

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held online on Monday 26th October 2020



Present: Andrea Bell (Chair), Chris Elliot, Esther Skimins, Bill Dougan, Ian Smith, Ellen Stewart, Agnes Philips, Brian McNally, Steve Fleming, Geraldine Connolly and John McMorrow

In Attendance:

Clive Douglas, Chief Executive	Anne Fitzsimons, Corporate Services Director
Frank Donohoe, Technical Director	Fiona Mills, Housing Director
	Marie Campbell, Corporate Services Officer (Minutes)

- Item 1** Apologies and Declaration of Interest:
1.1. **Apologies:** Gwen Wilson, Ellen Garscadden and Theresa Findlay
1.2. **Declarations of Interest:** None
- Item 2** **Minutes of Previous Meetings:**
2.1 Minutes of the Management Committee Meeting held on 29th September 2020
i. Matters Arising and Correction to Minute – None
ii. Approval of Minutes – The Minute was approved by general consent.
iii. Decisions taken between Meetings – None.
2.2 Minutes of the Operations Sub Committee Meeting held on 17th August 2020 – noted.
- Item 3** **Governing Body Performance Review** - Committee noted the final report and supporting appendices and in particular the revised Action Plan. It was further noted and agreed that the appraisal process would continue being done internally on an annual basis with an independent consultant undertaking the review every third year.
- Item 4** **Data Protection Update** – Committee noted the detailed report and in particular the content of Appendix 1 covering data breaches/freedom of information requests, noting that each matter has been handled in according with the Association’s Data Protection and Freedom of Information Policies and Procedures.
- Item 5** **Post AGM Procedures** – Committee approved the revised Code of Governance for Governing Body Members and noted that email confirmation would be sought regarding understanding and compliance with the Code and other governing body policies and procedures previously circulated.
- Item 6** **Membership & Use of Seal Report** – Committee noted that no new applications/cancellations have been recorded since the last meeting. The total membership as at 31st October 2020 is 114 with the seal being last used on 29th September 2020 to complete a share certificate.
- Item 7** **COVID related H&S Update** – Committee noted the report and in particular that the COVID related cases have been investigated and monitored in line with the H&S COVID-19 Risk Assessment and associated procedures with no further health and safety action required for these incidents.
- Item 8** **Corporate Services – Quarter 1 and Quarter 2 cumulative KPIS** – Committee noted the detailed report and in particular:

- 8.1 noted the Association's ARC and Non-ARC outcomes measured against our targets for quarter 2 and cumulative figures for the financial year 20/21.
- 8.2 noted the figures from SHR for our peer groups have not been published to date and the relevant information will be updated to reflect the 19/20 figures as soon as they do become available.
- 8.3 noted that 27 stage one complaints and 2 Stage 2 were recorded during the year to date complaints analysis with recoding and lessons learned continuing.
- 8.4 attendance figures for the AGM and Management Committee meetings has been reduced due to member's encountering technical difficulties.

Item 9 Maintenance – Quarter 2 KPIs - Committee noted the detailed report and in particular that the Association continues to perform relatively well, despite the difficulties being experienced as a result of the pandemic. The following points were highlighted:

- 9.1 the stock increased by 12 properties as a resulting of handover of the mid market rent units in Canmore Street.
- 9.2 an average of 2.3 hours in attending to emergency repairs was achieved against a target of 6 hours.
- 9.3 gas servicing across all the properties has now been achieved, albeit 74 were not met within the 12 month anniversary date, due to the pandemic and difficulties with access.
- 9.4 in response to a query raised, it was noted that the Association is working towards bringing all properties up to industry standards/targets set by wherever possible.

Item 10 Notifiable Events – Committee noted as follows:

- 10.1 that following a regrettable and serious incident in one of our properties, a notifiable event has been submitted to the Scottish Housing Regulator. Following legal advice, based on the information held to date, the incident is not deemed to be reportable under RIDDOR to the Health & Safety Executive. The Chief Executive confirmed that this Notifiable event will remain live with the Regulator until such times as the outcome is known. Committee asked that their best wishes be conveyed to the family concerned.
- 10.2 that appropriate procedures are being adhered to following the approval of changes to the Rules. In particular consent has been received from the FCA and notifications have been made of same to SHR and OSCR, with SHR confirming the notifiable event is noted and now closed as of 21st October 2020.

Item 11 Housing – Quarter 2 KPIs – Committee noted the detailed report, highlighting in particular the effects of the pandemic on overall performance as follows:

- 11.1 **Offers** - staff are working to improve the number of refusals received which is currently standing at 40.58%

- 11.2 **ASB** – a significant increase in complaints was highlighted with a number unresolved due to the difficulty in progressing under current restrictions.
- 11.3 **Void/Rent Loss** - £85k in rent was lost during the period due to the length of time now taken to progress and let voids.
- 11.4 **Arrears** – The increasing trend in arrears continues to cause concern. The situation is being closely monitored with staff working to try and address some of the issues and difficulties being experienced by tenants wherever possible.
- 11.5 **Homelessness** – In noting that 41 properties were let to homeless referrals, in response to a query raised regarding 18 refusals in this category, it was noted that the situation is being closely monitored.

Item 12 Homelessness Report – Discussion ensued regarding the request by Glasgow City Council Homeless Casework team with the view to providing 90% of our void properties to homeless customers until 31st March 2021. In noting the significant progress made to date with lets to homeless cases and the possible long term effect of lets to existing tenants, it was agreed to advise that the Association agrees to support the request as far as is possible but does not wish to set a precedent. It was further agreed that a review would be undertaken before the end of March 2021, to consider progress and impact of the allocations going forward.

Item 13 Policy Review – Housing Management Policy Amendments (due to COVID) – Committee noted and agreed to the changes in the allocations, anti social behaviour and arrears policies to accommodate the current circumstances in line with legislation and Government guidance.

Item 14 Development Update – Committee noted that defects on Phase 2 and the Office project is ongoing with proposals for other new build developments being pursued at Parkhead Depot, Easterhill Street and Altyre Street.

Item 15 Festive Season – Call Out Arrangements – In noting the detailed report, Committee:

- approved the office closure dates from 24th December to 6th January 2020.
- approved delegated authority to the Chief Executive to discuss emergency matters with the Office Bearers, as appropriate.
- noted the Standby/Callout procedures and approved the associated costs.
- noted that due to COVID and to manage risk, there are no events scheduled around the festive season. A non-contact proposal is being considered by the Events Focus Group and an update will be provided in due course.

Item 16 Glossary of Language – Noted.

Item 17 A.O.CB

- 17.1 **Solicitors Services for Housing** – It was noted that this work is being provided through Messrs BTO in the short term with legal services due to be tendered in the coming months.

17.2 **Clare Newton** – Following Clare’s announcement to retire from the Association’s Management Committee, a flower arrangement is being sourced. In addition a press release being considered to mark the occasion.

Item 18 **Date and Time of Next Meeting: Monday 23rd November 2020 @ 6pm Online via MS Teams**