

**Minutes of Management Committee meeting – Thursday 29<sup>h</sup> September 2022  
Southside House and remotely via Zoom at 6.00pm**

**Present:** Munir Choudry (MC), Iain Dyer (ID), Alison Devlin (AD), Betty Macneill (BM), Ruth McCluskey (RMcC), Margaret McIntyre (MMcI).

**In attendance:** Southside Housing Association: Paul McVey (PM), Norma Taylor (NT) via Zoom, Donna Reilly (DR) Mandy Wright (MW) via Zoom, Pauline Fletcher (PF) Aileen Radford (AR) Des Phee (DP).

Scotland's Housing Network: Ross Morris (Items 1 - 3 only)

**Item 1:  
Election of  
Office  
Bearers** MMcI welcomed everyone to the meeting and in the absence of the Vice-Chair and Secretary asked Management Committee to propose nominations for Chair.

RMcC nominated AC for the position of Chair and this was seconded by BM. As this was the only nomination, AC was elected Chair.

MMcI invited nominations for the position of Vice-Chair. RMcC nominated MMcI and this was seconded by AD. As this was the only nomination, MMcI was elected Vice-Chair.

MMcI invited nominations for the position of Secretary. BM nominated JC and this was seconded by MC. As this was the only nomination, JC was elected Secretary.

MC asked if AC had indicated that he would accept the role if nominated. MMcI confirmed that this was the case.

**Item 2:  
Apologies &  
Attendance** Apologies received from Alex Cameron (AC), Jonah Chireka (JC), Surjit Singh Chowdhary (SSC), Liz Ely (LE) and Shirley Robison (SR)

**Item 3:  
Scotland's  
Housing  
Network:  
Performance  
Analysis &  
Benchmarking  
Presentation** Ross Morris, Service Improvement Manager from Scotland's Housing Network (SHN) attended to provide a performance analysis and benchmarking presentation based on the Association's Annual Return on the Charter (ARC) 2021/22 submission. Ross advised that this service is provided to SHN members, and that the Association benchmarks against a peer group of other RSLs which the Association have selected based on stock size, stock tenure profile and area of operation.

Ross outlined the Association's performance against the wider RSL sector and the six other RSLs in the Association's peer comparator group over 35 performance indicators. Ross advised Committee that the satisfaction related indicators were using

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survey figures from the previous tenant satisfaction survey in 2019. PM advised that a further large scale survey will be procured ahead of the ARC 2022/23 submission.

Ross provided a brief national overview in terms of RSL performance:

- Reduced tenant satisfaction for most measures
- Fewer emergency repairs taking less time to complete
- Increase in non-emergency repairs, taking longer to complete – due to COVID-19 backlog and labour/supply line chain issues
- Scottish Housing Quality Standard (SHQS): reduction in the percentage of properties meeting SHQS – impact of Electrical testing and integrated smoke and heat detector obligations
- Energy Efficiency Standard in Social Housing (ESSH): compliance impacted nationally
- Gas safety compliance increased, but from a 2020/21 position of COVID-19 affected failures
- Average time to re-let properties increased
- Increase level of abandonments and evictions
- Improving picture for RSLs in terms rent collected as percentage of rent due
- Rent arrears reducing for RSLs

Ross highlighted the Association's performance against the peer comparator group which is generally good across most indicators. Ross outlined areas of improvement focus for the Association:

- Rent collected as a percentage of rent due: 97.87% is the lowest in peer group.
- SHQS compliance has reduced in recent years, in line with trends within sector however.
- ESSH compliance has also reduced, second bottom among peer comparator group.
- Offer refusals: second bottom among peer comparator group and a deteriorating picture on previous year's figure
- Void re-let times also increasing, however Ross intimated that the wider context (e.g. contractor issues, supply chain issues) should be taken into consideration

ID suggested that SHN may provide further context in terms of SHQS and ESSH and perhaps make a distinction between new build properties and pre-1919 tenements and the different issues in meeting those standards, as the Association has a significant number of pre-1919 tenemental stock. Ross advised that this could be an area where SHN may take a 'deeper dive' into the data.

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MC thanked Ross for the informative presentation, but commented more generally on the regulatory and compliance burden on RSLs, and the organisational costs involved in meeting regulatory requirements which could be better focussed elsewhere.

Management Committee noted the SHN performance analysis and benchmarking presentation.

**Item 4:  
Annual  
Governing  
Body  
Documents**

MMcI advised Management Committee that the Code of Conduct for Governing Body Members and Declaration of interests are required to be signed and returned by each member of the Management Committee. Management Committee members signed and returned both documents. The Association's Standing Orders and Management Committee and sub-committee remits were also presented to Committee for Noting.

PM advised that both the Standing Orders and Committee remits are unchanged but that these along with the Scheme of Delegated Authority which were previously revised in September 2021 may be subject to review over the next few months.

**PM**

**Item 5:  
Appointment  
to Staffing  
and Audit  
Sub-  
Committees,  
SFARS  
Board and  
outside  
bodies**

MMcI highlighted a report setting out proposed appointments to the Association's Sub-Committees, SFARS Board and external bodies.

*Staffing Sub-Committee:* Jonah Chireka, Munir Choudry, Alison Devlin, Betty Macneill, Margaret McIntyre and Shirley Robison.

*Audit Sub-Committee:* Alex Cameron, Elisa Campanaro, Surjit Singh Chowdhary, Iain Dyer, Ruth McCluskey and Michael McCuaig

*SFARS:* Elisa Campanaro, Jonah Chireka, Michael Davie, Iain Dyer, Lucy Gillie and Ruth McCluskey,

MC commented that Elisa Campanaro had indicated that she may be interested in joining the Management Committee. RMcC enquired if Elisa Campanaro and Michael McCuaig were still co-optee members to the Audit Committee. DP advised that this was the case. RMcC to seek confirmation from Elisa that she is still willing to join the Management Committee.

*EVH:* Betty Macneill and Margaret McIntyre (substitute representative).

*GWSF:* Iain Dyer, Surjit Singh Chowdhary (substitute representative)

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*Cardonald Area Partnership:* Margaret McIntyre and Alison Devlin (substitute representative).

*Pollokshields Area Partnership:* No current representation  
*Pollokshields Community Council:* Munir Choudry

*Scottish Federation of Housing Associations (SFHA):* No current representation

ID commented that the Association should be represented on SFHA as it is the biggest and most important of the sector representative organisations.

**Item 6:  
Conflicts of  
Interest**

No conflicts of interest for noting.

**Item 7:  
Minutes of  
Management  
Committee  
Meeting  
28.07.2022**

Minutes of meeting on 28.07.2022 were adopted by Management Committee.

**Proposed: BM Seconded: RMcC**

Confidential agenda item minutes of meeting 28.07.2022 were also adopted by Management Committee

**Proposed: AD Seconded: RMcC**

No corrections or matters arising were recorded.

**Item 8:  
Matters  
Arising  
Schedule**

PM advised Committee that there were no further updates to the Matters Arising Schedule. 150 Berryknowes Avenue awaiting further update from Scottish Government in relation to the Single Building Assessment programme. PM also advised that 107 Niddrie Road would be updated under the Chief Executive's report.

**Item 9:  
Committee  
Timetable  
2022/23 and  
Workplan  
Review  
2021/22**

MMcI highlighted the Management Committee and sub-committee timetable to members, which sets out meeting dates for all Committee and sub-committee meetings. PM advised that the Committee workplan for 2022/23 would be updated and presented to Management Committee for the next meeting.

**PM**

Management Committee noted the Committee timetable and workplan review.

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**Item 10:  
ICT Policy  
2022 - 2025**

NT presented the revised ICT Policy to Management Committee. NT advised that this policy consolidated a number of key ICT policies in one document, and represented progress in the Association's journey to Cyber essentials accreditation.

Management Committee approved the Association's ICT Policy 2022-25.

**Proposed: AD    Seconded by MC**

**Item 11:  
Report on the  
Cardonald  
Larder**

PF presented a report on a proposed Cardonald Larder project aimed at addressing food insecurity issues in the local area. PF explained that Chris Stephens MP had approached her with a view to linking with local partners in a project that addresses food poverty and insecurity in a dignified and affordable way, through consumer choice and which is a sustainable approach to mitigating the likelihood of households using food banks in the first place and helping people to move away from them with support. PF intimated that at a recent meeting, the South West Food Bank noted that most of their clients are from Moss Heights and Queensland and there can be difficulty in moving supporting clients to move from food bank support to supermarket prices.

PF advised Management Committee that Good Food Scotland, a charity, are proposing to set up a food larder in Cardonald based on a similar model based at Wheatley Housing Group's multi-storey in the Kennishead area of Glasgow. Good Food Scotland had approached the Association with a view to setting up a Food Larder in one of the Association's properties. PF advised that a currently underused community space at the base of 12 Swinton Place represented an ideal option and an information/consultation day had been held with residents at Swinton and Invergyle with a very positive response to the plans. PF advised Committee that the Cardonald Larder would be open to all Cardonald residents with no income qualification to accessing the larder.

MMcl commented that if a lease is made on an annual basis then this can be terminated if any issues arise. PF agreed and advised that such provision will be built into any lease. AD asked about utility costs and Wi-Fi and would the Association be covering these costs, PF advised that this would be met by the Association. PM commented that it is a balancing act, small costs but contributing to a bigger object of removing people from food bank use and associated stigma.

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Management Committee noted the report and approved the entering into a partnership with Good Food Scotland to progress a food larder at 12 Swinton Place.

**Item 12:  
Abandonment Policy  
2021-25**

DP presented the Association's Abandonment Policy to Committee. DP advised that this is a newly developed policy which sets out the Association's approach to handling situations where we believe that a property is not being occupied. DP further intimated that this policy aims to ensure that a consistent and professional approach is adopted by SHA employees in handling incidences of abandonment or suspected abandonment of a property, and that this process is compliant with law, best practice, and internal SHA policy.

DP advised that an associated set of Abandonment procedures have also been developed to provide a process for operational staff, and an Equality Impact Assessment accompanies the policy for approval.

RMCC enquired about the process when a joint tenant abandons the property, does the other joint tenant retain the tenancy. DP advised that yes the tenancy would revert to a single person tenancy, and that there legal processes set out in the Housing Scotland Act 2002 and section 2 and 6 of the Scottish Secure Tenancy for recovering a property via Abandonment which includes specific steps for addressing a joint tenancy abandonment by one joint tenant.

RMCC also drew attention to a typographical error in relation to the next review date which should read September 2025 and not September 2022.

Management Committee approved the Abandonment Policy.

**Proposed: AD    Seconded: BM**

**Item 13:  
Service  
Contracts  
Renewals – i)  
Legionella  
Safety ii) Fire  
Safety and iii)  
Fan  
Maintenance**

PM presented a report to Committee on the outcome of competitive tender procurement processes for three service contracts. The report outlined that the Association had engaged Ewing Somerville Partnership to carry out a tender process for each contract and produce a final tender report with recommendations for Committee based on a ratio of 60% quality and 40% price.

PM recommended the following appointments be approved by Management Committee:

i.) Legionella Monitoring and Water Hygiene: Rock Compliance Ltd at a cost of **\*Minutes redacted to protect commercial interests\***.

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ii) Fire Safety Systems Servicing & Reactive Maintenance: DFP Services Ltd at a cost of *\*Minutes redacted to protect commercial interests\**

iii) Fan Maintenance: The Ventilation Experts at a cost of *\*Minutes redacted to protect commercial interests\**

Management Committee approved the awards of contracts in relation to each service contract.

**Proposed: MC    Seconded: RMcC**

**Item 14:  
Cost of  
Living Crisis  
– SHA  
Business  
Implications**

PM presented a report to Committee updating on the current UK 'cost of living crisis' and how this may impact on the Association as a business. PM advised that this reflects internal discussions on how the Association reacts as an organisation to the crisis and for the Association's tenants. PM highlighted that the cost of living crisis will have a material bearing on the Association's financial forecasts, and the Scottish Government's recent announcement in relation to a rent freeze for social landlords until 31 March 2023, and uncertainty beyond that date will affect the Association's ability to control income. PM emphasised the need for clarity from the Scottish Government in relation to rent freeze plans beyond the 31 March 2023 and advised that sector representative bodies GWSF and SFHA were actively leading on this.

PM intimated that a rent freeze for one year could be absorbed by the Association with some impact, however the cumulative affect over the term of the Business Plan on finances would be significant. PM floated a notional scenario of CPI at 10% in April 2023, a below inflation rent increase of 5% would mean that £20m approximately would be lost from the 30-year business plan – a rent freeze would be £40m. While these figures are notional – the difference to Southside would not be significantly different from that. Either way, a major piece of work is required in relation to our business planning and difficult decisions are likely either in terms of investment or services.

PM highlighted to Committee that the report sets out what the Senior Management Team and staff are looking at. PM advised that work has commenced with Arneil Johnston consultants to update the current business plan with recent changes to the investment programme, development projects and energy costs. The outcomes from this will be reported to Management Committee in October or November.

**PM**

Management Committee noted the cost of living crisis and SHA business implications report.

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**Item 15:  
Annual  
Assurance  
Statement –  
Regulatory  
Standard 3  
self-  
assessment**

DP presented a self-assessment report against the Association's compliance with Regulatory Standard 3 - . *The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.*

DP advised that this formed part of a more focussed approach to obtaining assurance agreed by Management Committee in April 2022, and this follows a self-assessment against compliance with Regulatory Standard 1 which was presented to Management Committee in July.

DP explained that in looking at the evidence supporting compliance against each of the seven guidance points within Regulatory Standard 3, the Association has adopted a 'four lines of defence' approach which mirrors the current organisational approach to risk management.

DP highlighted that the findings of the self-assessment are that the Association is compliant with all of the seven guidance points within Regulatory Standard 1. Five of the guidance points are found to be in place, and effective. The remaining two are in place, but could be improved. Those improvement areas which have been identified from this self-assessment exercise, which are not considered to be material in terms of non-compliance are set out at section 4.3 of the report and these will be added to the Governance and Financial Management Improvement Plan:

DP referenced the previous report on this evening's agenda with regard to the 'cost of living crisis' and stressed the challenging financial environment the Association is operating in, particularly with uncertainty around rent increases, but that overall the Association has strong financial foundations and controls.

DP commented that in terms of next steps, the annual assurance statement must be approved by Management Committee and submitted by 31 October 2022. A final report on landlord and tenant safety compliance will be circulated to Management Committee. This will include updates on the Association's compliance with legal and regulatory obligations with regard to Electrical Inspection Condition Reports (EICRs) and installation of integrated fire, smoke, heat and carbon monoxide detectors.

**DP**

Management Committee noted the report on self-assessment report on compliance with Regulatory Standard 3

**Item 16:  
Committee  
Training Plan**

AR presented the Committee training plan for 2022/23. MMcI invited feedback from Management Committee members. RMcC commented that training delivered by 'remote' means e.g. via Zoom lacked the personal touch which 'in person' training sessions provide. RMcC commented that the 'bite size training'

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sessions which were delivered prior to Management Committee meetings could be utilised more. PM also highlighted that training sessions and workshops can also be recorded for those who are unable to attend 'in person'.

Management Committee noted the Committee training plan for 2022/23

**Item 17:  
Chief  
Executive's  
Report**

PM ran through the items within the Chief Executive's Report:

The Well - ***\*Minutes redacted to protect commercial interests\****

*Asbestos Management Procedures* – Individual staff responsibilities in relation to asbestos management now set out and documented.

*Shareholding members* – Post AGM, members who have become disqualified as per Rule 11.1.3 to be removed from the register of members.

*GCC Programme agreement* – PM advised that the Association has received its annual Programme Agreement letter from GCC. This agrees the Association's planned development funding programme to 31 March 2022. PM advised that a total sum of £5.943 million agreed, of which £3.857 million already committed. The remaining £2.086 million relates to four projects. PM intimated that two of those are on target, two others may not spend their allocated budget before 31 March 2022.

*Holiday Food Programme* - The Association were awarded £39,106 from Glasgow City Council's Holiday Food Programme Fund to deliver a programme of food and activities over the summer holiday period. During the programme we provided a total of 3,100 meals broken down as follows:

- 700 breakfasts over 7 days in Cardonald
- 840 lunches over 7 days in Cardonald
- 1,560 lunches over 13 days in Pollokshields

*166 Gorbals Street* – ***\*Minutes redacted to protect commercial interests\****

*107 Niddrie Road* – ***\*Minutes redacted to remove confidential information\****

DR

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**Item 18:  
Correspondence/Application for Membership**

EVH monthly bulletin – September 2022 was circulated to Management Committee.

The following applications for membership were approved:

- App No. 397 [REDACTED]

**Item 19:  
Proposed Use of the Seal**

The following items were approved for proposed use of the seal:

Application for membership – [REDACTED]

The Management Committee approved the following items for proposed use of the Seal:

**Item 20: Use of the Seal**

Seal No. 1280 - Application for Membership No. 676  
Seal No. 1281 - Application for Membership No. 677  
Seal No. 1282 – Application for Membership No. 678

**Item 20.1:  
Draft Minutes of Audit Committee meeting  
18.08.2022**

Draft Minutes of Audit Committee meeting 28 August 2022 were noted by Management Committee.

**Item 20.2:  
Draft Minutes of SFARS Board meeting  
07.09.2022**

Draft Minutes of SFARS Board meeting 7 September 2022 were noted by Management Committee.

**Item 21:  
Relationship with Other Bodies**

EVH – Nothing to report  
SFHA - Nothing to report  
GWSF - Nothing to report  
GCC - Nothing to report  
CiH - Nothing to report  
Cardonald Area Partnership – MMcl detailed items discussed at the most recent meeting of Cardonald Area Partnership:

- Disused former DHSS building on Paisley Road West causing concern due to building safety and security issues. MMcl advised that owner of the building has been located in London. GCC may ultimately seek court order if no resolution can be found.
- Speed checks on Mosspark Boulevard
- Police advised of recent arrests for drugs offences in area and an increase in housebreaking

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- Anti-social issues at Community Park
- Parking issues at Lourdes Academy

Pollokshields Community Council: MC advised that the Community Council AGM takes place next week. MC enquired if there had been contact between the Association and the Community Council around the use of 435 Shields Road. PF will check and update MC.

**PF**

Nothing to report.

**Item 22:  
Consents,  
Disposals  
and  
Acquisitions**

**Item 23: SHR  
Guidance  
Notes/Corres  
pondence/No  
tifiable Event**

DP advised Management Committee of Notifiable Event Reference 30223. This related to notification of the new Senior Officer in post. Notifiable Event was closed by the SHR on 23 September 2022

**Item 24: Any  
Other  
Competent  
Business**

None.

**Item 25:  
Date of next  
meeting**

27 October 2022

**Management Committee meeting ended at 7.41pm.**