

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held online on Monday 27th July 2020

Present:

Andrea Bell (Chair), Chris Elliot, Esther Skimins, Bill Dougan, Agnes Philips, Ellen Stewart and John McMorrow

In Attendance:

Clive Douglas, Chief Executive
Frank Donohoe, Technical Director
Marie Campbell, Corporate Services Officer
(Minutes)

Anne Fitzsimons, Corporate Services Director
Fiona Mills, Housing Director

- Item 1** Apologies and Declaration of Interest:
- 1.1. **Apologies:** Theresa Findlay, Steve Fleming, Clare Newton, Ian Smith, Brian McNally and Ellen Garscadden
 - 1.2. **Leave of Absence:** Geraldine Connolly
 - 1.3. **Declarations of Interest:** None

Item 2 **Minutes of Previous Meetings:**

- 2.1 Minute of the Management Committee Meeting held on 6th July 2020:
 - i. Matters Arising and Correction to Minute:
 - **Item 6.2** – Committee noted that as of 1st August 2020, there will be no staff remaining on furlough with all staff back to normal working status.
 - ii. Approval of Minutes – The Minute was approved by general consent.
 - iii. Decisions taken between Meetings – None.
- 2.2 Minutes of Sub Committee Meetings – No Minutes due.

Item 3 **Review of Rules 2020** – In considering the proposed changes to the rules, Committee agreed as follows:

- 3.1 subject to the amendments as outlined and the additional amendment below, to approve the rules for onward approval/ratification by the membership at a Special General Meeting.
 - 3.1.1 Rule 43.1.1 – The Rule should be amended to refer to current or any subsequent legislation.
 - 3.1.2 It was agreed to give consideration as to whether the Scottish Housing Regulator be consulted in advance of the proposed Rule changes.
Post Meeting Note: The Office Bearers discussed and agreed that as there is now no requirement for the Scottish Housing Regulator to approve proposed changes, in advance, the Association would proceed with the SGM and submit the changes in line with the Rules.
- 3.2 to proceed to arrange the Annual General Meeting and a Special General Meeting, offering either virtual attendance or in person, based on limited numbers, on 15th September 2020.

- 3.3 agreed not to defer the SGM and proceed with presenting the report on proposed revised Rules.
- 3.4 to note that the FCA requires to confirm whether the amended Rules require to be notarised.

Item 4 Annual Return on the Charter (ARC) 2020 - Clive Douglas took committee through the detailed submission for the year 2019/20, noting that overall satisfaction and performance levels remained high during the year, however, with some concerns raised over current and ongoing performance figures, due to the pandemic. In particular, the following points were highlighted:

- 4.1 **Mid Market Rent** - Confirmation is being sought from the Scottish Housing Regulator as to whether the 12 units should be included in the Return.
- 4.2 **Lets to Homeless** – 16 lets were made to homeless applicants during the year, however, it is hoped that with the improved processes introduced by GCC and continued increase in referrals, the Association will be able to increase the numbers in the coming year.
- 4.3 **SHQS** – In response to query raised, it was noted that the Association intends in 2020 for a 20% sample stock condition survey to be undertaken by an independent surveyor, subject to the impact of the current pandemic on gaining access to properties to carry out surveys.
- 4.4 **Gas Servicing** – Whilst no services were outstanding in terms of the Return. It was noted that, due to the pandemic, there have been 70 properties in 2020-21 that have missed their annual service date. Of these, 45 have now been completed late, with the remaining 25 due to receive Sheriff Officer letters this week, seeking entry. The Regulator has been kept informed on the Association's progress on this matter.
- 4.5 **EESH** – In noting that 98.5% of the Association stock is compliant. It was recommended that a strategy should be put in place for future energy efficiency works to achieve the enhanced standard.
- 4.6 **Refusal of Offers** – This remains high at 46.95%. Committee noted that a pilot scheme is currently in place to produce videos of properties to allow potential tenants to express their willingness to accept a property, prior to a formal offer being submitted.
- 4.7 **Arrears** – Whilst the percentage was low for the Return to 31st March 2020 at 2.89%, it was noted that currently, due to the pandemic, etc., arrears continue to escalate with work ongoing to address the issue.
- 4.8 **Relets** – It was noted that the time taken to relet remains high at 23.79 days and again steps are being taken to address this.

- 4.9 Committee approved the submission of the ARC for the year 2019/120, noting that any last minute amendments will be reported at the next meeting. Clive Douglas and Committee extended thanks to all staff for their hard work in preparing the figures for the submission.

Item 5 A.O.C.B.

- 5.1 **Staff Return to Work** – It was noted that following government advice, the staff return to the office was delayed until Friday 31st July 2020. However, it was noted that a date for opening to the public has yet to be agreed.

Item 6 Date and Time of Next Meeting: 10th August 2020 @ 6.00pm