

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held on Monday 16th December 2019

Present:

Chris Elliot (Vice Chair), Bill Dougan (Honorary President), Clare Newton, Esther Skimins, Ellen Stewart, Agnes Philips, Brian McNally, Ellen Garscadden, Ian Smith and John McMorrow

In Attendance:

Clive Douglas, Chief Executive
Fiona Mills, Housing Manager

Maureen Barnes, Housing Manager
Lorna Shaw, Research Resource

Marie Campbell, Corporate Services Officer (Minutes)

Item 1 Apologies and Declaration of Interest:

- 1.1. Apologies: Andrea Bell, Theresa Findlay, Geraldine Connolly, Steve Fleming and Anne Fitzsimons
- 1.2 Declaration of Interest – No declarations noted.

Item 2 Tenant and Owners' Engagement Survey 2019 – Lorna Shaw of Messrs Research Resource presented the detailed findings from the recent survey, highlighting as follows:

- 2.1 910 tenants and 213 owner occupiers were interviewed during the survey.
- 2.2 Overall satisfaction rate of tenants was 96% (versus a local average of 91%)
- 2.3 Overall satisfaction rate of owner occupiers was 74% (versus a local average of 76%)
- 2.4 In summary, whilst high levels of satisfaction were noted across the services and quality of homes provided by the Association, 98% of tenants felt that the rent represented value for money, however, conversely 50% of tenants felt they had some difficulty with affordability of the rent. Committee noted the concern re. affordability with ongoing consultation on the rent for 2020/21 due to be reported at the meeting scheduled for 27th January 2020.

Item 3 Minutes of the Management Committee meeting held on 25th November 2019:

- 3.1 **Matters Arising and Corrections to the Minutes** – None.
- 3.2 **Approval of Minutes** – The Minutes were approved by general consent.
- 3.3 **Decisions taken between Meetings** – None.

Item 4 Membership and Use of Seal Report - Committee approved the application for membership in respect of Reference: 2019/7 with no cancellations during the period. The total membership at 31st December now stands at 127. The seal was last used on 1st October 2019 to authorise two Share Certificates.

Item 5 Shared Ownership Buy Back No. 1 19/20 – In considering the options available, it was agreed to proceed to purchase the owners share in the property.

Item 6 Eviction Report No. 13 - Committee noted the details of the case and in particular the date of tenancy start, the tenant profile and history of non payment of rent In noting all actions taken to date to prevent the case escalating, as per the Association's policies, procedures and the solicitor's confirmation of the granting of a decree on 4th December 2019, Committee approved, by general consent, that the decree should be enforced.

- Item 7 Development Report** – Committee noted the detailed report with costings to date with the following points highlighted:
- 7.1 **Dunira Street Phase 1** – A meeting has been scheduled for January 2020 with Messrs Cruden in order to discuss the final account. Defects are ongoing and being dealt with.
 - 7.2 **Dunira Street Phase 2** – All properties have now been let and tenants have moved in. With regard to the installation of a shared wifi system, liaison with tenants is ongoing.
 - 7.3 **868 Tollcross Road – Office** – Defects are ongoing.
 - 7.4 **Canmore Street** – The development is on target with prospective mid market rent tenants asked to register their interest on 16th January 2020. Committee also noted progress on the subsidiary/legal agreements is ongoing.
 - 7.5 **Altyre Street** – The detailed ground condition report is awaited.
 - 7.6 **Bus Depot** – A meeting has been arranged with Glasgow City Council to discuss the Association’s continued interest in the project.
- Item 8 Scottish Housing Regulator – Tenant Safety** – Committee noted the letter received from the Regulator and noted that an initial report on the Association’s systems relating to tenant safety will be submitted to the Operations Sub Committee and, thereafter, an annual statement will be brought to the Management Committee as part of the Asset Management Strategy.
- Item 9 Glossary of Language** – No update required.
- Item 10 A.O.C.B.**
- 10.1 **Business Confidential Item**
 - 10.2 **Business Confidential Item**
 - 10.3 **Emergency Powers** - In the normal fashion, it was agreed to delegate authority to the Chief Executive to implement emergency powers per the procedure as and when required during the festive period.
 - 10.4 **Christmas and New Year** – Best wishes were conveyed to everyone for a Very Merry Christmas and Happy New Year.
- Item 11 Date and Time of Next Meeting:**
- **Monday 13th January 2010 @ 5.45pm – (Pension Matters)**