

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held on Monday 24th April 2023



Present: Andrea Bell (Chair), Drew McPhail, Agnes Philips, Steve Fleming, Bill Dougan, Agnes Philips, Esther Skimins, Theresa Findlay, Eileen Watters and John McMorrow

In Attendance:

Clive Douglas, Chief Executive Anne Wilson, Corporate Services Director
Joe Wilson, Technical Director Fiona Mills, Housing Director
Marie Campbell, Corporate Services Officer (Minutes)

Item 1 Apologies. Leave of Absence and Declaration of Interest:

- 1.1. **Apologies:** Sharon May, Geraldine Connolly, Gail Jackson, Chris Elliot and Ellen Garscadden
- 1.2. **Leave of Absence:** Ian Smith
- 1.3. **Declaration of Interest:** None

Item 2 Minutes of Previous Meetings:

- 2.1 Minutes of the Management Committee Meeting held on 27th March 2023
 - i. **Matters Arising and Correction to Minute – Item 5 – Membership Report** – It was agreed to amend the Minute to read “Membership report to 31st March 2023”.
 - ii. **Approval of the Minute** – Subject to the above amendment, the Minute was approved by general consent.
 - iii. **Decisions taken between Meetings** – None
- 2.2 **Sub Committee Minutes:** None due.

Item 3 Membership Report to 30th April 2023 - Committee noted and approved the membership application references 2023/2 to 2023/51, noting no cancelled memberships during the period. The total membership at 31st March 2023 is 149. The seal was last used on 27th March 2023 for a Share Certificate.

Item 4 Health & Safety Update – Committee noted the health and safety update, including Covid-19 incidents, noting that the Health & Safety Board continue to meet on a quarterly basis to update the action plan.

Item 5 Data Protection Update – Committee noted the report and the content of Appendix 1 and that each matter has been handled in accordance with the Association’s Data Protection and Freedom of Information Policies and Procedures. Committee also noted the items marked as amber within Appendix 2 which are on programme and being addressed by the Association’s Data Protection Officer and that the DPO has confirmed the Association remains in a strong position.

Item 6 Annual Review of Registers – Committee noted that the terms of the current Entitlements, Payments & Benefits Policy have been adhered to with regard to all transactions listed. Committee noted and approved as follows:

- i. the content of Appendix 1, outlining payments, benefits, gifts and hospitality in line with the Entitlements, Payments and Benefits Policy, during the year 22/23, which have been entered into the registers.
- ii. the declaration of interest register is up to date.
- iii. there have been no fraud/attempted fraud incidents during the year 22/23.
- iv. there have been no incidents of bribery/attempted bribery reported during the year 22/23.
- v. that all registers are available for inspection and that they will be signed by the Chief Executive and Chair immediately after the meeting.

Item 7 Corporate Services Performance Report Quarter 4, Cumulative (2022/23) – Committee noted the detailed report including the complaints analysis, lessons learned and cumulative figures across all ARC indicators. It was noted that overall the Association continues to perform well. The following points were highlighted:

- 7.1 **Complaints** - 18 Stage One complaints and 2 Stage 2 were received in Quarter 4, taking an average of 3 days and 14.8 days respectively to respond to in full.
- 7.2 **Tenant Satisfaction** – It was noted that a full satisfaction survey is being undertaken and results will be reported back to Committee.
- 7.3 **Absence due to Sickness** - Committee noted that sickness levels have significantly improved to 3.7% over the year compared to 6.9% in the previous year.

Item 8 Maintenance Performance Report Quarter 4 and Cumulative (2022/23) – Committee noted the detailed report. The following points were highlighted:

- 8.1 **Emergency Repairs** – Committee noted a significant improvement in the time taken to complete emergency repaired at 2.4 hours.

Item 9 Housing Services Performance Report Quarter 4 (2022/23) – Committee noted the detailed report and that the Association overall continues to perform well. The following points highlighted:

- 9.1 **Terminations** – Committee noted that the number of terminations is down, mainly due to the affordability of moving and the cost of living which in turn sees the number of homes available to let reduced to 1.4%.

Item 10 Arrears Update – Committee noted the updated report and in particular that arrears reduced to £187k at 31st March 2023. Assistance continues to be provided wherever possible to tenants through the Welfare Rights Officer and the Advice Centre staff and facilities.

- 10.1 In response to a query raised regarding the grant received from central government following Covid, to assist with arrears cases, it was noted that the majority of those assisted have continue to maintain clear rent accounts.

- Item 11** **Duty of Candour Report 2022/23** – Committee noted the report, confirming that there were no incidents during the year to invoke the Duty of Candour procedure. It was noted that the report will now be sent to the Care Commission and a copy placed on the Association’s website.
- Item 12** **Development Update:**
- 12.1 **Altyre Street** – It was noted that the shaft has now been located with completion of the remedial works to be complete in circa 2 weeks. However, it was noted that the final cost will only be confirmed upon completion of the remedial works. It was reaffirmed that upon completion the Association will assume liability for a 12 year period. It was further noted that the shaft location is not likely to impact on the proposed layout for the development.
 - 12.2 **Potential Development Sites, Tollcross** – The advert relating to the central area of Tollcross was posted on Public Contracts Scotland with the deadline for responses closing on 25th April 2023. It was noted that the Association will be cautious regarding the signing of any contracts with the Council being updated on negotiations.
 - 12.3 **Tollcross Road, Tollcross** – Negotiations are ongoing with the scheme included in the Association’s Strategy and Development Funding Plan.
 - 12.4 **Ogilvie Street, Tollcross** – Remedial works to external doors are ongoing.
 - 12.5 **Strategy & Development Funding Plan (SDFP)** – It was noted that the SDFP for the period 2023 to 2028 has been submitted to Glasgow City Council, noting the Association’s interest in a number of sites.
- Item 13** **Risk Register Update** – Committee noted the updated register and in particular:
- 13.1 **F7 – Increasing Inflation and Interest Rates** – It was noted and agreed that although there is no change at present to the matrix calculation, should inflation and interest rates continue to rise then the level of risk will be reviewed.
 - 13.2 **CS20 – Coronavirus Pandemic** – It was agreed to reduce the risk from 15 to 9 and accordingly this risk is no longer deemed major.
 - 13.3 **Mould Issues** – In response to a query raised, it was noted that here is a process in place to deal with same, therefore, this is not assessed as high risk. The process in place includes an independent assessment stage where appropriate.
- Item 14** **A.O.C.B.**
- 14.1 **Three Year Satisfaction Survey** – It was noted that this is due for completion and results should be available by the May meeting of the Management Committee.

14.2 **Annual Return on the Charter (ARC)** – The draft submission will be presented to the May meeting of the Management Committee. It was noted that there is now some variation in the way that electrical inspections/repairs satisfaction results are to be recorded.

14.3 **Confidential Item – Insurance for death in service query**

It was agreed that given the sensitivity of this matter, it be treated as confidential.

Item 15 Date & Time of Next Meeting:

- 15th May 2023 – Strategy Day (times tbc)
- 22nd May 2023 @ 6pm – Management Committee (In Office / Online)