

# Management Committee Meeting Minute

## Meeting summary:

Date	29 January 2024	Start time	6.00pm
Location	Hybrid (868 Tollcross Road + online via Teams)	End time	8.00pm

## Present:

Chris Elliot (Chair)	Andrea Bell (online)	Ellen Garscadden
Drew McPhail (Vice Chair)	Geraldine Connolly	Gail Jackson
Esther Skimins (Secretary - online)	Bill Dougan	John McMorro (online)
	Theresa Findlay	Agnes Phillips

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	Tom Hastings, Finance Director
Fiona Mills, Housing Director	Dianne Mathewson, Corporate Services Manager (minutes)

## Agenda items:

Item 1	Apologies & Declaration of Interest
1.1	Apologies – Eileen Waters, Alice Lyness and Steve Fleming. Non-attendance – Sharon May.
1.2	Declaration of Interest – none.

Item 2	Minute of Previous Meetings
2.1	Minute of the Management Committee Meeting held on 4 December 2023. i. Matters Arising and any corrections to the minute: None. ii. Approval of the Minute: Approved by general consent. iii. Decisions taken between meetings: Fiona confirmed that a donation was made to Tollcross matters of £500, which was approved by the Operations Sub-committee.
2.3	Sub Committee Minutes for Ratification 2.3.1 - Audit & Business Sub-committee: No minute due. 2.3.2 - Operations Sub Committee held 20 November 2023: Noted.

Item 3	Action Schedule 2023/24	<i>For: Information, Discussion, &amp; Decision</i>
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Action schedule provides a tracker for actions requested by the Management Committee.

Action point 4 – Anne confirmed a revised risk assessment has been completed and will be discussed with the events focus group.

Action point 8 – will be discussed as part of the agenda item 8.

Outcome:	Schedule noted by Management Committee.
Actions:	None.

Item 4	Rent & Heating Consultation	<i>For: Information, Discussion, &amp; Decision</i>
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Report asked Management Committee to consider the proposed rent and heating increase for 2024/25 (appendix D was tabled). Fiona provided a summary of the consultation taken place and the results of the different methods. Key points highlighted to the Committee were:

- Key concerns raised from tenants was affordability.
- Feedback returns were 9 for the rent consultation and 5 for the heating consultation.
- The PIN supported the proposed level of increase.
- A new energy advisor is currently being recruited and will be available to advise tenants.
- If the overall usage of the communal system goes down, the bills will reduce.
- The Association only charges for the cost of gas (there is no additional hidden cost).

*Note of clarification following Committee member query:*

- i. *The heating increase was for hot water and heating only (it is not a complete utility package).*
- ii. *Studio apartments will pay less than the £82 (as this was an average used for the consultation documents), it will be approximately £75.*
- iii. *Tenants can request to come off communal heating and request a boiler / meter installation (the requests need to be done by the tenant of the property; the Association can't do a bulk change over). The Association can make the change for void properties.*
- iv. *The previous deal was for 5-years, and the new deal is for 2-years.*
- v. *Moving forward, the Association will be more proactive with keeping tenants impacted updated about the potential changes to energy costs (e.g. any potential increases at least 6-months before the change).*

Outcome:	Rent increase approved by Management Committee. Heating increased approved by Management Committee.
Actions:	Fiona to explore awareness raising with those impacted by the communal heating systems, to help them better understand how the system works, how the energy tariff impacts them, and how they can make savings.

Item 5	Proposed Budget 2024/25	<i>For: Information, Discussion, &amp; Decision</i>
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Report asked Management Committee to consider the proposed budget for 2024/25.

Tom presented the proposed budget, the presentation included key areas the Committee should consider as part of the budget setting process (presentation tabled). Key points highlighted to the Committee were:

- For rental income percentage increase, the Association would normally take an average of the inflation rates for August, September, and October of the previous year plus 1%, which was 7%. However, the Association agreed to consult on the lower figure of 6.5%.

*Note of clarification following Committee member query:*

- i. *The issue with the insurer is still live and being dealt with by the solicitor. The insurer has agreed to conduct a free stock survey, but this is still pending.*
- ii. *The overtime contingency will cover any staff resourcing required as result of the introduction of the new ICT system.*
- iii. *The SPF pension has been performing well and is currently 146% funded, this has resulted in the significant reduction in contributions payable by the Association. Previously the financial risk sat with the Association if we left the scheme. However, this risk now sits with SPF, due to the performance of the scheme.*

Outcome:	Approved by Management Committee.
Actions:	Information to be provided to Management Committee on sensitivity testing for business plan (added to item 23 in action schedule).

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Item 6	Proposed Factoring Fee 2024/25	<i>For: Information, Discussion, &amp; Decision</i>
<p>Report asked Management Committee to consider the proposed factoring management fee for 2024/25.</p>		
Outcome:	Approved by Management Committee.	
Actions:	None.	
Item 7	Membership & Use of Seal	<i>For: Information, Discussion, &amp; Decision</i>
<p>Report provided an update on the Association's membership and use of the Seal.</p>		
Outcome:	Report noted by Management Committee. New member approved.	
Actions:	None.	
Item 8	PIN & Events Group Update	<i>For: Information, Discussion, &amp; Decision</i>
<p>Report provided an update on activities from the (i) Performance Improvement Network and (ii) Events Focus Group, and to provide a proposed calendar for the 50<sup>th</sup> Anniversary Celebrations. Anne confirmed the PIN meeting did not take place on 24 January 2024. Anne asked the Management Committee to review the proposed calendar for the 50<sup>th</sup> anniversary and identify any suggestions that they (1) definitely don't want to take or (2) definitely do want to take place.</p>		
Outcome:	Report noted by Management Committee. Management Committee confirmed that they do not want a formal 'black tie' event to take place and for consideration to be given to promotional items (ensuring any purchased are value for money).	
Actions:	None.	
Item 9	Health & Safety Update	<i>For: Information, Discussion, &amp; Decision</i>
<p>Report provided an update on health and safety matters for the year 2023/24. Anne confirmed that the revised H&amp;S control manual has recently been received and this will be reviewed accordingly.</p>		
Outcome:	Noted by Management Committee.	
Actions:	None.	
Item 10	Data Protection Update	<i>For: Information, Discussion, &amp; Decision</i>
<p>Report provided an update on data protection matters for the year 2023/24. Anne confirmed work will be taking place on the accountability tracker (which is similar to a self-assessment) to identify areas where improvement is required.</p>		
Outcome:	Noted by Management Committee.	
Actions:	None.	

Item 11	Equalities & Human Rights Update	<i>For: Information, Discussion, &amp; Decision</i>
Report provided an update on the Equalities & Human Rights Action Plan (appendix 1 tabled).		
Outcome:	Noted by Management Committee.	
Actions:	None.	
Item 12	KPI Update – Corporate Services	<i>For: Information, Discussion, &amp; Decision</i>
Report provided an update on KPI performance relating to complaints, customer satisfaction and staffing.		
<i>Note of clarification following Committee member query:</i>		
i. <i>The total for frontline stage 1 should read 73 not 63.</i>		
Outcome:	Noted by Management Committee.	
Actions:	None.	
Item 13	KPI Update – Maintenance	<i>For: Information, Discussion, &amp; Decision</i>
Report provided an update on KPI performance relating to repairs and maintenance matters.		
<i>Note of clarification following Committee member query:</i>		
i. <i>There were no major emergencies that put pressure on our contractors over the festive shut-down.</i>		
Outcome:	Noted by Management Committee.	
Actions:	None.	
Item 14	KPI Update – Housing Management	<i>For: Information, Discussion, &amp; Decision</i>
Report provided an update on KPI performance relating to housing management matters.		
Outcome:	Noted by Management Committee.	
Actions:	None.	
Item 15	Risk Register Update	<i>For: Information, Discussion, &amp; Decision</i>
Report provided an update on the risk register, with attention drawn to the non-major risk in appendix 1.		
Outcome:	Noted by Management Committee.	
Actions:	None.	
Item 16	Development Update	<i>For: Information, Discussion, &amp; Decision</i>
Report provided an update on on-going development projects.		
Clive confirmed that the roads department have agreed the road closure at Altyre Street, to allow for the works to be carried out. The development will contain 5 larger homes, which has been indicated as high demand from Glasgow City Council.		
Outcome:	Noted by Management Committee. Approval granted for property purchase detailed in report.	
Actions:	None.	



Item 13	<b>AOCB</b>						
13.1	<p><u>Burns Night – Staff / Committee Night</u></p> <p>Chris formally thanked everyone for attending the Burns Night, and to staff for making the event a success.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">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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13.2	<p><u>EVH Affiliation</u></p> <p>Anne asked the Management Committee to consider the EVH membership subscription for 2024. An increase of 4.5% has added, making the annual membership £5,276.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">Outcome:</td> <td>Renewal approved by Management Committee.</td> </tr> <tr> <td>Actions:</td> <td>None.</td> </tr> </table>	Outcome:	Renewal approved by Management Committee.	Actions:	None.		
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13.3	<p><u>Confidential note</u></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">Outcome:</td> <td></td> </tr> <tr> <td>Actions:</td> <td></td> </tr> </table>	Outcome:		Actions:			
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Item 14	<b>Date &amp; Time of Next Meeting</b>						
14.1	<p>Management Committee Meeting</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">Date</td> <td>26 February 2024</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	26 February 2024	Location	Hybrid (868 Tollcross Road + online via Teams)	Start time	6.00pm (planned end time 8.00pm)
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