal.
Use of the seal
- Item 21:** No minutes for noting.
Minutes of Sub-Committees
- Item 22:** BM advised she would be attending the EVH Christmas Party via Zoom.
Relationship with other bodies: BM advised on current sessions being provided by EVH on 'mindfulness'.
- Item 23:** Nothing to report.
Consents, Disposals & Acquisitions
- Item 24:** Nothing to report
SHR Guidance etc.
- Item 25:** The Chair advised that due to Covid restrictions the annual Xmas get-together for Committee could not take place and it was proposed to re-arrange for Summer 2022.
Any other competent business **DP**
DP advised Committee of two notifiable events which were still outstanding. DP to update the SHR.
The Chairperson asked staff to leave the meeting and she updated Committee on a sensitive and confidential staffing matter.
- Item 26** The next meeting will take place on Thursday 27th January 2022.
Date of next meeting