

Management Committee Meeting Minute

Meeting summary:

Date	28 August 2023	Start time	6.00pm
Location	Hybrid (868 Tollcross Road + online via Teams)	End time	8.00pm

Present:

Chris Elliot (Vice Chair)	Steve Fleming (online)	Gail Jackson (co-optee)
Bill Dougan	Ellen Garscadden (online)	
Geraldine Connolly	John McMorrow (co-optee)	
Theresa Findlay	Drew McPhail	
Esther Skimins (online)	Sharon May	

Minimum quorum requirements met when 5 governing body members are present.

In attendance:

Clive Douglas, Chief Executive	Anne Wilson, Corporate Services Director
Joe Wilson, Technical Director	Fiona Mills, Housing Director
Tom Hasting, Finance Director	Dianne Mathewson, Corporate Services Manager (minutes)
Philip Morrice from Alexander Sloan	Left meeting after item 3 on the agenda.
Stuart Eglinton from SE Training	Left meeting after item 6 on the agenda.

Agenda items:

Item 1	Apologies & Declaration of Interest
1.1	Apologies – Andrea Bell, Agnes Phillips, and Eileen Waters.
1.2	Declaration of Interest – none.

Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on Monday 26 June 2023: <ul style="list-style-type: none"> i. Matters Arising and any Corrections to the Minute <ul style="list-style-type: none"> Item 10 AGM Update – there has been one nomination for the Management Committee (to be taken to the AGM in September). This has resulted in no requirement for re-election voting for the current standing members at the AGM. ii. Approval of the Minute – Approved by general consent. iii. Decisions taken between meetings – None.
2.2	Sub Committee Minutes for Ratification: Meeting held on 15 May 2023 – Noted.

Item 3	Approval of Financial Statements to 31 March 2023	For: Information / Assurance
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Philip Morrice from Alexander Sloan presented the following items to the Management Committee:

- i. Report & Financial Statements – report provides an overview of the financial position of the Association, the responsibilities of the Management Committee, the going concern of the Association, and the auditor's opinion in relation to our compliance and any requirements to report matters our members.

Report demonstrated a clean audit report with no requirement to report to our members.

Note of clarification following a Committee member query: the Strathclyde Pension Fund is shown as a gain in the year end surplus. The gain is not a tangible asset but an actuarial gain. Actuarial assumptions are made about pension schemes and these assumptions are

not always correct. An adjustment is required in the financial statements to recognise this. However, there is no benefit to the Association.

Note of clarification following a Committee member query: there was a reduction in overall salaries but not to headcount numbers due to various reasons, such as, pension costs, maternity pay, and the recruitment gap between leavers and new starts.

- ii. Summary Audit Management Report – report provides the auditor’s opinion in relation to any ethical concerns (e.g. fraud) and areas of significant risk that are required to be reported to our members.

Report demonstrated that there are no issues to report.

- iii. Letter of Representation – letter is required prior to audit report being signed off. The letter indicates that all relevant information has been provided to the auditors. The letter has remained unchanged since the previous year.

Outcome:	Noted by Management Committee.
Actions:	None.

Item 4	Annual Financial Statement 2023 Return	For: Discussion & Decision
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Return is required as part of our landlord responsibilities, in line with the Scottish Housing Regulator’s (SHR) standards. Management Committee asked to approve the information held within the return. Management highlighted the contextual information supplied for the ‘number of years since a full procurement exercise was undertaken for the internal auditor’ and Management Committee agreed a tendering process will be required.

Note of clarification following Committee member query: the Association can reappoint the same internal auditor if they are successful in the tender process.

Outcome:	Approved by Management Committee.
Actions:	Management Committee instructed a review of the internal auditors – Anne Wilson.

Item 5	Secretary Report	For: Information / Assurance
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Report is required in line with Rule 68 of the Association’s rules, it provides a recommendation from the Secretary that Rules 62-67 have been adhered to.

Note of clarification following a Committee member query: Management Committee minutes are signed by the Chair of the Management Committee meetings, in line with rule 62.

Outcome:	Noted by Management Committee.
Actions:	None.

Item 6	Governing Body Performance Review	For: Information / Assurance
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Stuart Eglinton from SE Training presented the Governing Body Performance Review to the Management Committee. Management Committee’s attention was drawn to some key positives of the report: (1) succession planning, (2) mix of skills held by Management Committee members, (3) regular training, (4) members ability to challenge decisions, and (5) buddy approach to induction.

Management Committee’s attention drawn to some key challenges identified: (1) recruiting younger members, (2) skills gaps (e.g. ICT skills), (3) late papers, (4) extensive reports, and (5) induction process review required.

Outcome:	Noted by Management Committee.
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Actions:	Individual reports to be sent to Management Committee – Stuart Eglinton. Management response to recommendations to be presented to Management Committee – Anne Wilson.
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Item 7	PIN & Events Focus Group Update	Decision, Discussion & Information / Assurance
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Report provided an update on recent PIN / Events Focus Group activities and identified recommendations made from the groups for approval by the Management Committee.
Recommendations for approval: (1) hardcopy tenant handbook to be stopped and (2) landlord performance report to remain in same format as 21/22.

Note of clarification following Committee member query: support is available for those struggling to access tenant information online and hardcopy key documents and information is still supplied as part of the sign-up process.

Outcome:	Noted by Management Committee. Recommendations (1) and (2) approved by Management Committee.
Actions:	a) Process review for bus trip attendees to ensure health and safety for attendees – Anne Wilson. b) Management Committee to consider ideas for the Association’s 50 th Anniversary next year.

Item 8	Quarterly Equalities Action Plan Update	For: Discussion & Information / Assurance
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Report provided a quarterly update on the Equalities Action Plan. Management Committee Members were asked to note the outstanding actions in Appendix 1: (1) work on our own social media channels is underway and we continue to link into other partners channels, (2) the review of sign up pack is linked to the handbook review and (3) the tenant profiling is currently underway.

Outcome:	Noted by Management Committee.
Actions:	None.

Item 9	Health & Safety Update	For: Decision, Discussion & Information / Assurance
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The report provided an overview of Health & Safety matters for 2023/24 (up to 30.06.23).
Recommendations for approval: (1) Fire Wardens to receive an annual payment, in line with First Aiders, for additional responsibilities/duties required.
Management Committee recognised the responsibility and accountability of the Fire Wardens.

Outcome:	Noted by Management Committee. Recommendation (1) approved by Management Committee.
Actions:	Annual allowance payment to be made to Fire Wardens – Anne Wilson.

Item 10	Data Protection Update	For: Discussion & Information / Assurance
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Report provided an update of Data Protection matters for 2023/24. Management highlighted workshops taking place before the next Management Committee meeting in relation to GDPR.

Outcome:	Noted by Management Committee.
Actions:	None.

Item 11	Membership & Use of Seal Report	For: Information / Assurance
Report provides an update on the Membership of the Association.		
Outcome:	Noted by Management Committee.	
Actions:	None.	

Item 12	23/24 ARC KPIs Q1 - Corporate Services	For: Discussion & Information/Assurance
The report provided a summary of the KPIs relating to the Corporate Services section. Management highlighted the average days to provide a full response to stage 2 complaints, they were advised that Management are aware of the cause of this and are actively managing the process.		
Outcome:	Noted by Management Committee.	
Actions:	None.	

Item 13	23/24 ARC KPIs Q1 – Maintenance	For: Discussion & Information/Assurance
The report provided a summary of the KPIs relating to the Repairs & Maintenance section. There was nothing significant to note from Management.		
Outcome:	Noted by Management Committee.	
Actions:	None.	

Item 14	23/24 ARC KPIs Q1 - Housing Management	For: Discussion & Information/Assurance
The report provided a summary of the KPIs relating the Housing Management section. There was nothing significant to note from Management.		
Discussion took place regarding the average re-let times. Key points discussed were:		
<ul style="list-style-type: none"> ▪ Re-let times have been impacted by some long-term hard to let properties (due to their size) and some succession of tenancy disputes. ▪ Impact on major repairs to the property may be increasing the timeframe, due to the property being termed as a general void. ▪ How the property is returned can have a significant impact, due to the void works that need completed. ▪ Tenancy is ended at the date of death. There is often a period of time not accounted for due to the family not informing the Association. ▪ Management reviewed the Termination Policy, to include occupancy charges where a succession of tenancy is in dispute. To allow for the Association to reduce the lost income figure. 		
Outcome:	Noted by Management Committee.	
Actions:	Management Committee requested further in-depth figures to be supplied quarterly (an inclusion of total re-let days minus major void works) for average re-let times – Fiona Mills.	

Item 15	Arrears Update	For: Decision, Discussion & Information / Assurance
The report provided an in-depth analysis of the current rent arrears cases. Management highlighted (1) the overall reduction in rent arrears of £9k from June 2023 to July 2023, (2) that over half of the arrear cases are individually over £1k, (3) the TSMAS project has had a		

significant benefit to income and (4) the roll out of Universal Credit has been pushed back to February 2024.

The Management Committee were asked to consider if there was still a requirement for the report monthly. A discussion took place and the following key points were discussed: (1) The report had been introduced to ensure arrears were managed during covid and (2) the operation sub-committee reviews the arrears information quarterly.

Outcome:	Noted by Management Committee.
Actions:	Reports to be sent to Management Committee quarterly – Fiona Mills.

Item 16	Development Update (verbal update)	For: Information / Assurance
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Management Committee advised that there are no significant updates to development works. Verbal update provided on the following:

- Altyre Street – Glasgow City Council have made a commitment for the ground works. There are no timescales, but they do envisage slippage with the works. A report will follow when more details are available.
- Easterhill Street – still in discussions with New City Vision.
- Tollcross Road – good location but need to explore further.

Note of clarification following Committee member query: general development and building costs have increased. However, the proposals include minimum rent requirements set by the government and this is clear in our grant proposals. Glasgow City Council are happy to fund the rest of the shortfall for the works.

Outcome:	Noted by Management Committee.
Actions:	None.

Item 17	Any Other Competent Business
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17.1 Review of significant event – tabled report for decision from Clive Douglas. Management requesting for additional payment to be made to the employees who attended to support on the night of event.

Outcome:	Management Committee agreed to payment request.
Actions:	Payments to be processed in September salary – Clive Douglas.

17.2 Winter Gardens – verbal update for information from Clive Douglas. Winter Gardens has now opened, looking at alternative usage for the building. It is proposed the Association arrange for volunteers to offer tea and coffee 1-2 days per week. Uptake by the public will be monitored.

Outcome:	Noted by Management Committee.
Actions:	None.

17.3 SHFA Membership – verbal update for information from Clive Douglas. Discussions with SHFA are ongoing and Management are looking into the pros/cons of membership. There are currently only 5 housing associations in Scotland not a member.

Outcome:	Noted by Management Committee.
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	<table border="1"> <tr> <td>Actions:</td> <td>Report to be prepared for Management Committee outline pros/cons and value for money of membership – Clive Douglas.</td> </tr> </table>	Actions:	Report to be prepared for Management Committee outline pros/cons and value for money of membership – Clive Douglas.		
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17.4	<p>New Appointed Solicitor – verbal update for information from Clive Douglas. The tender process is now complete and TC Young have been successfully appointed as the Association’s new solicitor.</p> <table border="1"> <tr> <td>Outcome:</td> <td>Noted by Management Committee.</td> </tr> <tr> <td>Actions:</td> <td>None.</td> </tr> </table>	Outcome:	Noted by Management Committee.	Actions:	None.
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17.5	<p>Eviction Reports – tabled report for decision from Fiona Mills. Overview of cases presented to Management Committee.</p> <table border="1"> <tr> <td>Outcome:</td> <td> Management Committee approved: <ul style="list-style-type: none"> ▪ Eviction report – case no. 1 23/24 ▪ Eviction report – case no. 2 23/24 </td> </tr> <tr> <td>Actions:</td> <td>Reports to be actioned – Fiona Mills.</td> </tr> </table>	Outcome:	Management Committee approved: <ul style="list-style-type: none"> ▪ Eviction report – case no. 1 23/24 ▪ Eviction report – case no. 2 23/24 	Actions:	Reports to be actioned – Fiona Mills.
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Actions:	Reports to be actioned – Fiona Mills.				

Item 18	Date & Time of Next Meeting						
18.1	<p>Special Meeting following the AGM (which will be held on 12 September):</p> <table border="1"> <tr> <td>Date</td> <td>Tuesday, 26 September 2023</td> </tr> <tr> <td>Location</td> <td>Hybrid (868 Tollcross Road + online via Teams)</td> </tr> <tr> <td>Start time</td> <td>6.00pm (planned end time 8.00pm)</td> </tr> </table>	Date	Tuesday , 26 September 2023	Location	Hybrid (868 Tollcross Road + online via Teams)	Start time	6.00pm (planned end time 8.00pm)
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