

**Tollcross Housing Association Limited**  
**Minute of the Management Committee Meeting**  
**held on Monday 27<sup>th</sup> January 2020**

**Present:**

Andrea Bell (Chair), Chris Elliot (Vice Chair), Esther Skimins, Agnes Philips, Brian McNally, Ellen Stewart, Steve Fleming, Clare Newton, Bill Dougan and Theresa Findlay

**In Attendance:**

Clive Douglas, Chief Executive  
Frank Donohoe, Technical Director  
Marie Campbell, Corporate Services Officer (Minutes)

Anne Fitzsimons, Corporate Services Director  
Fiona Mills, Housing Manager

**Item 1 Apologies and Declaration of Interest:**

- 1.1. Apologies: Geraldine Connolly, Ellen Garscadden, Ian Smith and John McMorrow

**Item 2 Minutes of Previous Meetings:**

- 2.1 **Minutes of the Management Committee Meeting held on 16<sup>th</sup> December 2019:**
- 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 Special Management Committee Meeting held on 16<sup>th</sup> December 2019:**
- 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.
- 2.3 **Minutes of the Special Management Committee Meeting held on 13<sup>th</sup> January 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.
- 2.4 **Minutes of Sub Committee Meetings:** None due.

**Item 3 Rent Increase Consultation 2020/21** - At the Management Committee meeting held on 25<sup>th</sup> November, Committee agreed to consult with tenants on proposed rent increase options of 2.4% and 2.9%. It was noted that the 2.9% option would accelerate the provision of digital services to tenants.

- 3.1 It was noted that the consultation process included: circulation of a detailed newsletter to all tenants in early December 2019; a meeting with members of the Performance Improvement Network on 5<sup>th</sup> December; publication on our website alongside an independent telephone survey undertaken by Messrs Research Resource.
- 3.2 Committee noted that the consultation period ended on 17<sup>th</sup> January 2020 with the majority of those providing feedback opting for the lower option of 2.4%.

- 3.3 In response to concerns raised regarding the inclusion of the rent consultation detail within a newsletter, it was agreed to consider issuing a separate document for the 2021/22 consultation.
- 3.4 In considering the extensive consultation undertaken and the response received it was agreed, as of 1<sup>st</sup> April 2020, to implement the rent increase of 2.4%.

**Item 4 Update on Universal Credit** – It was noted that as of 31<sup>st</sup> December 2019, 274 tenants have now been placed on Universal Credit with 152 tenants in arrears amounting to circa £70k. It was noted that staff are continuing to work with all parties concerned to continually monitor and mitigate the impact of the delays in receipt of the benefit, arrears etc. In addition, further analysis is being undertaken to consider the impact/cost of technical arrears for those with direct payments.

- 4.1 In noting the continuing escalation of the debt, Committee noted that the Glasgow & West of Scotland Forum have and continue to lobby on behalf of member associations.

**Item 5 KPIs for Housing Management Quarter 3 (2019/20)** - Committee noted the detailed report and that the Association continues generally to perform well against each of the ARC Indicators, however, arrears rose during Quarter 3 to 2.76%. Discussion ensued with the following points highlighted:

- 5.1 **Refusal of Tenancies** – 48.35% of offers were refused.
- 5.2 **Anti Social Behaviour Cases** – 92.50% of cases reported in Quarter 3 were resolved.
- 5.3 **Tenancy Sustainment** – 97.56% of tenancies were sustained for more than one year.
- 5.4 **Lettable Houses** – 2.19% of lettable houses became vacant in Quarter 3.
- 5.5 **Rent Lost due to Properties being Empty** – 0.59% in Quarter 3.
- 5.6 **Court Actions** – 11 court actions were raised in Quarter 3.
- 5.7 **Homelessness** – 22 referrals were received, with 4 resulting in a successful let. It was noted that the Association is lobbying the Scottish Housing Regulator to ensure that homeless prevention figures are recognised in the ARC. In addition, liaison is ongoing with Glasgow City Council to address the administrative delays, noting that a presentation by representatives from the homeless team will be made to Committee at the meeting scheduled for 24<sup>th</sup> February 2020.
- 5.8 **Arrears** – Arrears in Quarter 3 rose to 2.76%.
- 5.9 **Relet/Times** – 51 properties were allocated during Quarter 3 with an average of 20 days to let.

- Item 6**      **Eviction Report No. 14** - 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 8<sup>th</sup> January 2020, Committee approved, by general consent, that the decree should be enforced.
- Item 7**      **KPIs for Maintenance Quarter 3 (2019/20)** - Committee noted the detailed report and that the Association continues to perform well against each of the ARC Indicators. The following points were highlighted:
- 7.1      **SHQS** - Of the 2284 properties in management, 1859 meet the standard with 411 exemptions and 14 abeyances, however, mandates have been signed by each of the 14 tenants confirming they do not wish the work undertaken.
  - 7.2      **Emergency Repairs** – An average of 2.1 hours was achieved against a target of 6 hours.
  - 7.3      **Non Emergency Repairs** – An average of 2.5 days was achieved against a target of 3 days.
  - 7.4      **Reactive Repairs carried out Right First Time** – 96% achieved against a target of 95%.
  - 7.5      **Gas Safety** – All gas safety inspections were carried out within timescale, with none missing target date.
  - 7.6      **Adaptations** – The average time taken to complete adaptations was 26 days against a target of less than 60 days.
  - 7.7      **Stock Condition** - In the year to date, 6.3% of the stock has been surveyed against a target of 7%.
  - 7.8      **EESH** – 97% of properties comply with the Standard, with action ongoing to seek to achieve 100%. It is projected that c.33 properties will not comply with ESSH by the end of the financial year.
- Item 8**      **Membership & Use of Seal Report** - Committee noted that there were no new applications or cancellations during the period. The total membership at 31<sup>st</sup> January 2020 stands at 127. The seal was last used on 17<sup>th</sup> December 2019 for a share certificate.
- Item 9**      **KPIs and Complaints for Corporate Services Quarter 3 (2019/20)** - Committee noted the detailed report and that the Association continues to perform well overall against each of the ARC Indicators. The following points were highlighted:
- 9.1      **Complaints** - 44 stage 1 complaints and 6 stage 2 were received in Quarter 3, with 82% and 57% respectively responded to within timescales. It was noted that the response rates are lower, largely due to administrative issues with cases not being closed off on our systems. Committee also noted the lessons learned for inclusion in the quarterly newsletter.
  - 9.2      **Tenant Satisfaction** – As part of the full survey undertaken in late 2019, it was noted that 100% of tenants confirmed their satisfaction that the Association is good at keeping them informed about services and decisions.

- 9.3 **Staff absence** due to sickness remains high during the period at 11.1%, however, it was noted that an analysis of the reasons therefor is being undertaken with all absences being managed in line with policy and procedure.
- 9.4 **Committee attendance** was 77% in the period against a target of 80%.

**Item 10 Health and Safety Quarterly Update 2019/20** – Committee noted the update and in particular that the Health & Safety Board continue to meet and progress the action plan.

**Item 11 Development Update** – The detailed report was noted and in particular:

- 11.1 **Dunira Street Phase 1** – No further progress has been made with the final account on this project.
- 11.2 **New Office Building** – No further progress has been made with the final account on this project.
- 11.3 **Dunira Street Phase 2** – All properties are now allocated and occupied.
- 11.4 **Canmore Street – Mid Market Rent** - Six properties have now been reserved with marketing to commence on the remaining 6.
- 11.5 **Altyre Street** – Development of the site and associated funding is being progressed.
- 11.6 **Parkhead Bus Depot Site** – Glasgow City Council has requested the Association’s involvement in the site in partnership with Home in Scotland and AS Homes. Committee approved the proposal to accept the Council’s Offer.
- 11.7 **Strategy & Development Funding Plan 2020 - 2024** – A submission to the Council was made on 24<sup>th</sup> December 2019.

**Item 12 Update on establishing a Subsidiary to manage Mid Market Rental Stock** – Committee noted the detailed paper and associated documentation and approved:

- 12.1 the adoption of the Independence Agreement.
- 12.2 the use of the Model Articles for Companies Limited by Share.
- 12.3 the appointment of Board Members of Auchenshuggle Develops as detailed.

**Item 13 Update on Notifiable Events** – Committee noted the detailed paper, confirming that all notifiable events to date have either been closed off or are being dealt with as appropriate with no ongoing issues. It was further noted that the Regulator has been kept informed regarding the setting up of the subsidiary company and a formal notice will also be provided to them.

**Item 14 A.O.C.B.**

- 14.1 **Quarriers Project** – Committee agreed that staff should continue to negotiate a lease for 31 Fairburn Street, on the basis of a 6 month probationary period. It was also agreed that representatives from Quarriers should be asked to present on the project at the meeting scheduled for 30<sup>th</sup> March 2020.

- 14.2 **Revision to Data Protection (DPO) Services** – Committee noted the termination of the services of Information Law Solution. In agreeing to continue with an external DPO service, Committee delegated authority to the Corporate Services Director to liaise with RGDP with a view to securing a one year contract to commence as soon as is practicable.

**Item 15 Date and Time of Next Meeting:**

- **Monday 24<sup>th</sup> February 2020 @ 5.45pm.**